

# FARNBOROUGH AIR SCIENCES TRUST MUSEUM

## Visitor Code of Conduct Policy

### (1) Background

The Health & Safety (H&S) of all visitors and staff working at the museum is of paramount importance. The nature of the exhibits, how they are displayed and the nature of the museum layout are such that some potential H&S hazards will inevitably exist. For responsible adults these hazards are assessed as minimal, however for some individuals the risks are heightened due to exhibiting unexpected or uncontrolled behaviour, inability to read notices or hear and respond to instructions from museum staff. In order to make the visitor experience the safest possible while allowing maximum access to fascinating exhibits an acceptable standard of behaviour is to be expected.

**Note: All visitors enter the site at their own risk and Museum Staff reserve the right to ask poorly behaved persons to leave the site.**

### (2) Examples of Poor or Unacceptable behaviour

- Speeding on site
- Smoking anywhere inside the museum
- Running anywhere on site (except in an emergency)
- Playing with/on or interfering with exhibits
- Not complying with written or vocal instructions from Museum Staff
- Crossing barriers (unless authorised and accompanied by museum staff)
- Use of offensive, abusive or threatening language
- Fighting, provoking a fight, or engaging in any other disorderly or boisterous conduct

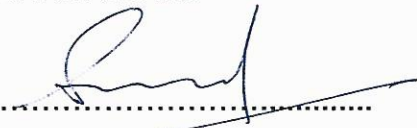
### (3) Definitions/Process

- Museum Staff are defined as Member Volunteers, Trustees and/or any officially appointed temporary guide or helper.
- Responsible Persons are defined as Organisers, Parents, Guardians, Group Leaders, etc
- This Policy will be displayed at the museum
- When needed museum staff will refer visitors to this notice
- Organisers of groups will be expected to sign a code of conduct acknowledgement

### (4) Penalties

- Visitors not complying with the above will be asked to leave the site
- Visitors caught stealing, conducting vandalism, criminal damage or other civil offence will be reported to the police
- Visitors under the influence of alcohol or drugs will be asked to leave the site and may be reported to the police
- Visitors recognised as repeat offenders will be permanently barred from the site

BY ORDER FAST Trustees

Signed: 

*Note:- The FAST site and Buildings are private property and the Trust only permits visitors at the discretion of the Museum Management and authorised FAST Association volunteers.*

# FARNBOROUGH AIR SCIENCES TRUST MUSEUM

## Code of Conduct Policy: *Organiser/Group Leader acknowledgement form*

### (1) Code of Conduct Statement

The Trustees and museum management have determined that as a requirement of the FAST Museum Health & Safety (H&S) Policy it is necessary to have an undertaking from Organisers, Leaders or Responsible Persons in charge of group visits to the museum that all persons in their group are aware of what is expected with regard to their behaviour while on site.

The FAST Museum Visitor Code of Conduct Policy was created to ensure the maximum safety of all visitors and museum staff is maintained whilst allowing maximum practical access to all artefacts and exhibits.

The following is an extract from the policy with respect to what is considered poor behaviour and resulting penalties.

#### (a) Examples of Poor or Unacceptable behaviour

- Speeding on site
- Smoking anywhere inside the museum
- Running anywhere on site (except in an emergency)
- Playing with/on or interfering with exhibits
- Not complying with written or vocal instructions from museum staff
- Crossing barriers (unless authorised and accompanied by museum staff)
- Use of offensive, abusive or threatening language
- Fighting, provoking a fight, or engaging in any other disorderly or boisterous conduct

#### (b) Penalties

- Visitors not complying with the above will be asked to leave the site
- Visitors caught stealing, conducting vandalism, criminal damage or other civil offence will be reported to the police
- Visitors under the influence of alcohol or drugs will be asked to leave the site and may be reported to the police
- Visitors recognised as repeat offenders will be permanently barred from the site

Group leaders must take full responsibility for the behaviour of all persons in their party whether in the galleries, shop, toilets or other public areas. Failure to take responsibility could result in future visit requests from your organisation being denied.

Name: .....

Signature: .....

Organisation: .....

Date: ...../...../.....