

RCN Code of Conduct – Guests

It's important for us to maintain a good ambience in our holiday park. In order to do so, we apply certain house rules. These rules describe behaviour that is undesirable, and which may lead to removal from our park and ban of three years.

Zero-Tolerance

A policy of zero tolerance is applied in the cases listed below:

- **Violence and/or intimidation**
By violence, we mean any behaviour that causes physical or emotional injury to another. This can include fighting, threats of violence, discriminatory remarks, insulting someone with words and/or gestures, sexual intimidation, etc.
- **Drugs**
Dealing, use or possession of drugs is forbidden.
- **Weapons**
The possession of firearms, knives, truncheons, pointed weapons or any other objects that can be used as a weapon are forbidden. Possession of any such items will be reported to the police.

Warning

A warning will be given in the following situations, but you will be removed from the park if the behaviour is repeated:

- If **instructions from RCN employees** are ignored.
- If you treat employees in **an inappropriate manner** and/or do **not address them with respect**.
- **Excessive consumption of alcohol.**
- **Nuisance caused by noise, smell, smoke**, etc.
- **Serious breach of the speed limit** and/or for other breaches of road safety.

Pet policy

If you have more pets with you than is permitted, we will refer you to a boarding kennel or similar. The rules on pets are strictly applied in order to avoid irritation and nuisance to other guests. If you do not observe this rule we will be forced to exclude you from the park. Continual barking can be extremely irritating for other guests and we consider it a noise nuisance.

Responsibility

As a **parent or guardian** you are **responsible for children** under the age of majority, and this includes their behaviour in our holiday park. You will also be held responsible for the behaviour of your visitors. This means that if your children or visitors do not observe these house rules, you, your children and/or your guests will be removed from the park.

Reimbursement

If we have been forced to have you removed or excluded from the park, any payment you may have made will not be refunded.

Any sanction will be applied to all RCN Holiday Parks.