



Guest Code of Conduct	
Status: APPROVED	Applies to: Safety & Security Department
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This Policy is in effect for the Kay Bailey Hutchison Convention Center, located at 650 S Griffin Street, Dallas, Texas (the "Venue"). The Venue includes the buildings as well as their surrounding structures, parking facilities, and outdoor premises. This Policy applies to all persons who, at any time, are at, on, or within the Venue(s), including guests, visitors, staff, clients, exhibitors, performers, tenants, vendors, and contractors. Without limitation of any other policies, procedures, or contract terms which may be applicable, all such persons are required to adhere to the terms of this Policy.

I. PURPOSE:

Kay Bailey Hutchison Convention Center is committed to providing all guests with a safe, inclusive, and extraordinary experience. Guests are entitled to enjoy their experience at the Venue free from disruptive or inconsiderate behaviors or unruly actions. The purpose of this Policy is to clearly explain the Venue’s commitment to maintaining a safe and enjoyable environment for all.

II. DEFINITIONS

- a. N/A

III. REFERENCES

- a. Alcohol Policy (SEC-E-510)

IV. POLICY

- a. Guests shall be treated in a respectful, professional, and courteous manner by all Venue and event personnel.
- b. Guests, clients, exhibitors, and vendors must show respect for each other.
- c. The following standards have been established with respect to guest conduct:
 - i. Guests agree to all search and screening procedures in place upon entering the Venue.
 - ii. Guests shall not interfere with the event and/or exhibitors, vendors, performers, or Venue / event operations or personnel.
 - iii. Guests shall not use abusive/offensive language or obscene/offensive gestures.



- iv. Guests may not engage in fighting, taunting, challenging others to fight, throwing objects, or other behavior deemed detrimental to the experience of other guests. Those who engage in any of these actions will immediately be removed from the event without refund or reimbursement and will be referred to law enforcement.
 - v. Guests who choose to consume alcohol must do so in a legal and responsible manner that is consistent with the Venue's Alcohol Policy (SEC-E-510).
 - vi. Guests shall comply with requests from Venue personnel regarding operational and emergency procedures as well as with all posted signs and placards.
 - vii. Guests shall not engage in unauthorized commercial activity while on Venue property.
 - viii. Guests shall not smoke or use e-cigarettes or vaporizers while on Venue property.
 - ix. During seated events, guests will occupy only the space in their designated seat location.
 - x. Guests shall present tickets to Venue management and staff upon request.
- d. The Venue's Security Manager on-duty, or their designee, shall be present for all instances of guests being ejected from the Facility.
 - e. For any incident involving an ejection from the Facility, an incident report must be completed in accordance with the procedures defined in the Incident Documentation Policy.

V. PROCEDURES

- a. All guests are encouraged to take ownership in the enjoyment of their event experience by reporting inappropriate or unlawful behavior to Venue personnel.
- b. Violation of this Guest Code of Conduct or of any other Venue policy, procedure, or directive from Venue personnel may result in any one or multiple of the following:
 - i. Denial of entry or re-entry into the Venue
 - ii. Verbal or written warning from Venue security personnel
 - iii. Relocation to alternate seats or locations
 - iv. Ejection from the Venue without refund
 - v. Revocation of future Venue access privileges and/or prevention from attending future events
 - vi. Citation, summons, or arrest (as determined by law enforcement officials)
 - vii. Any and all other applicable civil or criminal penalties (as determined by law enforcement officials)