



PATRON CODE OF CONDUCT POLICY

Purpose: This Code of Conduct Policy outlines the expected behavior of all patrons, visitors, vendors, and participants at Chilliwack Heritage Park to ensure a safe, respectful, and enjoyable environment for everyone. This policy aligns with Tourism Chilliwack's management agreement with the City of Chilliwack.

Scope: This policy applies to all individuals on the premises of Chilliwack Heritage Park, including indoor and outdoor spaces, parking lots, and adjacent facilities.

General Conduct Expectations: All patrons are expected to:

- Treat staff, volunteers, and other guests with respect and courtesy.
- Follow all posted signage, staff instructions, and venue policies.
- Maintain responsible behavior that ensures the safety, security, and enjoyment of others.
- Refrain from disruptive behavior, including excessive noise, profanity, or aggressive conduct.

Prohibited Conduct: To maintain a positive environment, the following behaviors are strictly prohibited:

- Harassment, bullying, or intimidation of any kind.
- Physical violence, threats, or any actions that could endanger others.
- Vandalism, graffiti, or intentional damage to property.
- Unauthorized consumption of alcohol or illicit substances.
- Smoking or vaping in non-designated areas.
- Bringing unauthorized weapons or hazardous materials onto the premises.
- Engaging in any illegal activities.

Animal and Pet Policy:

- Animals are only permitted inside indoor or outdoor event spaces as designated/contracted for, unless they are service animals.
- Pets must be leashed and under control at all times in outdoor areas.

- Owners are responsible for cleaning up after their pets.

Event and Vendor Compliance:

- Event organizers and vendors must adhere to all Chilliwack Heritage Park regulations, including those outlined in rental agreements and city bylaws.
- Noise levels, equipment setup, and event timing must be managed to minimize disruption to other Chilliwack Heritage Park activities.

Enforcement: Chilliwack Heritage Park reserves the right to:

- Ask individuals in violation of this policy to leave the premises.
- Contact law enforcement if behavior poses a threat to public safety.
- Ban repeat offenders from future events or park access.

Reporting Violations:

- Patrons are encouraged to report concerns or policy violations to Heritage Park staff immediately.

Acknowledgment: By entering Chilliwack Heritage Park, all patrons agree to abide by this Code of Conduct to ensure a welcoming environment for all.