



PREMIUM
LOUNGE

Premium Lounge - Code of Conduct

All of us here at the Premium Lounge are committed to making your experience with us as enjoyable and welcoming as possible. Whether you're here for a holiday treat, a business trip or a special event, it's important to us that each and every one of you feels comfortable. With that in mind we have a few simple house rules that we hope will keep everyone happy.

Here goes...

- No smoking, including the use of e-cigarettes or vaping.
- Dress Code is smart casual at all times, no sportswear, clothing with slogans, fancy dress or hats are permitted. If there is a hood attached to your clothing, please make sure it is worn down.
- We love you to keep in contact with work and friends but please use your mobile with consideration of any other guests in the Lounge. We don't all need to know when you're planning to hit the beach or where you're planning on eating tonight when you arrive at your destination.
- No swearing, shouting or use of other unpleasant language. As your mum might say, "It's not nice and it's not clever", and she'd be right.
- No inappropriate use of washrooms, lifts, staircases and fire exits/alarms.
- We accept well-behaved children and toddlers. Please always keep an eye on any children in your care. If you need any assistance, please ask and we'll do our best to help.
- Please help yourself to food from the gantry, but please be careful as the gantry is very hot!
- Intimidating behaviour of any kind towards other guests, our team or any of our service partners is not acceptable and will not be tolerated. To be clear, we will ask you to leave.
- Shirts/tops and footwear must be worn at all times and we'd ask you to ensure that any potentially offensive items are covered up whilst you're with us.
- We don't allow any luggage to be left unattended - unless we know about it. If you need to pop out for a quick dose of retail therapy or want to stretch your legs, please just let us know and we'll keep an eye on things for you.
- Climbing or sitting on any furniture other than the lovely sofas, chairs and stools we've provided is a no-no, as we'd hate anything to get broken, especially you.
- No ball games of any description, even if you are David Beckham in disguise. Talking of disguise, fancy dress is another no-no.
- To make sure our guests are not always tripping over film crews, we do not allow commercial filming or photography unless it's agreed by airport management first. If you're taking shots of yourself, friends or family then snap away. If you want one of our team to get involved, just let us know - we've got some big cheesy smiles!
- No leafleting, canvassing, conducting third party interviews or surveys, unless we give the thumbs-up first. unless prior authorisation agreed.
- No throwing of any objects within the Premium Lounge - unless of course, it's a big smile....

And finally ...

Please don't forget that there is a strict no smoking policy and the alcohol from our bars is only to be consumed within the Lounge.

No alcohol or other items should be removed from the Lounge. We have full CCTV for the comfort and safety of all our guests and team members. Please save us the embarrassment of having to ask you to return any items that may have accidentally fallen into your carry-on baggage.

Alcohol can only be consumed by those of us who are 18 or over. Please don't be offended if we ask to check ID of any guests who are lucky enough to look younger...!

We operate a fair use policy on all food and drink. Don't forget that the effects of alcohol are much greater once you're in the air and our airlines will refuse to allow you to fly if you've had one too many.

A lot of Airport Lounges now restrict the number of alcoholic drinks that guests can enjoy. We feel this is a little unfair and we trust our guests to use common sense. If we do, however, refuse to serve you or any of your party any additional alcoholic drinks, please respect our reasons for doing so. **No alcohol will be served once the flight is called to gate**

Any act of vandalism towards our property or aggression to our team or any of our partners will be dealt with accordingly and the local police informed. The very last thing we want is for you to miss your flight today; however, we need to ensure that everyone remains safe in the air.

This list doesn't cover everything and we have the right to deny anyone entry or ask guests to leave, whose actions we feel are inappropriate.

Anyone who ignores the above rules or commits a crime will be denied further entry to the Premium Lounge for as long as the airport management sees fit to do so.

All of which we hope you agree is fair.

But to the 99.9% of you who are wonderful, lovely people and wouldn't dream of being the slightest bit anti-social or causing inconvenience for other passengers, thank you for taking the time to read this.

Enjoy your visit, have a great trip, safe onward journey and we all genuinely hope you enjoy your experience with us today...

Doncaster Sheffield Airport
Heyford House, First Avenue
Doncaster DN9 3RH

Tel +44 (0)871 220 2210
Fax +44 (0)1302 801011
robinhoodairport.com

Doncaster Sheffield Airport Limited is a member of the Peel Airports Division
Registered office Peel Dome, The Trafford Centre, Manchester M17 8PL
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 **Robin Hood Airport**
Doncaster Sheffield