

# No Tolerance Policy – Unacceptable Behaviour Including Aggressive, Abusive and Unsafe Behaviour

<b>Hotel / Venue Name:</b>	WestWaters Hotel and Entertainment Complex
<b>Venue Address:</b>	10–20 Lake Street, Caroline Springs, VIC
<b>Approved By:</b>	Jesse Kornoff
<b>Approval Date:</b>	1 January 2026
<b>Review Date:</b>	1 January 2027

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## 1. Purpose

WestWaters Hotel and Entertainment Complex is committed to providing a safe, respectful, inclusive and welcoming environment for all guests, patrons, visitors, employees, managers, contractors, security personnel and members of the public.

We expect all guests and visitors to treat our team, other guests and the venue with courtesy and respect.

WestWaters Hotel and Entertainment Complex will not tolerate aggressive, quarrelsome, abusive, threatening, intimidating, discriminatory, harassing, offensive, unsafe or unlawful behaviour that threatens the safety, dignity, wellbeing, comfort or enjoyment of any person at the venue.

This policy is intended to support WestWaters Hotel and Entertainment Complex's right to take reasonable and appropriate action to protect staff, guests, visitors and property.

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## 2. Scope

This policy applies to all persons who attend, use, visit, communicate with or interact with WestWaters Hotel and Entertainment Complex, including but not limited to:

- hotel guests and accommodation guests;
- patrons and visitors;
- restaurant, bar, gaming, function and event attendees;
- contractors, suppliers and delivery personnel;
- invitees of guests or patrons;
- members of the public;
- persons using the hotel car park, entrances, accommodation areas, restaurants, bars, function spaces, gaming areas, outdoor areas, public areas or amenities; and
- persons communicating with the hotel by phone, email, online booking platform, review platform, social media, website, messaging service or any other written, verbal or digital channel.

This policy applies whether the conduct occurs in person, by telephone, in writing, online, through social media, or by any other form of communication.

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### **3. Prohibited Conduct**

The following conduct is unacceptable and will not be tolerated.

#### **3.1 Aggressive, abusive or threatening behaviour**

This includes, but is not limited to:

- aggressive, quarrelsome, abusive, threatening or intimidating behaviour;
- raised voice, yelling, swearing, insults or verbal abuse;
- threats of harm, violence, retaliation, reputational damage or other intimidation;
- behaviour that causes staff, guests or visitors to feel unsafe, harassed, distressed or intimidated;
- standing over, following, cornering or physically intimidating another person;
- refusing to disengage when requested by staff, management or security.

#### **3.2 Harassment, discrimination or offensive conduct**

This includes, but is not limited to:

- harassment, bullying, vilification or victimisation;
- discriminatory, racist, sexist, homophobic, transphobic, ableist or otherwise offensive comments or conduct;
- offensive jokes, gestures, images, symbols or language;
- unwanted personal comments or repeated unwanted contact;
- sexual harassment, unwanted advances or inappropriate comments.

#### **3.3 Physical aggression or unsafe conduct**

This includes, but is not limited to:

- pushing, shoving, hitting, fighting or unwanted physical contact;
- throwing objects or acting in a physically threatening manner;
- damaging, misusing or interfering with hotel property;
- interfering with emergency equipment, alarms, security systems or safety procedures;
- intoxicated, disorderly, reckless or unsafe behaviour;
- behaviour that places any person at risk of harm.

#### **3.4 Refusal to follow reasonable directions**

This includes, but is not limited to:

- refusing to comply with lawful and reasonable directions from hotel staff, management or security;
- refusing to leave the premises when required;
- attempting to re-enter after being refused entry or removed;

- interfering with staff performing their duties;
- obstructing emergency, security, safety, licensing or operational procedures.

### **3.5 Online, telephone or written abuse**

This includes, but is not limited to:

- abusive, threatening, harassing or intimidating phone calls, emails, messages or online communications;
- offensive or threatening social media posts directed at the hotel, its employees, managers, contractors or guests;
- abusive or threatening reviews or online commentary;
- defamatory, malicious or knowingly false statements about the hotel, its staff or guests;
- repeated unreasonable, hostile or vexatious communications.

