

## **CLUB HEAT – 2 HERTFORD PLACE** **CUSTOMER RULES**

**The following customer rules must be adhered to at all times whilst on the premises:**

**There must be NO touching of the entertainers at any time.**

**You must NOT proposition ANY entertainer.**

**You MUST be seated and remain seated for the duration of the performance.**

**You MUST remain clothed and NOT attempt to dance with ANY entertainer at any time.**

**Unruly and unacceptable behaviour will NOT be tolerated, whether directed at the dancers, members of staff and other customers.**

**NO illegal substances are to be brought onto or consumed on the premises.**

**ANY BREACH OF THE CLUB RULES WILL RESULT IN IMMEDIATE EJECTION AND EXCLUSION FROM THE VENUE.**

## Performer Rules

Whilst we recognize that you are all self employed, we expect certain levels of behaviour and codes of practice from all performers at Club Heat.

This document explains these requirements, please read and sign at the bottom that you understand:

### ALWAYS

- Show Up on time for your shift
- Check in with member of management on arrival.
- Explain to the customer the rules of a dance before a dance.
- Take the money for a dance before the dance, this will avoid misunderstandings.
- Seat the customer with palms facing down and keep him seated throughout dance.
- Abide to the clubs rules relating to the dance
- Thank the customer and return him to the bar area, after a dance.
- Let a manager know before you take a break.
- Use Staff areas for any smoking breaks.
- Check out with management at the end of your shift.

### NEVER

- Proposition a customer.
- Drink too much, intoxicated performers will not be accepted.
- Leave with a customer at the end of the night.
- Exchange telephone numbers with a customer.
- Use or be in possession of drugs.
- Smoke, eat or chew gum in public areas whilst at work.
- Leave the venue without informing a manager, they will ensure you are safely escorted to your car or taxi.

**Any breach of club rules will result in immediate ejection and exclusion from the club.**

**I .....understand the code of conduct expected from all performers at Club Heat and consequences if I fail to comply with them.**

**Signature..... Date.....**

## Welfare of Performers

We undertake the following conditions and operations to ensure the best working conditions and safe environment for all performers at Club Heat;

- There will be separate and private sanitary facilities for performers.
- We will provide free drinking water and other non alcoholic beverages for performers.
- There will be routine monitoring to ensure that drugs are not being used or carried by performers, this monitoring will be recorded on a weekly basis.
- All performers will be given a full induction including training before commencing work at Club Heat. This will also be recorded and filed along with identification and right to work.
- All entrances to private areas to which members of the public are not permitted shall have clear signage stating that access is restricted.
- Any exterior smoking use for by performers shall be kept separate to any public smoking area.
- All booths are open and monitored by security and management, there are safety alarms throughout and cctv in constant operation.
- It is entirely the performer's discretion who they perform for. If performers are unhappy with a customer's behaviour in any way, tell a member of management.
- All performers will be escorted to their cars, taxis or lifts when they leave a shift.