



## Visitor Code of Conduct

Welcome to King's Head Theatre! As a new venue, we are committed to ensuring that every visitor, staff member and visiting artist enjoys a safe, respectful, and inclusive theatre experience.

By attending an event at our venue, you agree to follow this Visitor Code of Conduct.

Failure to adhere to these guidelines may result in removal from the premises without a refund, a ban from future events, or, where necessary, legal action.

### An LGBTQIA+ Friendly, Inclusive Space

King's Head Theatre is proud to be an LGBTQIA+ friendly venue that champions diversity, inclusion, and respect for all. We welcome audiences, artists, and staff of all identities and backgrounds, and we expect the same respect from our guests.

We have a zero-tolerance policy for:

- Hate speech, discrimination, or harassment against LGBTQIA+ individuals, staff, performers, or fellow audience members.
- Derogatory comments, slurs, or disruptive behavior towards any themes within the show, including those that explore LGBTQIA+ stories or diverse perspectives.
- Interrupting or attempting to undermine performances that celebrate inclusivity, diversity, or marginalised voices.

Any audience member engaging in these behaviors **will be asked to leave immediately without a refund**. If you witness or experience any discrimination, please notify a staff member immediately.

### Respect for Others

- All audience members, performers, and staff deserve to be treated with respect.
- Disruptive, aggressive, or inappropriate behavior will not be tolerated.
- Any behavior that affects the enjoyment of others may result in you being asked to leave.
- Any behaviour that impacts the safety and wellbeing of others may result in you being asked to leave.

## Respect for Venue Rules and Staff Decisions

- Our staff work hard to create a positive environment for everyone. Abuse, threats, intimidation, or harassment towards staff will not be tolerated.
- Our staff have a responsibility to ensure all members of the public are safe in our venue. They are required to comply and enforce all conditions set in our Risk Assessments, Venue License and other venue policies. Any individual engaging in verbal abuse, aggressive behavior, or refusing to comply with reasonable staff requests may be removed from the venue.
- Any attempts to film, photograph, or share personal information about staff members without their express permission are strictly prohibited.

## Alcohol & Drugs

- Illegal drugs or substances are strictly prohibited on the premises. Anyone found in possession of or using drugs will be removed and reported to the authorities.
- Excessive alcohol consumption leading to disruptive behavior is not tolerated. If a guest is intoxicated to the point of disruption, they will be refused service and may be asked to leave.
- The venue reserves the right to refuse entry to anyone who appears overly intoxicated.
- Purchasing alcohol for someone under 18 is strictly prohibited. Any alcohol provided to an underage guest will be confiscated.
- Anyone under 18 found consuming alcohol on the premises will be asked to leave, and their guardian (if applicable) will be informed.

## Food & Drink

- Islington Square is a strictly smoking and alcohol free estate. If you wish to smoke or Vape, you should do so on Upper Street. If you are found

smoking or vaping outside our main entrance or gates, staff will ask you to move along to help you avoid any fines.

- You are welcome to bring your own snacks, hot drinks and soft drinks in to the venue within reason. Any hot food, full meals or food with a strong odor may be refused and you may be asked to consume this off the premises.
- Any Patrons who refuse to adhere to these regulations may be given a warning and/or asked to leave.

## Disruptions During the Performance

To ensure an enjoyable experience for everyone, please be mindful of the following:

- Talking, singing along, or excessive noise during performances is not permitted unless explicitly encouraged by the production.
- Photography, flash photography, and video recording are strictly prohibited unless explicitly encouraged by the production.
- Using mobile phones or devices to text, checking notifications, use social media or film during the performance is disruptive and not allowed. This does not apply to devices and apps used for medication and medical reasons. If you know you may need to use a device regularly throughout the performance, we kindly ask that you let a member of staff know so that we don't ask you to put it away.
- Any audience member causing a disturbance may be asked to leave without a refund.

## Arrival & Late Seating

- We ask that you respect any rules regarding latecomers that are set by any Visiting Company. These rules will be stated on the specific show pages of our Website.

Please see our [Ticketing and Refund Policy](#) for more information.

## Personal Belongings & Lost Property

- Please keep personal belongings with you at all times. The venue is not responsible for lost or stolen items.

- Any lost property found will be logged and held at our Box Office. Items will be held for 1 month before donated to Charity.
- We ask that you respect the belongings of those around you and notify staff of any items that you find and appear lost.

## Accessibility & Assistance

- We are committed to making our venue as accessible as possible. If you require assistance, wheelchair access, or other accommodations, please let us know in advance or speak to a member of staff.
- Assistance animals are welcome, but we kindly ask that you notify us in advance to ensure appropriate seating.
- If you require the use of a device to support you throughout your time at our venue, please feel free to do so, but we ask that you notify a member of staff if you will need to use it throughout the performance.

Please see our [Venue Accessibility page](#) on our website for more information.

## 'Three Strikes' Policy

Here at KHT we follow a 'Three Strikes and you're out' Policy.

We hope that our Audiences respect our space and we don't have to implement these steps.

- Failure to follow instructions from staff or security may result in removal from the premises.
- The theatre reserves the right to refuse entry or service to anyone violating these guidelines.

**Strike One** - if you are in breach of anything listed in this Code of Conduct, a staff member may need to speak with you and give you your first verbal warning. We hope that once this is given, we will not need to speak with you again.

**Strike Two** - a continuous breach of our Code of Conduct may result in the escalation to the Duty Manager. This will be your final verbal warning.

**Strike Three** - If we need to speak with you about your behaviour a third time, then you will be asked to leave.

In instances of Gross Misconduct, staff and security may escalate straight to Strike 3 and ask you to leave immediately.

## KHT's Promise To You!

- We promise to create a welcome space where expression, safety, openness and enjoyment thrive. This is an exciting time of transformation for us, and as our new venue begins to find its rhythm, we're more dedicated than ever to serving our audiences with care and integrity.
  - We promise to champion the voices of minority communities through our programming, our language, our online presence and every interaction with our audiences. If you feel unsafe or uncomfortable in our venue, please let a member of staff know immediately and we will be your advocate.
  - We promise to work on reducing our environmental impact and act responsibly when choosing suppliers and implementing operational practices.
  - We promise to work on making our venue and experiences accessible to all, including providing clear information about physical access, seating, available support and accessible performances where possible.
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## We Want Your Feedback!

As a new venue, we are always looking for ways to improve your experience. After your visit, please take a moment to fill out the feedback form in your post-show email or leave a review on our review board in the Main Bar. Your thoughts help shape our future!

Thank you for helping us create a safe, inclusive, and enjoyable space for everyone. Enjoy the show!

If you would like to discuss anything in this Code of Conduct or would like it in another format please contact [boxoffice@kingsheadtheatre.com](mailto:boxoffice@kingsheadtheatre.com).

Policy Review Date: April 2026