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## **4. Hotel's Right to Refuse Entry, Service or Accommodation**

Where a person breaches this policy, or where WestWaters Hotel and Entertainment Complex reasonably considers that a person's behaviour may compromise safety, wellbeing, comfort, lawful operation or the quiet enjoyment of others, the hotel may take action including but not limited to:

- refusing entry;
- refusing service;
- refusing the supply of alcohol or other services;
- cancelling a booking or reservation;
- terminating accommodation;
- removing the person from the premises;
- requiring the person's invitees or associates to leave;
- declining future bookings or attendance;
- issuing a written or verbal warning;
- issuing a banning notice;
- contacting police, emergency services or relevant authorities; and
- taking further legal or recovery action where appropriate.

WestWaters Hotel and Entertainment Complex reserves all rights available to it under law, contract, house rules, booking terms and conditions, liquor licensing obligations, gaming obligations, safety obligations and property rights.

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## **5. Immediate Action by Staff, Management or Security**

Where unacceptable behaviour occurs, staff, management or security may take immediate and reasonable steps to manage the situation.

Depending on the circumstances, this may include:

- calmly requesting that the person stop the behaviour;

- issuing a warning;
- issuing a banning notice;
- refusing further service;
- requiring the person to leave the premises;
- contacting a manager or security;
- separating affected persons;
- contacting police or emergency services;
- documenting the incident;
- preserving CCTV, written communications or other relevant records;
- contacting the registered accommodation guest, event organiser or booking holder;
- cancelling or ending a booking, stay, event or function;
- taking any other reasonable steps necessary to protect safety, wellbeing and property.

Staff are not required to continue engaging with a person who is abusive, threatening, intimidating, harassing or unsafe.

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## **6. Accommodation Guests**

Accommodation guests are responsible for their own conduct and for the conduct of their invitees, visitors and associated persons while at the hotel.

WestWaters Hotel and Entertainment Complex may terminate a guest's stay, cancel remaining nights, require immediate departure or refuse future accommodation where the guest or their invitees engage in behaviour that is aggressive, abusive, threatening, intimidating, discriminatory, harassing, offensive, unlawful, unsafe, disorderly or otherwise in breach of this policy.

Where removal, cancellation or termination occurs because of serious misconduct or breach of this policy, the guest may not be entitled to any refund for unused accommodation, services, deposits, prepayments or other amounts, subject to applicable law and the terms and conditions of the booking.

WestWaters Hotel and Entertainment Complex may also charge or recover costs associated with damage, excessive cleaning, security attendance, lost keys, room recovery, disruption to other guests, emergency services attendance, or other losses caused by misconduct, subject to applicable law.

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## **7. Events and Functions**

Event organisers, function hosts and booking holders are responsible for the conduct of their guests, attendees, invitees, suppliers and contractors.

Where unacceptable behaviour occurs during an event or function, WestWaters Hotel and Entertainment Complex may take action including but not limited to:

- refusing service to an individual or group;
- stopping or limiting alcohol service;

- closing a bar tab;
- removing one or more attendees;
- requiring the event organiser to assist in managing the conduct;
- ending the event early;
- cancelling all or part of the function;
- contacting police, security or emergency services;
- charging for damage, excessive cleaning, additional security, staff costs, disruption, loss or other costs caused by misconduct;
- declining future event or function bookings.

WestWaters Hotel and Entertainment Complex is not responsible for loss of enjoyment, inconvenience or additional costs incurred by an event organiser or attendee where action is taken reasonably in response to behaviour that breaches this policy.

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## **8. Staff Support and Reporting**

WestWaters Hotel and Entertainment Complex recognises that employees, managers, contractors and security personnel have the right to work in a safe and respectful environment.

Staff are not required to tolerate abuse, threats, intimidation, harassment, discrimination or unsafe conduct.

All staff are encouraged to report incidents of unacceptable behaviour to their supervisor, manager, duty manager, security or senior management as soon as reasonably practicable.

WestWaters Hotel and Entertainment Complex will support affected staff, which may include:

- removing the staff member from the immediate situation where appropriate;
- arranging management or security assistance;
- documenting the incident;
- preserving relevant evidence;
- providing debriefing or support after the incident;
- taking action against the person responsible where appropriate;
- escalating serious matters to police or relevant authorities.

