

# Patron Code of Conduct Policy

## Overview

Club Lawson is committed to providing a safe, enjoyable, and inclusive environment for all our patrons and staff. This Code of Conduct outlines our expectations for patron behaviour and establishes a framework for accountability. Our policy is designed to ensure that all individuals are treated with respect and dignity, free from discrimination, harassment, and violence.

## Strategic Purpose

*The purpose of this Policy is to:*

- Uphold the club's reputation as a premier destination for leisure, entertainment, and community gatherings.
- Foster a culture of respect, inclusivity, and safety.
- Promote responsible and courteous behaviour.
- Protect the club's members, guests, staff, and property from harm.
- Ensure legal compliance and mitigate risk.

## Guidelines

The Code of Conduct is a set of guidelines and expectations for behaviour within Club Lawson's premises, aimed at ensuring a safe, respectful, and enjoyable environment for patrons, staff, and surrounding neighbours.

Everyone associated with Club Lawson—whether a spectator, participant, member, official, administrator, or community member engaging with the club—is expected to promote:

- Inclusivity, welcoming individuals of all ages, genders, and sexual orientations.
- Diversity, embracing people from all racial, cultural, and religious backgrounds.
- Respect for others, the club itself, and the wider community.
- A safe and welcoming environment for everyone.
- The eradication of violent and abusive behaviour.
- Protection against sexual harassment and intimidation.

## ***General Behaviour***

Patrons are required to treat everyone within the club premises with respect, dignity, and fairness, ensuring a welcoming atmosphere for all. Aggressive, disruptive, or harmful behaviours towards others are strictly prohibited to maintain a safe and enjoyable environment. Additionally, respect for club property and facilities is of utmost importance, and patrons must report any damages immediately to ensure the club remains in excellent condition for all to enjoy.

## ***Respect for Others***

At Club Lawson, we hold the respect for others in the highest regard. Discrimination, harassment, or any form of abuse is completely intolerable under our code of conduct. Additionally, it is imperative that the privacy and personal boundaries of all individuals are always respected, ensuring a welcoming and safe environment for everyone.

## ***Intoxication and Other Unacceptable Behaviour***

Patrons entering Club Lawson must commit to consuming alcohol responsibly, adhering strictly to legal requirements. Any behaviour that compromises the safety or enjoyment of others, such as aggression, violence, or disruption, will not be tolerated. The use of illicit substances on the premises is strictly prohibited and will result in immediate removal and potential legal action.

## ***Patron and Resident Complaints***

At Club Lawson, we value open communication and encourage patrons and residents to report any concerns or complaints promptly. Our management and staff are committed to addressing these issues swiftly and confidentially, ensuring a positive experience for all individuals.

## ***Patron Care – Drink Driving***

In accordance with our commitment to patron safety, Club Lawson strongly advises against driving under the influence of alcohol. We offer assistance to patrons who may require alternative transportation arrangements to ensure they reach their destination safely.

## ***Respecting Our Staff***

We expect all patrons to always treat our staff with respect and courtesy. Verbal abuse, harassment, or any form of discrimination towards our staff will not be tolerated under any circumstances.

## ***Respecting Our Property***

All patrons are responsible for treating Club Lawson property with care and respect. Any intentional damage to club property will result in the responsible individual being held accountable for restitution and may involve legal action.

## ***Dress Code***

Patrons entering Club Lawson must adhere to the dress code standards as displayed at the entrance. Club Lawson enforces a smart casual dress code. Prohibited items include offensive clothing, excessively torn garments, and inappropriate footwear. Management reserves the right to refuse entry to individuals who do not comply with these standards.

## ***Customer Service***

Club Lawson is dedicated to providing exceptional customer service to all patrons. We welcome and appreciate feedback and suggestions for improvement regarding our services, as we continuously strive to enhance the overall experience for our guests.

## ***Breaches of Code***

Violations of this Code of Conduct will result in appropriate actions, including but not limited to refusal of service, expulsion from the premises, or involvement of law enforcement authorities.

## ***Implementation of Code***

The Directors, Management, and Staff of Club Lawson are responsible for the implementation of this Code, which includes ensuring that all patrons are aware of and comply with these guidelines. Regular training on liquor licensing legislation, patron care, responsible service of alcohol, and harm minimisation strategies is provided to all staff. Patrons who breach this code may be barred from the Club in accordance with the Club's Barring Policy.

## **Communication**

This policy is readily available to all staff members who are encouraged to actively engage and provide feedback. They are always kept informed about any changes made to the policy.

## **Monitoring and Review**

The organisation commits itself to an annual review of this policy. This involves an assessment of the policy's effectiveness, which is achieved through workers' feedback and a comprehensive review by management. The management's review is meant to ascertain whether objectives have been met, as well as identify potential barriers and facilitators to the policy's continued implementation.