

Creggan Enterprises Ltd – Rath Mor Centre

Customer code of Conduct and Right of Refusal Policy

1. Purpose

The Rath Mor Centre is committed to providing a clean, safe, inclusive, and welcoming environment for all customers, tenants, staff, and visitors. This policy outlines the expected standards of behaviour within the Centre and sets out the Centre's right to restrict or refuse access in cases where individuals compromise the health, safety, or wellbeing of others.

2. Scope

This policy applies to:

- All visitors, customers, and members of the public who access the Rath Mor Centre;
 - All shared and public areas within the Centre;
 - All times during which the Centre is open to the public.
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3. Expected Conduct

All visitors are expected to:

- Treat others with courtesy and respect;
 - Follow all posted signage and instructions from Centre staff;
 - Maintain appropriate standards of dress, hygiene and public decency;
 - Supervise children and animals in their care;
 - Use the facilities safely and responsibly.
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4. Prohibited Conduct

The following behaviours are strictly prohibited within the Rath Mor Centre and its surrounding areas:

- **Violence or threats of violence**, including intimidation or physical aggression;
- **Abusive, discriminatory, or offensive language** directed at staff, tenants, or other visitors;
- **Disorderly or offensive conduct**, including shouting, harassment, or indecent behaviour;
- **Littering, vandalism, or wilful damage** to property or furnishings;
- **Dog fouling or failure to control animals**, including aggressive or unsupervised dogs;
- **Smoking**, including e-cigarettes and vaping, **outside of designated areas**;

- **Consumption of alcohol** or appearance under the influence of alcohol or illicit substances;
 - **Begging, solicitation, or unauthorised fundraising;**
 - **Obstruction of access routes**, emergency exits, or business entrances;
 - **Unauthorised photography, filming, or loitering** in restricted areas.
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5. Right of Refusal and Exclusion

The management of Rath Mor Centre reserves the right to:

- **Refuse entry** to any person engaging in the behaviours listed above;
 - **Request individuals to leave the premises immediately** if conduct is deemed unsafe, unhygienic, abusive, or otherwise inappropriate;
 - **Issue temporary or permanent bans** from the premises where repeated or serious breaches occur;
 - **Report criminal or anti-social behaviour to the PSNI or relevant statutory authorities;**
 - **Involve local environmental health or dog warden services** where public hygiene or animal control laws are violated.
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6. Appeals and Reinstatement

Any person who is subject to a ban or restriction may contact Centre Management in writing to:

- Request further information about the decision;
- Propose adjustments or conditions for return;
- Appeal for reinstatement, subject to management review.

Appeals will be reviewed on a case-by-case basis, considering:

- The nature and frequency of the incidents;
 - Any steps taken by the individual to address the issue;
 - Ongoing risk to the Centre and its users.
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7. Legal Basis

This policy is guided by and compliant with the following legislation and legal responsibilities:

- **Health and Safety at Work (Northern Ireland) Order 1978**
- **Disability Discrimination Act 1995 (NI)**
- **Dogs (Northern Ireland) Order 1983 and Dogs (Amendment) Act (NI) 2011**

- **Litter (Northern Ireland) Order 1994**
 - **Criminal Justice (Miscellaneous Provisions) Act (NI) 1968**
 - **Common Law Rights of Trespass and Nuisance**
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8. Review

This policy will be reviewed annually or in response to incidents that require policy amendment.

Policy approved: 21 June 2022

To be reviewed: 21 June 2027