

## **ILOVETOUR Code of Conduct**

The **ILOVETOUR Code of Conduct** is committed to creating an environment where appropriate behaviour is at the heart of all our tours. Everyone is expected to maintain the highest standards of personal conduct, to accept responsibility for their behaviour and encourage fellow tourers to do the same. It echoes our core values with a heavy emphasis on respectful behaviour and a partnership approach between ILOVETOUR and our students to managing poor conduct. Everyone who is booked to travel with ILOVETOUR will agree to the standards outlined in this document.

### **Definition and Scope**

ILOVETOUR will not tolerate behaviour that we consider to be unacceptable and will take appropriate action to sanction individuals or groups who act in this manner. ILOVETOUR was founded in 2002 with a vision of creating a space for University sports teams to have a life changing experience. Almost 20 years later we remain committed to providing a welcoming, friendly and safe environment for everyone visiting our resorts regardless of their gender, sexual orientation, disability, age, race, ethnicity, religion, belief or social status. Every individual attending ILOVETOUR – whether to have fun or to work – should be able to do so in an atmosphere that is free of harassment, intimidation and anti-social or abusive behaviour.

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### **ILOVETOUR Staff**

ILOVETOUR employ highly experienced and trained staff in a variety of roles throughout our resorts. Staff act in a manner that has the student's best interest at heart and will always aim to provide the best customer service possible. Instructions given by either ILOVETOUR reps or the Senior Management Team should be listened to and respected. Blatantly ignoring or undermining staff instructions which in turn causes harm or damage to any other person or property may result in sanctions, and potential ejection from an ILOVETOUR event, trip or tour.

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### **Sanctions by ILOVETOUR**

Any individual or group that is found to be behaving in a manner that is deemed inappropriate or in breach of the definitions and standards highlighted in this policy will be subject to the appropriate sanctions listed as follows:

- Verbal Warnings
- Written Warnings
- Ejection from Tour
- Reporting to associated establishment or Local Authority

### **Verbal Warnings Procedure**

A verbal warning will be issued when an individual or group is at risk of breach of this policy. Verbal warnings are issued by a member of the Senior Management Team and the severity of each case is at the discretion of the Festival Director or trip organiser. Each verbal warning issued is recorded in writing either via email or on an ILOVETOUR "Accident and Incident" form.

### **Written Warnings Procedure**

A written warning will be issued when an individual or group is at risk of a serious breach of this policy. Written warnings are issued by a member of the Senior Management Team and the severity of each case is at the discretion of the Festival Director or trip organiser. Each written warning issued is recorded on a formal ILOVETOUR document and counter signed by Senior Management, the group leader and the individual in question where applicable.

### **Ejection from Tour Procedure**

Ejection from an ILOVETOUR event, trip or tour occurs when an individual or group has breached the definitions and standards highlighted in this policy or in our terms & conditions (<https://www.ilovetour.co.uk/tc>).

Please note not all behaviours are clearly defined in this policy and all decisions are final and are at the discretion of the Festival Director or trip organiser.

When an individual or group is ejected from an ILOVETOUR event, trip or tour the following will occur:

- The individual or group will be informed of their ejection by a member of the Senior Management Team designated by ILOVETOUR.
- The individual or group will be given the opportunity to return to their accommodation and collect their personal belongings.
- The individual's or group's wristband (where applicable) will be removed meaning they are no longer part of the ILOVETOUR event, trip or tour and will not be permitted into any ILOVETOUR partnership bars, accommodation, clubs or venues.
- The individual will receive an ejection letter from ILOVETOUR, signed by the Festival Director or member of the Senior Management Team to confirm their removal from the event, trip or tour. The individual will be offered advice with onward travel, however, the onward journey and any subsequent costs incurred are the sole responsibility of the individual or group in question. ILOVETOUR will accept no responsibility for any individual or group that has breached the standards in this policy.

Please note the following breaks in standard will result in ejection from an ILOVETOUR event, trip or tour: misuse of balconies, initiations, substance abuse, possession of illegal drugs or legal highs and discrimination of any type. This list is not exhaustive and is not limited to the aforementioned.

### **Reporting to Associated Establishment or Local Authority**

In certain circumstances ILOVETOUR will report accidents and incidents to associated educational establishments and / or local authorities, where they deem applicable.

