



# CODE OF CONDUCT

The team at Raglan Country Estate will ensure we uphold our core values and a code of conduct to each other and to our guests.

We are proud of what we have achieved here and ask our guests to embrace our Code of Conduct and our Values as a Friend of Raglan.

By agreeing and signing up to our Code of Conduct as a Friend of Raglan you agree to the following:

- To treat Raglan Country Estate and its facilities with respect.
- Dog Owners to always keep their dogs on a lead.
- Dog owners to use the poo bins provided or take your poo bags home.
- To be always courteous to all staff and Friends of Raglan
- Please refrain from bringing any outside food or beverages, unless medically necessary
- To dispose of rubbish in the bins provided
- We want all our guests to relax and enjoy the activities and facilities available at our Estate in safety. Please be aware that we are set in open country with lakes and other natural features that can be hazardous.
- Friends and their guests agree to observe the Estate rules and any signs published or displayed at our Estate at any time; and to take reasonable precautions when travelling around the grounds or using the facilities at the Estate.
- All Friends and their guests are asked to respect our nearby residents by being quiet when entering or leaving the premises, or while in the surrounding area.
- Friends and their guests should be aware that for safety reasons, we use CCTV across the Estate.
- We ask that Friends and guests stay within the Leisure Parc boundaries and to only use the Golf course when playing golf and to honour the privacy of the tourists in the Tourism area.
- All Friends and their guests are obligated to abide by our smoking policy. No smoking (including e-cigarettes and vapes) is allowed inside the restaurant including the Pergola at any time.
- Conduct by a Friend or guest that is prejudicial to the reputation and values of Raglan Estate may result in the Management asking said person/s to leave . Such conduct may include inappropriate, violent or abusive behaviour, or the communication of information concerning the Estate affairs, Friends or their guests to the media. Any Friends of Raglan who wilfully remove, damage or destroy any property belonging to the Estate will be liable to confiscate their Friends of Raglan card.
- When using any facilities available on the Estate, you must take care to safeguard your own health and safety and that of other people. You will be solely responsible for any loss or injury that you cause to yourself, other persons, or to the facilities through your unsafe or improper use of the facilities. This includes your use of them while under the influence of alcohol or medication, or your failure to advise staff of a medical condition relevant to your use of the facilities.

Name: ..... DoB: ..... / ..... / ..... Email: .....

Address: .....

County: ..... Post Code: .....

Phone: ..... Signature: .....