

Guest Code of Conduct



Policy

The Aurora Group – A Ruby Foundation (**Aurora**) aims to produce fundraising events that all our Guests can enjoy.

Our Guest Code of Conduct calls for reasonable standards of behaviour to help everyone have an enjoyable, safe and secure event experience. The Code applies to all aspects of your attendance at Aurora events. Although the Code doesn't explicitly cover every possible situation, it is a strong general statement on the standards of behaviour that are expected while attending an Aurora event.

1. Do not use offensive or abusive language during your attendance at the event.
2. Behave in an appropriate manner at all times. Do not engage in adverse interactions or abusive behaviour such as uninvited physical contact, harassment, theft or violence.
3. Treat other guests with respect, obey the venue's rules and follow the direction of Aurora representatives and venue staff members.
4. Treat our Aurora representatives with respect and remember that the event is their workplace.
5. Do not photograph or video other guests or Aurora representatives and venue staff members without their consent.
6. Do not enter restricted areas. Guest entry into restricted or volunteer areas is not permitted.
7. Do not engage in inappropriate public behaviour particularly any action that would be unacceptable in a public place.
8. Be responsible in relation to alcohol consumption. Aurora has a very strict RSA (Responsible Service of Alcohol) policy which we enforce.

Failure to adhere to the Guest Code of Conduct can have serious consequences. This can include the refusal of a ticket purchase or removal of guests from the event. Where considered necessary it can also involve law enforcement authorities.

The Aurora Board reserves the rights to refuse ticket sales where there is prior knowledge of ANY level of harassment or intimidation to ANY volunteers, staff or members of our organisation.

Everyone shares a responsibility for safety and security. It is vital to report any unsafe or potentially illegal behaviour immediately to Security or the Aurora representatives managing the event.

Aurora thanks you for your support of the Guest Code of Conduct and by following its requirements we are confident you and your fellow guests will enjoy your time at our events.

Contact Us

If you have questions or complaints about this Policy, please let us know. Our contact details are:

The Aurora Group – A Ruby Foundation
PO Box 121, Strawberry Hills NSW 2012
Telephone: + 61 2 8323 4041
Email: hello@auroragroup.com.au

We take your complaints seriously and will endeavour to review and resolve such complaints within a reasonable timeframe and no later than 30 days. If we are unable to review and resolve your complaint within this timeframe, we will endeavour to contact you within that time to let you know how long it will take to resolve the complaint.

This Policy may change from time to time. We recommend that you return to this website periodically to review the current version. This policy was last updated on 11 April 2018.