Retaliation against any staff member, guest or visitor who reports unacceptable behaviour will not be tolerated.

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## **9. Police, Security and Legal Action**

WestWaters Hotel and Entertainment Complex may involve security, police, emergency services or relevant authorities where behaviour is serious, threatening, violent, unlawful, unsafe or otherwise inappropriate.

This may include circumstances involving:

- threats of violence or harm;
- physical aggression or fighting;
- property damage;
- refusal to leave the premises;
- harassment, stalking or intimidation;
- intoxicated, disorderly or unsafe conduct;
- suspected criminal conduct;
- risk to staff, guests, visitors or members of the public.

WestWaters Hotel and Entertainment Complex may also take further action, including issuing a banning notice, refusing future entry or bookings, pursuing recovery of costs, making a formal complaint, seeking legal advice, or commencing legal action where appropriate.

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## **10. Online, Phone and Written Abuse**

WestWaters Hotel and Entertainment Complex expects respectful communication in all interactions, including by phone, email, online booking platforms, review platforms, social media, direct message, website enquiry, letter or any other written or digital channel.

Where a person engages in abusive, threatening, harassing, discriminatory, defamatory, malicious, offensive or unreasonable communication, WestWaters Hotel and Entertainment Complex may:

- limit communication to written channels only;
- nominate a single point of contact;
- decline to respond to abusive or unreasonable communications;
- block or restrict communication where appropriate;
- cancel bookings or refuse future bookings;
- report content to the relevant platform;
- preserve communications as evidence;
- refer the matter to police, legal advisers or relevant authorities;
- take any further action reasonably necessary to protect staff, guests, visitors and the hotel's reputation.

This policy does not prevent a person from making a genuine complaint or raising a concern in a respectful and reasonable manner.

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## **11. Non-Discrimination and Fair Application**

This policy is directed at behaviour, not personal characteristics.

WestWaters Hotel and Entertainment Complex will apply this policy fairly, consistently and without unlawful discrimination.

Nothing in this policy is intended to prevent reasonable accommodation, accessibility support, complaint handling, or respectful feedback from guests, patrons or visitors.

WestWaters Hotel and Entertainment Complex recognises that people may be upset, distressed or dissatisfied from time to time. However, frustration or dissatisfaction does not excuse aggressive, abusive, threatening, discriminatory, harassing, offensive or unsafe behaviour.

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## 12. Documentation and Incident Records

Where an incident occurs, staff should document the matter as soon as practicable.

Incident records may include:

- date, time and location of the incident;
- names or descriptions of persons involved;
- names of staff or witnesses;
- description of the behaviour;
- steps taken by staff, management or security;
- whether police, emergency services or authorities were contacted;
- damage, injury, loss or disruption caused;
- CCTV, photographs, written communications or other supporting evidence where available.

Incident records should be handled confidentially and in accordance with WestWaters Hotel and Entertainment Complex's privacy, workplace health and safety, security and record-keeping procedures.

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## 13. Review and Responsibility

This policy is approved by Jesse Kornoff and is the responsibility of WestWaters Hotel and Entertainment Complex management.

The policy should be reviewed periodically, or earlier if required due to operational, legal, safety or risk management changes.

**Approval Date:** 1 January 2026

**Review Date:** 1 January 2027

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## Public Notice Version

### No Tolerance Policy

WestWaters Hotel and Entertainment Complex is committed to providing a safe, respectful and welcoming environment for our guests, visitors and team members.

We expect all persons attending or communicating with the hotel to treat staff, guests and visitors with courtesy and respect.

We do not tolerate aggressive, quarrelsome, abusive, threatening, intimidating, discriminatory, harassing, offensive, disorderly or unsafe behaviour.

This includes yelling, swearing, threats, intimidation, harassment, discrimination, physical aggression, property damage, intoxicated or disorderly conduct, refusal to follow reasonable directions, or abusive phone, email, online or social media communication.

Persons who breach this policy may be refused entry, refused service, removed from the premises, have their booking or accommodation cancelled, be banned from the venue, or be referred to police or security.

Our staff are not required to tolerate abuse.

This policy is directed at behaviour and will be applied fairly and without discrimination.

**Management reserves the right to take all reasonable steps necessary to protect the safety, wellbeing and enjoyment of staff, guests and visitors.**