



GUEST CODE OF CONDUCT POLICY

Thank You for Your Cooperation

Purpose

The Pet Porpoise Pool Pty Ltd trading as Dolphin Marine Conservation Park (DMCP) recognises the importance of the rich and varied cultures represented amongst our visitors to the park. This diversity may occasionally lead some guests to behave in ways that some may find unusual or undesirable. The purpose of this Code of Conduct is to ensure that everyone has a common understanding of the standards of behaviour and conduct expected from visitors to DMCP.

DMCP expects all visitors to observe the standards set out in this Code of Conduct. Compliance with this Code is expected and non-compliance may result in disciplinary action. Agents and contractors (including temporary contractors) may have their contracts with DMCP terminated or not renewed.

Commencement

This Code of Conduct will commence from 06/12/2017. It replaces all other codes of conduct (whether written or not).

Application of policy

This Code of Conduct applies to all members of the public, agents and contractors (including temporary contractors), of DMCP, collectively referred to in this policy as 'guests'.

The code

This Code provides an overview of DMCP's fundamental business values. It is by no means exhaustive, but summarises some of our most important policies, which are based on standards that underlie our business ethics and professional integrity, standards that apply to all guests.

Safety and security

Workplace health and safety are everyone's responsibility. Should anyone in the workplace become aware of anyone being injured, or of unsafe, or possibly illegal behaviour during their visit to the park, they should immediately report this to their immediate manager or the Managing Director.

Dress code

Visitors to DMCP must be clothed and wearing footwear.

Guest and staff interaction

Our staff members are friendly, outgoing and helpful and they will do their very best to make your visit to the park as enjoyable and interactive as possible. Please do not misinterpret their friendliness. Staff members are not permitted to socialise with guests on site beyond their professional duties. Guests are expected to respect these policies and are similarly prohibited from engaging in physical relationships with crew members on site. Guests are not permitted in any restricted or crew area of the park.

Animal interaction

DMCP is committed to providing all its guests with a hands-on interaction with our marine animals. To ensure the best experience for our visitors and to ensure the safety and well being of our animals, guests are required to follow rules of entry and the instructions of our crew when interacting with any animal in the park.

Guest photography

DMCP provides all our guests the opportunity to interact with our amazing animals. Our photographers take photos of seal and dolphin kiss interactions and are offered for sale to guests, with no obligation to buy. Guests are welcome to take their own photos around the park, however, for the safety of our guests and animals, guests must remain in designated areas if taking their own photo. Failure to do so may result in guests being asked to leave the park. Guests are not permitted to put cameras into our animal pools. Guests are not permitted to take photos of our photos due to copy write.

Guest dining

Tables and chairs in the café and café deck and within the park are provided for guest dining who have purchased food and beverages from our shop or café. Guests wishing to bring their own food and beverages may be asked to vacate tables.

Verbally abusive or offensive language directed at anyone, is not permitted in the park.

Inappropriate or abusive behaviour including uninvited physical contact, solicitation, harassment, vandalism, theft, violence, use of fake/false identification, underage drinking, possession of illegal substances/items or any illegal or offensive conduct is not permitted.

Unsafe behaviour including sitting, standing on, laying or climbing on or over or across gardens, tables or any exterior or interior fence, railings, or other protective barriers is not permitted. Guests may not enter or access any area that is restricted. Any other unsafe behaviour, including failure to follow security instructions, is not permitted.

Discourteous or disruptive behaviour

Boom boxes, loud radios, roller blades, skateboards, scooters (except for mobility aids), bicycles, surfboards may not be utilised in the park. Mobile phones should be switched off during any presentations.

Smoking/Vaping

For the comfort of our animals and enjoyment of other guests, smoking/vaping is not permitted in the park or anywhere in the park grounds. Government regulations prohibit smoking/vaping within 4 metres of any entrance way used to enter a premises when any members of the public are present.

Parental and guardian responsibility

For the purposes of this policy, a minor is defined as anyone under the age of 18. Parents and guardians are responsible for the behaviour and appropriate supervision of their accompanying minors while visiting the park. This responsibility applies at all times, regardless of whether the parents and guardians are physically in the company of their minors. Any persons under the age of 18 MUST be accompanied by a paying parent or guardian.

