



An open letter from the Owners to our wonderful patrons, past, present and future, regarding the Giggle Dam's Gratuity Policy:

Here's the bottom line: Although we strive to give you an unforgettable experience at The Giggle Dam, we believe the amount of gratuity you leave should ALWAYS be up to you! In the words of the late, great James Brown, let's break it down...

DAM Gratuities 101

Your bill at the end of the night will show two totals:

- one without gratuity
- one with gratuity

The one WITHOUT gratuity is all you actually owe us for any beverages or merchandise purchased on the night.

The total WITH gratuity includes those same beverages/merchandise, but also includes an 18% gratuity on your beverages, **plus 18% gratuity on your Dinner Show Ticket (4-course meal)** that you paid for in advance. This gratuity is only a suggested amount and is completely optional and adjustable by you, we're just helping with the math for folks who hate math. The final tip total is always your choice!

DAM Gratuities for Detail Freaks

It may appear at first glance that The Giggle Dam's Gratuity Policy is a little strange, but seeing as WE'RE a little strange, it only seems fitting ☺ We thought it might be helpful to explain our policy so everyone understands our circumstance surrounding gratuity.

In most cases when folks go out to dinner anywhere else, they receive a bill at the end of the night that is the total sum of their meal and beverages, and then they choose from that point how much gratuity they would prefer to leave based on that amount and the service they've received. Because our patrons pay for their dinner in advance (with the purchase of a Dinner Show Ticket), the only bill they receive at the end of the night is for their beverages (and any merchandise they may have purchased on the evening), which would mean gratuities for the 4-course dinner (2 appetizers, main entrée and dessert) they consumed are not thought about and are left out. We know because we've tried it this way.

On our bills, we show you the amount that you owe for your beverages, plus any merchandise you may have purchased on the evening, plus taxes that pertain to those two things. That is ALL you are required to pay before you leave. Underneath that amount is a suggested and optional 18% gratuity based on your beverages AND your Dinner Show Ticket. These gratuities are all calculated BEFORE any taxes and/or merchandise totals (we would never calculate gratuity on taxes or merchandise). We highlight on the bill that this is a completely optional and suggested amount, we have a written explanation of this amount printed on each bill, and the servers verbally explain that it is a suggested and optional amount, and what

it is calculated on, when they hand out their bills. At this point it is up to you to decide how/if you would like it amended, and we are DAM happy to do so!

The majority of venues in our industry have imposed a MANDATORY gratuity (particularly on groups of 6 or more), or in the case of dinner theatres such as ourselves, charge a MANDATORY “service charge” along with the ticket to cover the gratuities on dinner. **We have been extremely hesitant to jump on this band wagon, as we believe all gratuities should ALWAYS be left up to the customer.**

We realize our situation is not ideal. When you receive a bill at the end of the night with a suggested gratuity amount that *seems* so excessive when next to your beverage/merchandise total (because gratuities for the Dinner Show Ticket have been added to the calculation), it’s almost like sticker shock. To alleviate that, we feel that we do everything we can make it clear to the patrons what the suggested gratuity covers and that the final amount rests entirely with them. We’ve tried many different ways of dealing with this gratuity situation over the years, but short of charging dinner gratuities in advance with the purchase of the ticket (which we don’t want to do), we’re left with our current solution.

We seat 200 patrons on a full night. When our patrons innocently forget to leave gratuities on meals that were purchased in advance, gratuities they may have normally paid on any other night out, you can imagine it’s quite a large amount that our staff would not have the opportunity to receive - an amount that is automatically considered normal for their peers in the industry. It is so standard, that even the government factors in gratuities when determining the minimum wage for servers (which is lower than it is for everyone else), as they know that those in the service industry have the opportunity to earn tips as a probable and relied upon source of income.

I think it is also important to note that many places in our industry take a ‘cut’ of gratuities for ‘the house’, but we have never, and would never, do this - 100% of our gratuities go to the staff. As a business, this gratuity situation does not directly benefit us (especially if it is seen as a negative by our patrons) or our bottom line, but is something we have in place solely for our employees. Our amazing, energetic servers, cast, floor staff, bar staff and kitchen staff go over and above nightly, and are hopping from the moment customers arrive until the moment they leave, to make sure The Giggle Dam experience is a fun, crazy, unique and unforgettable one. We are simply trying to make sure they have the same opportunity to be compensated as equally as their peers. The suggested, optional gratuity on our bill for every person’s 4-course dinner is less than \$10/head (of which you are required to pay nothing), but we are definitely open to suggestions as to how to do this differently in the future.

For those of you who have never been to The Giggle Dam, we are hoping you will give us the opportunity to blow your socks off. For those of you who HAVE been, we’ve got your socks in a pile in the back. Come back and we’ll work hard to add more of your socks to our pile 😊

Sincerely,

Sheila Sharma & Mark Friebe