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# Strathcona Hotel

**Policies & Procedures**

**Subject: Credit Card Processing/Tip Approval**

**Revised: February 20, 2013**

**Revised: April 4, 2018**

For the convenience of our guests, the Strathcona is willing to accept payment by credit card. It is the responsibility of the server or bartender accepting the credit card to ensure the card belongs to the customer and is a valid credit card by asking for a secondary piece of ID.

**Procedure:**

**All cards must be a pinned transaction, they cannot be swiped and signed.**

* A Chip Enabled card purchase is handled more like a Debit Card. You must process the transaction as a purchase, not as a Pre-Auth. Insert the chip card into the reader, follow the system prompts and ask the customer to enter their pin; the card MUST remain in the reader until you are directed to remove it or the transaction will fail. The customer will be prompted to enter a tip amount then complete the transaction by entering their pin. When they have completed the transaction make sure the receipt says “VERIFIED BY PIN”, there should be no requirement for a signature, however, if a signature line prints on the receipt, make sure the customer signs it. If the customer does not know their pin, ask for another form of payment. Quite often the pin for their new credit card is the same as their debit pin #.

**Tip Approval :**

All gratutites that are over 30% or more than $50.00 (whichever turns out to be greater) **must be approved by a manager.**

**Cash Back:**

**Under no circumstances do we give cash back (for credit or debit)**

If you are caught giving cash back it will be reviewed as theft and you will be disciplined accordingly.