

# Code of Conduct

## Centre Rules

As one of our booking conditions, group leaders agree to maintain the discipline and supervision of their party. The following points further amplify our requirements, and we would be grateful if you could ensure your party members comply:

- Groups must show consideration for other groups, NST staff, coach drivers, and neighbouring local residents.
- Respect for all property is essential - including coaches, centre facilities, equipment, and others' belongings. Costs for intentional damage will be passed on to the responsible party.
- All groups must observe centre curfews and keep noise to a minimum during these hours.
- Smoking is prohibited in public areas of our centres, on coaches, and especially in all accommodation units. Smoking is only permitted in designated areas.
- No underage possession or consumption of alcohol is permitted.
- Anti-social behaviour, including offensive or insulting language, threatening behaviour, bullying, or harassment of any kind, will not be tolerated.
- We operate a zero-tolerance policy towards sexual harassment. Any unwelcome conduct of a sexual nature, whether directed at a colleague, customer, or any other individual, will be addressed immediately and appropriately by our Leadership Team. Where necessary, incidents will be reported to the police. Allegations of sexual harassment may result in immediate removal from the premises and a permanent ban.
- Theft and other illegal activities will be reported to the police.
- Guests must not leave the centre unless accompanied by a supervising adult.
- We reserve the right to send home any party member(s) involved in illegal activities, consistent or gross misconduct. All associated costs will be borne by the individual or party.