

Example Holiday Booking Guidelines

These example holiday booking guidelines have been provided by Tim Milburn, Planning Manager at emovis (also Winner of 'Resource Planning Manager of the Year' at the UK National Contact Centre Awards 2022)

Holiday Booking Guidelines:

The Holiday year runs between 1st January and 31st December

- Booking Notice Period
 - Booking 0.5 to 2 days holiday – 1 weeks' notice
 - Booking 2.5 to 5 days holiday – 2 weeks' notice
 - Booking 1 to 2 weeks holiday – 4 weeks' notice
 - Requesting over two weeks holiday requires the authority of the Operations, HR and Planning
- Holidays required that do not meet the above notice periods must have the prior approval of a Team Manager. The Team manager must e-mail Planning with the necessary authority (Operations Manager approval) before being requested.
- No holidays to be booked within the first 4 weeks of starting employment due to the induction process (exception is pre-booked holidays declared at interview)
- The booking window for the following year opens on the 1st October. Requests received before the window opens will be rejected.
- All holidays are subject to business availability. To avoid disappointment, please do not book any tickets/travel until your holidays have been authorised.
- The following are regarded as Special days and additional rules will apply:
 - Friday 15th April 2022 to Monday 18th April 2022 inclusive - Easter Weekend
 - Monday 2nd May 2022 - Early May Bank Holiday
 - Thursday 2nd June 2022 - Spring Bank Holiday
 - Friday 3rd June 2022 – Platinum Jubilee Bank Holiday
 - Sunday 1st May to Wednesday 4th May 2022 – EID
 - Friday 8th July to Thursday 14th July 2022 - EID
 - Monday 29th August 2022 - Summer Bank Holiday
 - Monday 19th December 2022 to Sunday 8th January 2023 inclusive – Christmas/New Year 2022/2023

Holiday Booking Guidelines - for Special Days:

- Once the Staffing requirements are agreed by planning and the operations the holiday allowance will be set and a dual approach will be taken:
 - CSRs may volunteer to work on any or all the dates within the booking window
 - CSRs may request a holiday on any or all the dates within the booking window and will be added to a 'wish list'
- When the booking window opens, the CSR should request a holiday. The request will then be added to a 'Wish List' for consideration with the following message: "Your request has been received and added to the 'Wish List'. Confirmation of the holiday will be provided by wk. xx.xx.xx"
- CSRs who have not expressed any preference may be scheduled to work on any of the specified 'Special days'
- If there remains a shortfall, CSRs will be scheduled from the wish list taking into consideration their preferences where possible.
- Special days cannot be guaranteed and are subject to business availability.
- The booking windows will open as per the schedule in the table below:

Special Day(s)	Date(s)	Method	Booking Window	Confirmation of Schedules
Easter Weekend	Friday 15th April 2022 to Monday 18th April 2022	CSR to submit their request via Cascade which will be entered onto the holiday wish list.	1st January 2022 to 31st January 2022	February 2022
Early May Bank Holiday	Monday 2nd May 2022	CSR to submit their request via Cascade which will be entered onto the holiday wish list.	1st March 2022 to 31st March 2022	April 2022
Spring Bank Holiday	Thursday 2nd June 2022	CSR to submit their request via Cascade which will be entered onto the holiday wish list.	1st March 2022 to 31st March 2022	April 2022
Platinum Jubilee Bank Holiday	Friday 3rd June 2022	CSR to submit their request via Cascade which will be entered onto the holiday wish list.	1st March 2022 to 31st March 2022	April 2022
EID May	Sunday 1st May to Wednesday 4th May 2022	CSR to submit their request via Cascade which will be entered onto the holiday wish list.	1st March 2022 to 31st March 2022	April 2022
EID July	Friday 8th July to Thursday 14th July 2022	CSR to submit their request via Cascade which will be entered onto the holiday wish list.	1st May 2022 to 31st May 2022	May 2022
Summer Bank Holiday	Monday 29th August 2022	CSR to submit their request via Cascade which will be entered onto the holiday wish list.	1st May 2022 to 31st May 2022	June 2022
Christmas	Monday 19th December 2022 to Sunday 8th January 2023	CSR to submit their request via Cascade which will be entered onto the holiday wish list.	1st October 2022 to 31st October 2022	Wk. 31st October 2022