



North East Museums Visitor Code of Conduct:

We believe all visitors, staff and volunteers at North East Museums deserve to feel valued and respected within our venues, audience programmes, activities, events and on social media. To help keep our staff, volunteers and visitors safe and our communities inclusive, we ask you to follow these guidelines.

Whether you are visiting one of our museums or sites, taking part in one of our programmed events or participatory activities in person or online we ask that you:

- Be respectful and kind to our staff, volunteers and other visitors
- Remember that everyone deserves an enjoyable experience
- Speak and behave positively with others
- Listen to what others are saying and behave courteously towards them
- Treat our buildings and places with respect and use them for the purpose they are intended
- Do not smoke, vape or consume alcohol (unless provided by North East Museums at one of our events) while on our premises.

We welcome differing views and ideas, and we encourage debate and discussion, but please be considerate to all. **We have no tolerance of:**

- Physical or verbal abuse towards our staff, volunteers or visitors
- Discriminatory behaviour, harassment, or defamatory comments
- Behaviour which compromises the health and safety of anyone
- Disruptive behaviour, such as repeatedly interrupting an event
- Behaviour which defaces or damages our buildings and collections
- Individuals who advocate for or encourage any of the above behaviour

We will not tolerate any such behaviour within our venues, during an event or in content posted online.

Anyone who doesn't behave in line with our visitor code of conduct will be asked to leave and may be barred from visiting our sites or future events and activities. Abusive behaviour posted on social media will be removed and may result in the individual being blocked. Criminal behaviour will be reported to the police.

If you notice something that isn't right:

If you would like to report any behaviour inconsistent with our code of conduct, please inform a member of staff or contact us by email at info@northeastmuseums.org.uk (emails monitored Mon-Fri) so that we can take appropriate action.

These guidelines represent an ongoing commitment which we will regularly review and update to reflect your feedback. If you have any thoughts on how we can improve, please do contact us.