Alcohol and non prescription drugs

Guests are not permitted to bring alcoholic beverages and non prescription drugs into the park in or outside of business hours. Guests must not be under the influence of either of these substances whilst attending or participating in any animal interaction or presentation. Alcohol will not be served to any guest under the age of 18 years. Guests failing to consume alcohol responsibly will not be permitted to remain in the park.

Health - handwashing

Guests are strongly encouraged to wash their hands with soap and hot water before and after animal interactions, before and after using the restroom and eating or handling food.

Illness and first aid treatment

In the event of a guest sustaining an injury or experiencing a sudden illness whilst at the park, DMCP policy is to offer basic first aid from a certified first aid officer, or in the event of more serious illness or injury, an ambulance will be called to attend the guest. DMCP will not supply medication of any kind to an ill or injured guest.

Guest feedback

We value constructive feedback about our staff or any products and services offered by DMCP, guests are welcome to contact the Managing Director or senior management by mail, phone, fax or email.

Environment

DMCP is committed to using sustainable practices to reduce its carbon footprint and has programmes in place to reduce the generation and creation of waste, recycle as much as possible, and ensure proper disposal of waste. Guests are asked to dispose of waste in the correct receptacle. Waste and foreign matter should not be discarded anywhere else around the park or flushed down the toilet.

Undesired activist behaviour

DMCP respects the right of all individuals to have their own opinions with respect to 'animals in human care'. For reasons of safety, security and the respect of other guests, DMCP will NOT permit suspected animal activists on the property. This includes the car park and the area contained within the boundaries of the park. If the DMCP staff suspect a potential activist is entering the park, access will be denied. This person or the group of people will be politely asked to leave the property, failure to do so immediately will result in the police being called to have these person(s) physically removed.

Consequences

In the interests of safety and security of employees and guests, DMCP staff have been instructed to be vigilant in monitoring guest behaviour. Staff are empowered to deal with breaches of this policy by guests in a prompt and respectful manner. In the event that a situation escalates beyond their capacity to resolve it, they will refer the matter to their immediate supervisor. If the matter cannot be resolved, a member of the management team or the Managing Director will be asked to intervene.

Failure to act in accordance of this policy may result in:

- Intervention by Management, security personnel or law enforcement
- Instant removal from the premises



PHOTOGRAPHS/IMAGES AND DIGITAL ONLINE PHOTO PORTAL POLICY

The following policy applies to all persons/groups entering the grounds of Dolphin Marine Conservation Park (DMCP) located at 65 Orlando Street, Coffs Harbour, regardless of capacity in which they are attending. DMCP reserves the right to change or modify any policy or rule at any time and without notice.

DMCP reserves the right to revoke, without refund, the admission price of any person/group not in compliance with this policy.

This policy refers to all images taken by the DMCP photographic staff during a visit to the park by any person attending the park in any capacity.

Each person/group attending the park will be advised upon entry to the park, that we have a policy on 'Photographs/images and our digital online photo portal'.

Those persons/groups not wishing to have their image(s) uploaded to DMCP's online digital photo portal for resale must inform admissions staff of their refusal to grant automatic consent for DMCP photographic staff to upload all photographs/images at the time of entry.

All persons/groups who indicate they have no issues with their image(s) being uploaded to DMCP's online digital portal will by omission grant consent to the image(s) being uploaded.

DMCP respects the privacy of all individuals, and only those people who have physically been to park will receive a password which will permit them to view and purchase digital image(s) of their experiences online.

Those persons/groups who do not wish to have their image(s) uploaded will be given a sticker that must be placed on their left upper body torso where it can be seen by DMCP photographic staff during the free animal interaction photos.

This sticker will indicate that those persons/groups do not wish to have their digital images uploaded to our online photo portal for resale.

The sticker still allows for the persons/groups to participate in the free animal interactions and images/photos may still be taken. These images can be purchased with no obligation from our in-house photo department after the Marine Discovery Presentation on the day, including digital ones, but they will not be uploaded to our online photo portal for resale.

For those persons who do not wish for a photograph to be taken, we will provide you with a different sticker that will indicate you do not wish to have your photograph taken. This sticker must be placed on their left upper body torso where it can be seen by DMCP photography staff. You may still participate in all the free animal interactions, DMCP just won't take the photograph.