

UNACCEPTABLE BEHAVIOUR STATEMENT

All staff are encouraged to offer courteous service and act as advocates of the Three Choirs Festival. Every effort will be made to help you quickly and effectively, and while we help you, we would like to be treated with courtesy and patience in return.

Any examples of unacceptable behaviour from customers, performers or others interacting with our team will not be tolerated.

Such behaviour will be dealt with as detailed in our Unacceptable Behaviour Policy. Copies of this policy can be viewed in the Ticket Office or will be emailed on request. Persistently aggressive or abusive behaviour towards our staff or volunteers may result in you being asked to leave the premises or an activity and/or the festival site.

If you wish to make a complaint and the person that you are speaking to is unable to help you directly, please put your grievance in writing to the Chief Executive of the Three Choirs Festival Ltd and send to:

*Three Choirs Festival Office
7c College Green
Gloucester
GL1 2LX*