

Holiday Pay FAQ

All of your frequently asked questions, answered.

Q. Do you pay holiday pay?

A. Yes, and you have a choice as to how your holiday pay is paid to you. You can either choose for your holiday pay to be Advanced to you or Accrued. Some key information on each method is outlined below. You can see if you currently have your holiday pay Advanced or Accrued by checking your payslip. If there is a line on your payslip which says holiday pay then you are having your holiday pay advanced to you. If not, then PayStream is currently accruing it for you.

Q. What am I entitled to?

A. The dates of your holiday year, your holiday entitlement and details as to how holiday pay is calculated are outlined within your employment contract, which is available to you at all times on the online portal (and phone app, where available).

Note, bank holidays are included in your annual holiday allowance.

Advanced Holiday Pay

Q. I want to take a holiday, what do I do?

A. We encourage you to ensure that you take your full holiday allowance each year, there are lots of reasons why it's important that you do so. It not only allows you to rest and re-energise but it also helps to promote good physical / mental health.

If you intend to take time off during an assignment, then please arrange with your end client directly a suitable time to take holiday and let us know once agreed. It may also be advisable to inform your agency of your intention to take annual leave.

As outlined within your employment contract, any time off not taken by the end of the holiday year cannot be carried forward. If you anticipate difficulty in taking any part of your holiday allowance before the end of the holiday year and would like to discuss this further with us, please contact us before the holiday year ends on 0161 929 6000 (option 2).

Q. When will I receive my holiday pay?

A. If you have chosen to have your holiday pay advanced to you, we will pay this alongside each of your normal payments as you accrue it. If you do decide to take time off work, you will not receive any additional holiday pay as this has already been advanced to you with your normal pay.

We strongly recommend that you save the holiday pay we have advanced you to be used at times of annual leave.

Q. I don't want my holiday pay advanced to me anymore. What do I do?

A. We will need to receive the instruction from you in writing of your intention to change the way we handle your holiday payments. You can email the Customer Care team directly on customer.care@paystream.co.uk advising us of the date you would like to switch to the Accrued method.

Accrued Holiday Pay

If you have chosen to have your holiday pay accrued, the total amount you have accrued is available via the online portal (or app, where available) and on your payslip.

Q. I want to take a holiday, what do I do?

A. We encourage you to ensure that you take your full holiday allowance each year, there are lots of reasons why it's important that you do so. It not only allows you to rest and re-energise but it also helps to promote good physical / mental health.

If you intend to take time off during an assignment, then please arrange a suitable time to take holiday with your end client directly and let us know once agreed. It may also be advisable to inform your agency of your intention to take annual leave.

You should then submit a holiday request to PayStream via the online portal (or app, where available) for the days you wish to take off so that we can process the relevant payment to you.

As outlined within your employment contract, any time off that you have not arranged by the end of the calendar year cannot be carried forward. If you anticipate difficulty in taking any part of your holiday allowance before the end of the holiday year and would like to discuss this further with us, please contact before the holiday year ends on 0161 929 6000 (option 2).

Q. How do I claim for holiday pay?

A. Holiday requests can be made via the online portal (or app, where available) when you have more than 1 full day available to be claimed. If you have less than 1 full day in your pot, please contact our Customer Care team on 0161 929 6000 (option 2) or via email at customer.care@paystream.co.uk to request this.

All holiday requests should be submitted at least 1 week before your planned annual leave.

Q. I want to take a holiday for more days than I have accrued, what do I do?

A. Providing your client agrees to the absence, you can submit a request for your full holiday pay accrual and any days' leave taken above your accrued entitlement will be taken unpaid.

Q. I'm trying to enter a claim for a holiday I have booked for later in the year but it won't let me - why?

A. If you are trying to claim for more holiday days than you currently have accrued, then this will not be allowed. You can request holidays you have accrued up to a maximum of 4 weeks in advance. It is recommended that you submit your holiday claim as close as possible to your intended leave, but at least 1 week before you plan to take annual leave, in order to maximise the amount of available holiday days.

Q. I have submitted my holiday pay request. When can I expect to receive my holiday pay payment?

A. Once requested, you can select a Friday pay date up to 5 weeks in the future.

Q. How do I cancel or change a holiday request I have submitted?

A. You can cancel or change any holiday requests made with PayStream by emailing the Customer Care team directly on customer.care@paystream.co.uk us of the cancellation or the amended dates you require. You should also make your current client aware that you no longer intend to take the annual leave you have outlined.

Q. My expenses have not been applied to my holiday pay payment. Why?

A. Expenses can only be applied to a payment if they are incurred wholly exclusively and necessarily in the performance of job-related duties. As the holiday pay payment relates to annual leave, no allowable expenses will be incurred. Note: any outstanding expenses will be applied to future payments that relate to hours worked.

Q. I don't want you to accrue my holiday pay any more – what do I do?

A. We will need to receive instruction from you in writing of your intention to change the way we handle your holiday payments. You can email the Customer Care team directly on customer.care@paystream.co.uk advising us of the date you would like to switch to the Advanced method.

Q. How do I view my total accrued holiday pay pot in pounds and available days?

A. Currently this is available within the employee's area of the portal (or app, where available), under Personal Details, in addition to showing on each of your payslips.

Q. When my accrued holiday pay is paid to me I am being taxed on it. Why?

A. Payments in respect of holidays are classed as taxable income and therefore are still subject to the usual tax deductions.

Q. Where does my holiday pay come from?

A. In our capacity as employer, we are legally obliged to pay you in respect of holidays as outlined in your employment contract. You are not personally liable for this cost. We make payments for holiday from the funds you generate on our behalf, our 'Umbrella Income'. When we receive these funds from your agency, these funds are our funds pursuant to our contract with the agency. These are not your personal funds.