

Tabletop Gaming Live

Victoria Warehouse

Tabletop Gaming Live operates a zero-tolerance approach to harassment and all forms of abuse and fully support Victoria Warehouse's Safety and Security Procedures.

Safety and Security Policy

CODE OF CONDUCT:

At Victoria Warehouse our guest experience is paramount, and we are committed to creating a safe, comfortable and enjoyable visitor experience.

Visitors to Victoria Warehouse have a right to expect an environment in which:

- Guests will be treated in a consistent, professional and courteous manner by all venue personnel.
- Guests should not engage in, or tolerate, offensive, insulting, harassment or abusive language or behaviour.
- Guests will consume alcoholic beverages in a responsible manner. Intervention with an impaired or underage guest will be handled in a prompt and safe manner, and could result in being removed from the event area.
- Guests who engage in fighting, throwing objects or acting in an abusive manner will be immediately ejected from the venue, and may be arrested
- Guests will not be permitted to smoke in the venue at any time (Vaping is permitted however we ask guests are courteous to others around them when using these devices)
- Guests will comply with requests from venue staff regarding venue operations and emergency response procedures.
- Victoria Warehouse management reserves the right to deny entry to guests wearing clothing items or signs displaying offensive text and/or images.

Victoria Warehouse advises all guests visiting the venue to take extra care with personal belongings for example: mobile phones, purses or wallets.

EJECTION PROCESS

At Victoria Warehouse, our guest experience is paramount, and we are committed to creating a safe, comfortable and enjoyable visitor experience. Guests who are found to violate the venue's Code of Conduct may be ejected.

Victoria Warehouse has an escalating scale of response in relation to breaches of the Code of Conduct. All ejections are documented, and anyone ejected from Victoria Warehouse may be banned from future venue events.

BAG POLICIES

Bags may be subject to an extensive search regime, and guests are advised to arrive well in advance of the event's scheduled start time to avoid any delays.

CCTV policy

CCTV cameras are in use around Victoria Warehouse, and the venue may use, or pass to the police or other relevant authority, any recordings for use in any proceedings to ensure the safety and security of all visitors.

SEARCH POLICIES

Visitors may be searched (on point of entry or during the event) using a regular pat down method or via security wand and will be asked to open or remove any jackets or coats in preparation for search and to ensure entry to the venue as quickly as possible.

Event organisers with specific requirements will be detailed, and may supersede venue restrictions and policies.

PROHIBITED AND RESTRICTED ITEMS

All visitors to Victoria Warehouse, and their belongings, are subject to search at the venue. Kindly note that the following information is subject to change without notice.

Visitors with medical items that must be carried on their person must be searched. In this instance, please arrive early to Victoria Warehouse to avoid delayed entry to the venue. Please make yourself known to the security team on entry and ask to speak to the customer service team at the Info Point.

Prohibited Items are those items, which have been determined by legislation in force as being 'Inherently dangerous' and are therefore prohibited within the Venue. Prohibited Items may include, but are not limited to:

1. Prohibited Items may include, but are not limited to:

- No Weapons of any kind or anything that could be considered a weapon (This could include studded jewellery)
- Knives (including pocket knives and Box Cutters)
- Chemical or incendiary devices
- Fireworks, Explosives, pyrotechnics and flares / smoke bombs
- No Drugs / illegal substances / legal highs / nitrous oxide / psycho active substances
- Clothing containing vulgar language or offensive images
- Any material that has connotation of racism, xenophobia and discrimination

RESTRICTED ITEMS

2. Victoria Warehouse Security will not permit entry of any Prohibited Items into the Venue. Owners of such items may dispose of the item themselves. Surrendered items will not be returned to persons attempting to bring them into the venue. Victoria Warehouse Security will confiscate Restricted items from visitors, these items will be stored at the owner's risk for collection at the end of the event. Please speak to a member of the Customer Safety Team on arrival and they will store your items in the confiscation box located at the main entrance.

3. Restricted Items may include, but are not limited to:

- Glass Bottles, glass of any kind, or cans
- Golf Umbrellas (only pocket size umbrellas are permitted)
- Pets (only registered service animals are permitted)
- Aerosol Cans
- Signs (bigger than A4)/Sticks/Poles or flags
- Laser Pointers
- Air Horns
- Alcoholic Beverages
- Drones

4. In addition the published list Victoria Warehouse Security may determine any other item to be Restricted.

DRONES

All use of drones must be lawful and with prior explicit permission from Victoria Warehouse. A fee may be payable depending on the intended drone activity and demonstration of competence and insurance may be required.

REPORTING AN INCIDENT

Guests are encouraged to report unruly guest behaviour by contacting the nearest member of our Customer Safety team, security or the Tabletop Gaming Live Team. The Events Team can be found on the Tabletop Gaming stand within Shed A.

All complaints of bad guest behaviour are investigated and appropriate actions are undertaken.