

# Holiday Pay Questions & Answers

HAYS

Holiday pay is related to PAYE and student workers only.



## IMPORTANT

Do not enter holiday on your timesheet

## Holiday Pay – an explanation

### Q What is Holiday Pay?

Hays Holiday Pay process is used to book holiday and administer payment for holiday taken. It relates to PAYE & Student Workers only; Limited Company Workers or Workers working through an Umbrella company receive their holiday pay through their own Limited Company. The annual entitlement is pro-rated for part-time workers.

### Q What's the benefit to me as a Worker?

You will receive pay when you are on holiday and it is easy to book holidays in advance with your Consultant.

### Q What is an accrual?

It's a term used for amounts that are 'banked' (or set aside) prior to the time or event for which they are used. You may sometimes hear the process referred to as 'Accrued Holiday Pay'.

### Q Can I opt out?

It is not possible for you to choose to be paid Holiday Pay in another way. This scheme has been introduced after a ruling made by the European Court of Justice and is now the legal requirement in the United Kingdom.

### Q When does the holiday year run from and to?

It is as per the calendar year, but adjusted to accommodate Hays weekly payroll. For 2008 the holiday year runs from 29th December 2007 to 26th December 2008 (52 weeks). For 2009, it runs from 27th December 2008 to 1st January 2010 (53 weeks). For 2010, 2nd January 2010 to 31st December 2010 (52 weeks).

## How is Holiday Pay calculated and paid?

### Q How is my holiday pay rate calculated?

The Holiday Pay rate is based on your average pay rate for the preceding 12 weeks worked calculated at the time your holiday is paid.

### Q Why is holiday pay being accrued from my overtime?

Temporary workers are deemed self-employed workers therefore they do not have standard hours. Working Time Regulations require Hays to include all hours worked in calculating the holiday entitlement and the average rate of pay. Holiday pay is accrued on 'basic' working hours and any overtime; however bonuses are excluded.

### Q How do I check how much holiday I have accrued?

Your cumulative holiday entitlement less that which has already been paid to you is displayed on the right hand side of your payslip.

### Q Will Hays pay holiday pay without a holiday being taken?

Holiday pay can only be paid for holiday taken. The legislation does not allow holiday pay to be paid for any reason other than holiday.

### Q Do I get paid bank holidays? Is this an automatic process if I do?

Yes, if you have holiday accrued. To claim your holiday entitlement on bank holidays you will need to book this holiday with your Consultant.

### Q How early should I book the bank holidays off?

As taking bank holidays off is very popular, it is advisable to book these holiday periods as early as possible with your Consultant.

### Q Can I carry over holiday entitlement to the next holiday year?

All entitlement to leave must be taken during the course of the holiday year in which it is accrued and none may be carried forward to next year. Failure to take any holiday by the end of the holiday year in which the entitlement arises will result in such outstanding holiday being lost.

### Q Due to Hays paying weekly in arrears, when is the last time I can claim holiday at the end of the holiday year?

Unused holiday entitlement at the end of a holiday year can be claimed in the first week of the new holiday year up to a maximum of 5 days on the basis that the days are not worked and that you normally work 5 days a week. Unused holiday entitlement after this date will be lost.

### Q Can I be paid holiday if my holiday entitlement is not sufficient to cover the booked holiday period?

You are paid holiday to the value of your holiday entitlement. Holiday taken in excess of the entitlement is treated as leave without pay. If you later have sufficient earned holiday entitlement for the taken holiday day(s), contact our Call Centre on 0844 800 0885 to arrange payment.

# Holiday Pay Questions & Answers



## Holiday Pay – how to book

### Q Who do I contact if I want to book a holiday?

At least **2 weeks** before you go on holiday, confirm with the Client that your holiday booking is convenient. Then you should contact your Consultant, who will book your holiday for you.

### Q Can I book holiday before I have accrued it?

Yes, you can book holidays in advance, but you will only be paid for hours accrued when the holiday claim is processed. Holiday taken in excess of the entitlement is treated as leave without pay.

### Q Can I book holiday for the same day as worked?

Holiday can be booked for a worked day for half a day's (4 hours) holiday on the basis that the worked hours do not exceed 4 hours.

### Q If I haven't accrued enough holiday, can I take unpaid leave?

Yes, any holiday taken for which there has not been enough holiday entitlement accrued is treated as leave without pay.

### Q What happens if I have not accrued sufficient holiday when my holiday payment is due?

When insufficient hours have been accrued for a holiday booking, then only the available hours are paid. No payments can be made in advance of an accrual.

### Q If I have taken an unpaid holiday in the past, can I get paid for this once I have accrued enough holiday entitlement?

Yes, you can by ringing the Call Centre on 0844 800 0885 and requesting that they make a past booking.

### Q Can I book holidays on days that fall outside my normal work pattern e.g. Monday-Friday

Days not normally worked cannot be booked as holiday. The legislation is aimed at ensuring workers take their holiday entitlement for health and safety reasons.

### Q Can I request a holiday for Saturday/Sunday?

Holiday can only be booked against days that are normally worked. If you normally work on a Saturday or Sunday, then you will need to contact the Call Centre on 0844 800 0855, who will book the holiday.

### Q Can I take a half-day holiday?

You are allowed to book a minimum of 4 hours holidays to reflect half a day's holiday.

### Q Can I change holidays that are already booked?

Your Consultant can cancel advanced bookings on the Holiday Pay System and re-book the days you require. An advanced booking is a day that falls in the current week or a week(s) in the future.

### Q When will I be paid my holiday pay?

Holiday pay is paid in the same way as normal worked days i.e. weekly in arrears. Should holiday and worked days occur in the same week and your worked timesheet is received in time, a single payslip will be produced and will show both pay types on one payslip.

### Q Can I 'claim' holiday pay at any point in an assignment?

Yes, but you can only be paid for holiday accrued, and it can only be paid on the basis that you are not working on the days booked.

### Q If I have finished my assignment and do not start the next assignment immediately, do I need to request my P45 to claim my holiday entitlement?

No, the entitlement remains with you, and should you take on a further assignment your accrual will continue to accumulate. If you have a gap between assignments, we would suggest that you book this time as holiday.

### Q How will I be paid made my outstanding holiday entitlement, when I cease to work on Hays assignments?

If you leave, you should request your P45 via the Hays.com internet site at <http://hays/forms/p45-request.aspx>. When your P45 is processed you will be paid your outstanding holiday entitlement.

### Q If I am a student do I need to request a P45 when I finish work?

Yes, as a student you should complete the P45 request form on the internet, as this triggers the payout of any outstanding holiday entitlement (An actual P45 will only be issued, if as a student you have passed the appropriate tax threshold). This can be found at Hays.com internet site on <http://hays/forms/p45-request.aspx>.

### Q Who do I contact if I do not believe that my holiday pay is correct?

It is unlikely that the amount shown on the payslip is incorrect as it reflects your requested holiday booking. However, if you have a query, please contact our Call Centre on 0844 800 0855.

### Q Is the holiday accrued capped?

No, the accrual is based on the Number of Working Time Regulation hours worked.

### Q Is holiday pay taxed?

Yes, it is taxed when it is paid, not when it is deducted.

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For additional information visit:  
[hays.com/holidaypay](http://hays.com/holidaypay)