

# CONTRACTOR FAQ'S ANNUAL LEAVE

**Please note the below relates to PAYE workers only. Limited Company Workers or Workers working through an Umbrella company receive their holiday and statutory pay through their own Limited Company.**

As a Hays contractor you will receive pay when you are on annual leave based on your annual entitlement set out in your contract. Annual entitlement is pro-rated for part-time workers.

## **How do I book holiday?**

At least 2 weeks before you go on holiday, you need to confirm with the Client you are working for that your holiday booking is convenient. You should then log onto [haysconnect.co.uk](https://haysconnect.co.uk) and book your holiday. If you are unable to use our self-service solution please call your consultant who will book your holiday for you.

## **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 Hays Shared Service Centre on 0844 800 0885.

## **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'.

## **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.

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

The holiday year typically runs for 52 weeks from January to December.

## **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.

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

Your cumulative holiday entitlement, cumulative holiday paid to date and holiday balance is displayed on your payslip.

## **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.

## **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 log onto [haysconnect.co.uk](https://haysconnect.co.uk). If you are unable to use our self-service solution please call your consultant.

**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.

**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.

**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, but will be paid automatically as and when sufficient entitlement is earned.

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

If you leave, you should request your P45 via [haysconnect.co.uk](http://haysconnect.co.uk). If you are unable to use our self-service solution please contact Hays Shared Service Centre on 0844 800 0885 to request your P45. When your P45 is processed you will be paid your outstanding holiday entitlement.

**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.

**Is the holiday accrued capped?**

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

**Is holiday pay taxed?**

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

**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, but will be paid automatically as and when sufficient entitlement is earned.

**Can I book holiday for the same day as worked?**

Holiday can be booked for a worked day for half a day's (3 hours) holiday on the basis that the worked hours do not exceed 4 hours.

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

Holiday can be booked for a worked day for half a day's (3 hours) holiday on the basis that the worked hours do not exceed 4 hours.

**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.

**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 Hays Shared Service Centre on 0844 800 0885, who will book the holiday.

**Can I cancel or amend holidays that are already booked?**

Yes, you can by logging onto [haysconnect.co.uk](https://haysconnect.co.uk) and clicking on the cancel/amend future booking link at the bottom of the booking page and selecting either cancel or update. A future booking is a booking that is not in the current week or in the past.

**If you are not sure on any of the above, have any other questions, or aren't sure who you need to speak to please use the chat box on the [Contractor Support Frequently Asked Questions](#) page.**