

Questions and Answers on Christmas Eve and New Year's Eve Holiday booking

Please refer to Public Holiday [Joint Statement](#) dated 10/01/2020 (updated on 11 November 2020). The information below refers to employees referenced in Sections 2 and 3 of the Joint Statement.

Q1: I have already booked Christmas Eve off – do I need to do anything to cancel it?

A: If you are scheduled to work on Christmas Eve and have already had a holiday request approved please ask your manager to cancel that holiday via [Manager self-service](#) and you should then re-book the leave following the usual process.

If you have submitted a holiday request for Christmas Eve that has not yet been approved then your manager should [decline the request](#) and you should then re-book the leave following the usual process.

For employees in the Branch Network, if you have already agreed with your manager to use Time Off In Lieu (TOIL) instead of working on Christmas Eve, then you will need to speak to your manager to cancel taking it and this TOIL will remain available to 'spend' in the normal way.

These arrangements only apply to those who are scheduled to be in work and had previously booked holiday, they do not apply to either full or part time employees that are not due to be in work on that day.

Q2: I won't be able to take my pre-booked Christmas Eve holiday this year, can I carry it forward into next year?

A: You should try and re-book it to use this year if you can, but we know that's not always going to be possible this late in the year.

After the change we announced to the Holiday Policy earlier in the year, PeopleSoft will now carry forward up to a maximum of five days (pro rata for part timers) from your holiday entitlement from one holiday year to the next.

Q3: If this cancelled holiday booking takes me over five days carry forward will I now lose it if I don't take it by the end of the year?

A: No, if that happens, then please let your manager know. You will need to manage this half day locally as PeopleSoft will only carry forward the maximum of five days (pro rata for part-timers).

Q4: I'm leaving on 31 December 2020, if I cancel my pre-booked Christmas eve holiday, will I get this paid in my final pay?

A: Yes, however, your manager will need to cancel this as soon as possible via Manager self-service on My Team's Details – and this should be done by 30 November 2020.

Q5: If I wish to book New Year's Eve off – how much holiday do I need to use?

A: There is no change to our arrangements for New Year's Eve – it is treated as a full day for holiday booking purposes regardless of whether you work in a department with an earlier closing time. Normal lunch breaks apply and there is no requirement to make the time up.