

Our Policy of Mutual Respect

This policy explains how we achieve this.



We will not accept any behaviour that we believe compromises the safety, comfort, or well-being of our visitors, staff, or performers. Our goal is to ensure that all interactions are conducted with mutual respect and courtesy.

We ask all visitors to be mindful of fellow guests and teams. Birmingham Hippodrome will act in accordance with the Equality Act 2010.

We will not tolerate any of the following:

Use of Bad Language:

Any use of profanity, vulgar language, or obscene gestures directed at staff or other visitors.

Derogatory, discriminatory, or insulting remarks about any individual's race, gender, religion, nationality, disability or sexual orientation.

Threats and Intimidation:

Any form of threat, whether verbal, physical, or implied, towards staff or visitors.

Actions or language intended to intimidate or coerce staff.

Physical Aggression:

Any form of physical aggression or violence, including but not limited to hitting, pushing or spitting.

Throwing objects or making threatening physical movements.

Harassment:

Harassment in any form, including verbal, non-verbal, or physical behaviour that creates an intimidating, hostile, or offensive environment.

Unwelcome advances, inappropriate touching, and persistent unwelcome comments.

Disruptive Behaviour:

Engaging in behaviour that disrupts the normal operations of the theatre or the duties of our team members. This includes but is not limited to, shouting, refusing to follow instructions, and causing disturbances in common areas. Displaying disruptive behaviours due to the influence of alcohol or illegal drugs.

Damage to Property:

Intentional damage to theatre property or the personal property of staff members or other visitors.

Vandalism or any other form of property destruction.

Displaying any of the above will result in the following:

Warning:

A verbal or written warning may be issued to the individual displaying unacceptable behaviour.

Removal from Premises or Refusal of Entry:

Individuals who engage in unacceptable behaviour may be asked to leave the premises immediately or refused entry.

Security or law enforcement may be contacted to assist in this process if necessary.

A Ban from the Theatre:

Repeated or severe incidents of unacceptable behaviour may result in a temporary or permanent ban from the theatre.

Individuals who are banned will be notified in writing via the named contact or ticket booker.

Legal Action:

In cases involving threats, physical aggression, harassment, or property damage, legal action may be pursued. This includes contacting law enforcement and pressing charges if appropriate.

If you witness any of the above, you should:

Report any incidents to a senior member of staff on duty.

Complete an incident report to document the behaviour and actions taken. You can make a report in person, via phone, or through the Birmingham Hippodrome website here.

Commitment to Safety and Respect:

Birmingham Hippodrome is dedicated to maintaining a safe and respectful environment for everyone. We appreciate your cooperation and understanding in adhering to these guidelines.

Together, we can ensure that our theatre remains a welcoming and enjoyable place for all.