

# Customer Code of Conduct



At Pirates Play Centre, we welcome and encourage everyone to use our facilities and want to make every contact you have with us a positive experience.

**Our Customer Code of Conduct** is intended to provide clear guidance as to the standards of behaviour expected from visitors to our centre.

## We ask our customers to...

- Treat our employees and fellow visitors with courtesy and respect
- Use our centre, equipment and property in an appropriate manner
- Pay the appropriate charges
- Adhere to all instructional signage and instructions given by our team
- Report incidents for investigation, sometimes an answer cannot be given immediately or even on the day. To investigate appropriately and thoroughly it may be required that our team ask you to write to us and get a response in due course
- Ensure you remain in control and responsible of all children in your care and where appropriate, take action to ensure they play with equipment and other children in a friendly and safe manner
- Follow all rules including not bringing your own food into Pirates

## We will not tolerate...

- The use of inappropriate or offensive language
- Any form of unacceptable behaviour or aggression
- Any attempt to intimidate or harass our team members. Our team who put their every effort into providing a great experience deserve to come to work and have a positive experience whilst on shift.

**Think before you speak! Our team are human beings in front of you and on the other end of the phone, their mental health matters!**

While we will make every effort to engage and facilitate all customers, there may be occasions where behaviours cannot be tolerated. Whilst incidents are few, if our code of conduct is breached, it will result in a permanent ban from our centre.

The Pirates Play Centre team are not a replacement for parental/guardian care. **AT ALL TIMES** you are responsible for all members of children in group/party.

**We thank you in advance for maintaining a positive, fun and caring environment at Pirates Play Centre.**