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### **Non-Tolerated Conduct**

Please see a list below of examples of non-tolerated conduct. These may include, but are not limited to, the behaviours that are listed below:

#### **Verbal or Physical Abuse**

We do not accept any form of verbal or physical abuse on any of our events, trips or tours.

Violence is not restricted to acts of aggression that may result in physical harm. It also includes behaviour or language, whether oral or written, that may cause ILOVETOUR Staff or fellow travellers to feel afraid, threatened or abused.

This includes but is not limited to personal abuse; hate speech; expletives/offensive/threatening language; spam; discriminatory or derogatory remarks and rudeness. We consider inflammatory statements and unsubstantiated allegations as examples of abusive behaviour.

Examples of behaviours grouped under this heading include threats, physical violence, personal verbal abuse, unwanted physical attention (including of a sexual nature), and unwanted personal attention (including, for example, on social media).

#### **Substance Abuse**

ILOVETOUR operate a zero-tolerance policy to all those who are found in possession of or under the influence illegal drugs, any such person will be reported to the relevant authorities, education establishment and their holiday terminated. This applies to substances or practices that are either illegal in the UK or the country of your destination, even if the substance or practice is not illegal in the country which it is discovered by ILOVETOUR staff.

Please note that treatment for substance abuse may be reported to the local medical facility and/or local police and there is the possibility that individuals could face prosecution.

If an individual is treated or admitted to hospital for the use of illegal drugs or legal highs then ILOVETOUR will eject them from the event, trip or tour and will inform the individual's educational establishment of the incident.

Any person found to be severely intoxicated, whether by illegal or legal drugs or alcohol, will not be permitted to travel on ILOVETOUR organised transportation, or attend any organised events or activities and no compensation will be provided. Any decision on intoxication will be made solely by ILOVETOUR staff or representatives.

Please note with the imminent approach of BREXIT, border controls will be tightened and ILOVETOUR expect additional checks at international borders such as "The Port Dover" and "Eurotunnel Folkestone Terminal".

#### **Bullying**

At ILOVETOUR we do not tolerate bullying or intimidating behaviour of any kind. If we discover that an act of bullying or intimidation has taken place, we will act immediately to stop any further occurrences of such behaviour.

### **Balconies**

ILOVETOUR have a zero-tolerance stance on misuse of balconies. Any students found to be climbing over balcony railings, balcony hopping or sitting on or standing on railings are in violation of our strict health and safety guidelines, as described in the Pre-Tour Safety Guide.

### **Damages**

ILOVETOUR do not condone the damage of any property. Any damage that occurs in ILOVETOUR accommodation, bars, clubs, coaches, resorts or in the local area will be charged to the individual or group responsible, as set out by our Terms and Conditions. Any damages that cannot be attributed to an individual or group will be considered communal damages and will be split among all passengers during the event, trip or tour. All damage caused is signed for by the group leader prior to departure from resort to acknowledge that the group is liable to cover the cost.

### **Equality and Diversity**

We believe that understanding and embracing individual differences, while ensuring equality of opportunity is essential to ILOVETOUR. We are committed to promoting a supportive and inclusive culture for everyone that travels.

Discrimination in any shape or form whether it is aimed at but not limited to gender, sexual orientation, disability, age, race, ethnicity, religion, belief or social status will not be accepted and is not condoned in any way by ILOVETOUR.

### **Smoking and Drinking in transit**

Smoking is not permitted on any of our coaches.

In accordance with EC Directives and Laws, it is illegal to consume alcohol whilst travelling by coach in Europe. Please do not purchase alcohol on the ferry or attempt to bring alcohol inside the coach, even for transit.

Any students found to be smoking/drinking; found to be behaving in a manner that is deemed inappropriate or putting themselves, the group, coach drivers or anyone else at risk during any ILOVETOUR journey, may be ejected from the coach. This can happen at any point during the journey and any onward travel and any subsequent costs incurred are the sole responsibility of the individual or group in question. ILOVETOUR will accept no responsibility for any individual or group that has breached the standards in this policy.

### **Initiations**

We have a zero-tolerance policy on initiations on tour or any ILOVETOUR organised event. If your team host or take part in one, it is an automatic ban from all ILOVETOUR and sister company events, trips and tours. We don't accept any peer pressure or bullying – please ensure you are respecting your team, other tourers and yourself whilst in resort.

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If you would like to discuss this policy further please email [info@ilovetour.co.uk](mailto:info@ilovetour.co.uk).