

# **Heaven on Earth** **Customer Care Guide**

## **Gratuities**

Gratuity is not automatically added to your services. If you wish to leave a gratuity, most guests leave an additional 15% to 20%. Our service staff truly appreciates you thanking them in this way. For the convenience of our guests, gratuities can be added to your overall bill and placed on a check or credit/debit card. Gratuities cannot be added to gift certificates.