

# House rules and code of conduct

- You have to report to reception at the start of your visit. Various parts of the complex can only be entered with a valid pass, which is available from reception.
- Entry checks: to protect your safety and the safety of others, we may oblige you to cooperate with a search or screening. The decisions of staff are binding in this matter.
- Dress code: De Bonte Wever has a dress code; that is permitted. If you do not comply with the code, you may be denied access. Team shirts and provocative dress are not permitted.
- Cameras: if you visit a hospitality business where video cameras are installed, you consent to recordings being made. De Bonte Wever has camera surveillance. After commotion or incidents, recordings may be shown to third parties, or they may be handed over to the police.
- Sexual harassment, racism, and discrimination: you may not be guilty of sexual harassment, racism, or discrimination.
- Drugs and hallucinating products: you may not use soft drugs or hard drugs. You may not have them on you either. Employees may ask you to cooperate with a search. If you refuse to be searched or if you are caught with possession or use, you will be sanctioned and you may be reported to the police.
- It is prohibited to have or use laughing gas (nitrous oxide) in and around the complex.
- Weapons: you may not carry weapons of any kind nor carry objects that could serve as weapons.
- Objectionable, offensive, or aggressive behaviour: Anyone who displays objectionable, offensive, or aggressive behaviour inside or outside the business will be sanctioned. Threats, abuse, and other forms of aggression are absolutely prohibited.
- Toilet use: toilet areas are only intended for individual toilet use. It is not permitted to use them for any other reason.
- Trade in goods: it is prohibited to trade goods in and around the business.
- Property: you may not take company property outside. Those who cause damage are liable for repair or replacement.
- Loss, damage, injury: De Bonte Wever is not liable for the loss of and/or damage to the property of guests. Even in the event of losing items that are in clothing, for example and in the event of injury to people, De Bonte Wever is not liable.
- Lost and found objects: if you find an object in the complex that clearly belongs to somebody else, you should hand it in to reception. At our complex we keep found objects for two months, following which items that were not collected are given to charity. When you collect items, you should always show proof of identity to ensure that the items go to their rightful owner.
- Complaints: if you have complaints of any nature, report them to reception immediately.
- Breaking house rules and code of conduct: if you break the house rules or the code of conduct you may be sanctioned: you may be removed from or denied access to the business. When criminal offences are observed, they are reported to the police at all times.
- Quiet time: when you leave De Bonte Wever at night, we ask you to respect our neighbours and not produce excessive noise.
- Should incidents occur, for example in the form of vandalism, you will be held liable. Any costs will be recovered from you.
- Certain business elements, such as the swim and sauna paradise and the gym have additional house rules and codes of conduct. They are displayed at the various entrances, and they are binding.
- In De Bonte Wever there is a general duty of identification. In case of doubt about your age, where an age limit matters, or in the event of commotion, you may be asked to show your ID.
- You should comply with instructions from our personnel at all times.
- Food and drink; you may only consume food and drink inside the business. You may not bring packs of food or drink from outside to consume inside.
- The use of mobility equipment, other than for medical use, such as Oxboards, skates, skateboards, Heelys etc. is not permitted on our complex.
- Our complex is a complete no-smoking area. There are designated smoking and vaping areas outside.
- Guide dogs are permitted throughout our complex. Other dogs are not permitted in our complex, except for the meeting area De Bonte Brink, which is near the central main entrance.
- We do not serve alcohol-free beer to guests under the age of 18.

## De Bonte Wever Alcohol policy

We do not sell alcohol or tobacco to those under the age of 18.

Under the age of 25? Show your ID!

In the event of not complying with statutory rules regarding:

- The prohibition to consume alcohol under the age of 18;
- One guest passing on alcohol to a guest under the age of 18;

the transgressor is denied access to the premises and is requested to leave the premises immediately. A personal note is made of this breach.

If a transgressor has broken the rules at several events before, this perpetrator will be banned for a longer period of time.

- When you have had too much to drink, you may not be served any more alcoholic drinks.

In serious situations you may even be denied access to the complex. We do not serve double shots or cocktails.