

ABC Southbank Centre Code of Conduct

Students must:

- Behave in a courteous and responsible manner at all times.
- Follow the instructions of their tour guide, and teachers at all times.
- Walk quietly behind their tour guide. Students must not run.
- Not divert from the tour route at any stage.
- If Lost: head back to reception and advise that they have been separated from their tour group. Reception will contact the tours manager and rejoin them with the tour or have them wait in security.
- Not touch anything without permission. The ABC is a working environment, and the tour will include a visit to a variety of production areas. It is important that students follow the tour guide's instructions and not touch any objects or equipment, as it could result in serious injury to yourself and others.
- Leave their bags in the storage facilities provided.
- Switch their mobile phones off (not on silent) and store them in their bag in the lockers provided. Mobiles phones can affect our studio equipment and are therefore not permitted on the tour.
- Photography is not permitted on the tour route. Photos may be taken in the ABC foyer and atrium.
- Students must direct all questions to their tour guide, and must not disturb the work of ABC staff they may meet along the tour route.
- Must not consume food or drink on the tour.
- Must not leave rubbish or belongings on any part of the tour.
- Keep their identification tags on at all times.
- Wear soft soled enclosed toe walking shoes.

Information for Teachers:

- Teachers must make us aware in advance of any issues that could impact on student welfare while at the ABC. Teachers are responsible for the supervision of their students at all times during their visit to the ABC. We require the following student-to-teacher/supervisor ratios: • 1:1 for special needs, • 1:10 for all other age groups. • 1:10 for students requiring mobility assistance.
- One teacher (or adult/parent helper) per 10 students is admitted free.
- By requesting a tour, the school warrant to the ABC that it has obtained the appropriate consents from the parent or guardian of the participating student.
- Each adult accompanying the students is required to be in a supervisory role and must have adequate authority and experience to handle groups alone for risk assessment purposes. At all times, teachers are to remain in direct supervision of their students while on an ABC tour.
- Whilst there are trained ABC First Aid officers assigned to the tours, one teacher from each school group must also be trained in first aid, and is the first point of call should your group require first aid.
- Teachers must inform the ABC of any pre-existing medical or health conditions (ie asthma, mumps, measles).
- The ABC reserves the right to remove any student/s from a tour if their behaviour is deliberately and consistently disruptive. A teacher will be required to supervise the student/s outside the ABC until the tour is finished.
- Likewise, if a student becomes ill or has to leave the tour for any other reason, a teacher will be required to wait with them in the foyer until the rest of their group finishes their tour.