



## **GUEST CODE OF CONDUCT**

At Franklin Park Conservatory and Botanical Gardens, we prioritize a respectful and positive environment for both our team members and guests. We believe in maintaining a culture of mutual respect, professionalism, and dignity in all interactions.

### **Expectations of Guest Behavior**

**Respect and Courtesy:** Guests are expected to treat all team members with respect and courtesy at all times. This includes refraining from using abusive, offensive, or discriminatory language and behavior.

**Professional Communication:** Guests are encouraged to communicate any concerns, feedback, or complaints in a constructive and professional manner. Disagreements or dissatisfaction should be expressed calmly and respectfully.

**Non-Discrimination:** Discrimination based on race, ethnicity, gender, age, religion, sexual orientation, disability, or any other characteristic will not be tolerated. All guests must treat our team members fairly and without prejudice.

**Physical and Verbal Conduct:** Any form of physical or verbal harassment, threats, intimidation, or coercion towards our team members is strictly prohibited.

**Resolving Disputes:** In the event of disagreement or dispute, guests are encouraged to engage in constructive dialogue and seek resolution through appropriate channels provided by the company. Aggressive behavior or threats will not be tolerated.

**Solicitation:** Franklin Park Conservatory and Botanical Gardens strictly prohibits all unauthorized solicitation on its premises. This includes petitioning, soliciting donations, distribution of promotional materials, and unauthorized commercial activities as these actions disrupt the guest experience and prevent team members from performing their duties. Those who violate the solicitation policy will be asked to stop and could face removal from the property.

### **Consequences of Violating the Policy**

Violation of this policy may result in various measures, including but not limited to:

**Warning:** Initial violations may result in a formal warning outlining the issue and requesting corrective action.

**Removal from grounds:** Serious or repeated violations may lead to the immediate removal of the guest and termination of services provided to the guest.

**Legal Action:** In extreme cases involving severe misconduct or unlawful behavior, the company reserves the right to take legal action against the guest.