



Shannon Swimming & Leisure Centre

Code of Conduct for Customers

This code of conduct is for members of the public who use the facilities and have dealings with Shannon Swimming & Leisure Centre Employees.

Shannon Swimming & Leisure Centre aims to provide a high quality service in a safe and secure environment. In order to achieve this we would ask our customers to note that the following behaviour **will not be accepted in any way in our facility.**

- Behaviour which is disruptive or dangerous that interferes with the use and enjoyment of the facility by other users or interferes with the carrying out of business by Shannon Swimming & Leisure Centre.
- Harassment of staff or members of the public by use of abusive, sexist, racist, obscene or threatening language either directly or indirectly in person or on the phone or social media platforms following dealings with staff of Shannon Swimming & Leisure Centre.
- Using violence or threats of violence or intimidation towards staff and/or members of the public.
- Any deliberate damage to or theft of Shannon Swimming & Leisure Centre property or threats to carry out such damage or theft.
- Using Shannon Swimming & Leisure Centre facilities while under the influence of alcohol or illicit drugs.
- Smoking (including e-cigarettes) within Shannon Swimming & Leisure Centre premises.
- Using recording devices to record meetings or interactions with Shannon Swimming & Leisure Centre staff without their knowledge.
- Intimidating behaviour including accosting members of staff and/or attempting to coerce staff in any way.
- Allowing children to be unsupervised and disruptive in Shannon Swimming & Leisure Centre facilities.
- Bringing pets or animals (other than guide dogs) into Shannon Swimming & Leisure Centre premises is not permitted.
- The wearing of motor cycle or other helmets within Shannon Swimming & Leisure Centre's premises.

Please help us to encourage the responsible and considerate use of Shannon Swimming & Leisure Centre facilities by observing the code of conduct. Failure to do so in certain circumstances will result in you being asked to leave the facility and An Garda Siochana being called to attend.

Thank you.

The Management