

Holiday Pay FAQ

All of your frequently asked questions, answered

PayStream currently have two methods for paying you the holiday pay you are entitled to. These are the 'Advanced' method and the 'Accrued' method. Outlined below is some key information on each method of holiday pay we offer, plus a selection of FAQs to assist you with any queries you may have.

You can determine if you have your holiday pay 'Advanced' or 'Accrued' by checking your pay slip. If there is a line on page one of your payslip which says holiday pay then you are having your holiday pay advanced to you. If there is a deduction for holiday pay on page 2, PayStream are currently accruing it for you.

Advanced Holiday Pay

If you have chosen to have your holiday pay advanced to you, we pay this on each of your payments as you accrue it. If you do decide to take time off work, you will not receive any additional holiday pay as this is advanced to you each week. However, we strongly recommend that you save the holiday pay we have advanced you to be used at times of annual leave.

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

A. In order to take annual leave you must bear in mind your current client's requirements and agree the time you have in mind with them. It may also be advisable to inform your agency of your intention to take annual leave. As you had your holiday pay advanced to you, you will not receive any further payments for the days you take off. You should also notify PayStream so that we can keep track of your holidays taken.

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 and on page 2 on your payslip – the Contractor Invoice Reconciliation.

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

A. In order to take annual leave you must bear in mind your current client's requirements and agree the time you have in mind with them. 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 your PayStream portal for the days you wish to take off so that we can process the relevant payment to you.

Q. How do I claim for holiday pay?

A. Holiday requests can be made via the online portal when you have more than 1 full day available to be claimed. Holiday requests ideally should be submitted 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 current client agrees to your absence, you can submit a request for the full annual leave and any days above those accrued 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. It is recommended that you submit your holiday claim as close as possible, but at least 1 week before you plan to take annual leave to maximise the amount of available holiday days. You can request holidays you have accrued up to a maximum of 4 weeks in advance.

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

A. Holiday pay will credit your bank account on Friday, the week after your holiday ends.

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 mymaxinfo@paystream.co.uk advising 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 do not seem to have been applied to my holiday pay payment. Why?

A. Expenses will 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 in the expenses pot will be applied to future payments that relate to hours worked.

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

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

Q. I don't currently accrue my holiday pay with PayStream, but I would like to. What do I do?

A. We will need to receive the instruction in writing of your intention to change the way we handle your holiday payments. You can email the Customer Care team directly on mymaxinfo@paystream.co.uk advising us of the date you would like to switch to the Accrued 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, under Personal Details, in addition to showing on each of your payslips, page 2 – Contractor Invoice Reconciliation.

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

A. Payments in respect of holidays are still classed as taxable income and therefore are still subject to the usual tax deductions. PayStream will not apply a margin for holiday pay payments.

Q. What happens if I have accrued holiday pay left at the end of December?

A. PayStream holiday leave runs from 1st January to 31st December. At the end of the leave year, should you not have taken your full leave entitlement you will be permitted to carry forward up to maximum of 3 days leave to be used by the end of February.

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 up to the level stipulated in your employment contract. You are not personally liable for this cost. We make these contributions out of the funds you generate on our behalf, as described on your payslip as Umbrella Income. When the funds come over from agency they are Umbrella company funds pursuant to our contract with the agency not personal funds.