



## DLCA WANTS YOU TO KNOW

The Department of Licensing and Consumer Affairs (DLCA) wants you to know that a gratuity (or tip) is defined as “something given voluntarily or beyond obligation usually for some service”. Customers should not be forced to pay such a charge and if this type of payment is mandatory, then it is actually a service charge - not a gratuity.

The DLCA requires that the full cost of any given item, including service charges, must be displayed to customers in a plain and visible manner at the point of sale and it can be displayed on menus. Requiring customers to pay a price for items beyond the price advertised, without first informing the customer of the total cost involved, is deceptive and against the law.

It is just as deceptive when a mandatory service charge is called a gratuity.

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