



THE HALLIWELL JONES PADDOCK CLUB

Code of Conduct

In order to maintain the exceptional experience that our guests have come to expect from The Halliwell Jones Paddock Club, we would like to share our Code of Conduct with you. We kindly request that the following guidelines are read and observed by all guests enjoying our hospitality.

The intention of this document is to establish clear and acceptable behaviour expectations for The Halliwell Jones Paddock Club guests, it is not intended to restrict the rights of anyone but rather to ensure that everyone in The Halliwell Jones Paddock Club can enjoy their race day hospitality.

These guidelines apply to all The Halliwell Jones Paddock Club guests and it is your responsibility as the host / lead guest to communicate these guidelines to your guests in advance of your visit and ensure that they are adhered to on the race day. Should you or your guests have any questions on anything in this document or on the race day please do not hesitate to contact Nicola Myers, Business Development Manager who will gladly assist – nmyers@chester-races.com / 07510 383 567.

Alcohol

This forms part of your package in The Halliwell Jones Paddock Club. Whilst we encourage all of our guests to enjoy all the facilities on offer in The Halliwell Jones Paddock Club, excessive alcohol consumption will be monitored. Any person found to be intoxicated will be refused further drinks service. Should any guest's behaviour go against our listed terms in this document as a result of excessive alcohol consumption, the consequences will remain as outlined.

Anti-social behaviour

Any kind of anti-social behaviour including excessive loudness, violence or aggression towards staff or guests will not be tolerated. Guests should at all times conduct themselves in an orderly fashion and not cause any nuisance or annoyance to any other person, nor cause any obstruction to the access or egress of The Halliwell Jones Paddock Club.

Bag Checks & Dangerous / Illegal Substances

Bag checks may be made on entry to the Racecourse and / or The Halliwell Jones Paddock Club. No food or alcohol may be brought into the Racecourse. Dangerous or illegal substances are of course also not permitted to be brought into the Racecourse, and the use of these on our premises will not be tolerated. Any person found to be consuming their own alcohol or in possession of any dangerous / illegal substance will be asked to leave the premises.

Dress Code

Full details are detailed on your badges – as a reminder they are:

Ladies – A dress, skirt, or smart trouser suit. No excessively revealing clothing. Gentlemen – A well-tailored suit / blazer / sports jacket, collared shirt, and smart trousers. A tie must be worn. All – No jeans, trainers, shorts, fancy dress, or sportswear. Shoes must be kept on at all times in The Halliwell Jones Paddock Club.



THE HALLIWELL JONES PADDOCK CLUB

Chester Racecourse operates a strict dress code, and this must be adhered to in order to gain entry to both the Racecourse and The Halliwell Jones Paddock Club. Should any person within your group not comply, they will not be permitted entry until they can obtain suitable clothing / footwear. Should your guests need assistance with locations within the city where they can purchase suitable items on the race day the Concierge will gladly assist with this.

Guests

Guests over the age of 18 are permitted in The Halliwell Jones Paddock Club. Additional Guests - Guests outside of your booked party should not be invited into The Halliwell Jones Paddock Club.

Itinerary

This is provided to you in advance of the race day and is designed to provide you with the highest levels of service & dining. We will work to various guest arrival times on the race day, however if you are aware in advance that you or your guests will be arriving outside of the general itinerary or should something occur on the day delaying you, we kindly request that you inform us at your soonest convenience so that we can plan accordingly for you. Please use the provided email / mobile number provided above for providing these details.

Language

The use of foul or abusive language such as swearing has no place in The Halliwell Jones Paddock Club and any guest heard using unacceptable or offensive language will be asked to either stop or leave the premises. Where someone is observed consistently using bad language after being warned may be asked to leave The Halliwell Jones Paddock Club. Whilst fully acknowledging that adult banter can contribute to an enjoyable race day, these rules are to safeguard others who should not have to hear language that they would not personally use or make people feel uncomfortable.

Mobile phones

Please be considerate towards others when using your phone in The Halliwell Jones Paddock Club.

Respect

We are committed to the fair treatment of all Halliwell Jones Paddock Club guests and staff members. We ask that all those in The Halliwell Jones Paddock Club respect diversity, different roles and boundaries, and avoid giving offence to any fellow guests or staff members. Any form of sexual, racial, religious, ageist discrimination or harassment will not be tolerated. Guests should not conduct themselves in any rude or immoral manner, including the use of profane language, gestures, insults, or other such misbehaviour.

Smoking

Smoking including cigars, or the use of e-cigarettes is not permitted within The Halliwell Jones Paddock Club. The only area in which smoking is permitted is outside of the building and on the rooftop (weather permitting).