

Roehampton Students' Union  
Events Policy

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**1. Introduction**

Roehampton Students' Union operates a range of events and commercial services for the enjoyment of its members, and this policy concerns the disciplinary procedures that operate within the Licensed Premises, Events and Venues. The policy applies to the areas and services operated by the Students' Union which are managed under the terms of the Licensing Act 2003, and the key components of this policy are informed from this legislation.

The Students' Union believes that the rules and procedures informed in this policy are necessary for promoting responsible, inclusive and safely managed services, as well as fairness and consistency in the treatment of individuals. It is important that members know what standards of conduct and behaviour is expected of them, and as a result full details of this policy and its rules and procedures will be accessible to members at all times. The procedures apply to each and every individual that engages with the range of services operated by the Students' Union within our events and venues.

The Students' Union is an inclusive organization, and recognises that anti-social conduct and behaviour has a direct impact on the well-being of individuals within our venues. The procedures clearly identify the types of conduct and behaviour that are unacceptable within the Students' Union commercial venues, the operational controls which are used and the disciplinary processes which are in place.

**2. Entry Conduct and Procedure for Guests**

The Students' Union has defined procedures for the protection and management of licensed premises and events

**2.1. Entry Procedure**

**2.1.0. Student ID checks**

All Students' Union events require a mandatory check of your Student ID and/or legal ID upon entry. At the very least, the Students' Union expects students and guests to carry legal ID. At our events hosted within external venues, students should always carry legal ID, entry without legal ID is at the discretion of the venue management. Failure to provide either or both forms of ID may result in the refusal of entry. RSU actively supports nationally recognized verification systems and will support our partner venues in using them alongside our own systems.

**2.1.1. Events Capacity**

When the event capacity has been reached, no more admittance can be allowed under any circumstances. Roehampton Students' Union does not normally operate a one in one out policy. All internal Roehampton Students Union events have a finite capacity and the events team will legally be complying with those venue capacities. All external venues that RSU hire will have a capacity set by the venue management and RSU will follow their recommendations.

#### 2.1.2. Time of Last Entry

RSU will state the time of last entry on all tickets and/or event promotion. Typically speaking for the regular club night events that are hosted between 22:00-02:00 last entries will be at midnight (unless otherwise stated). Other events will have varying last entry times and this will be communicated through the promotional material and/or tickets relating specifically to that event. No entry is permitted after that time deadline and no refunds will be given to those arriving beyond the stated time. Please ensure you give good time to queue and pass through entrance checks.

#### 2.1.3. Refusal of entry (Right of Admission Reserved)

Roehampton Students' Union has the right to refuse admission at any of their events. The right of admission is reserved by all on duty RSU staff and security staff. This judgement can be made for your safety or for the safety of others in the venue. Event staff and/or management do not need to explain the reasoning behind entry of refusal. RSU retain the right to decide refusal of entry at all internal events; venue management retain the right to decide refusal of entry at all external events/venues. The University of Roehampton and its Colleges may also advise RSU to implement entry restrictions when necessary.

#### 2.1.4. Ticketing for Entry

If the event requires a ticket or wristband for entry, you must provide the official ticket or wristband when you enter. If the tickets are sold on the door, you must show your valid ID card (seen point 2.1.1.). When re-entering the event, after purchasing your ticket, you must present your valid wristband/stamp. If security or RSU staff deem your wristband to be broken, damaged, tampered with or lost then you will be refused entry/re-entry. When purchasing an event ticket or paying the entry fee, or reserving tickets when the event is ticketed but free of charge, you thereby agree to abide by Student Code of Conduct and the Roehampton Students' Union Events Policy.

#### 2.1.5. Entry Searches

The on duty security team will perform random (random is specifically defined as a 1:10 minimum search rate) searches of all persons wishing to enter any event or licensed premises, including search of items brought to the event such as bags or suitcases. On duty security staff also retain the right to conduct a full search of any person at any given time whilst the event is operational. Sufficient signage will be present at all entrance points with reference to the above. Any person found with possession of any form of potential offensive weapon, unauthorised alcohol or any illegal substances will be detained and shall have their details captured, incident report filed and RSU disciplinary processes will commence.

Anyone entering the event wearing a hat or hood will be asked to remove any clothing that is covering a face for the identification process.

#### 2.1.6. Under 18's

In compliance with our operating schedule entry to licensed premises will only be granted to over 18's who are in compliance with this policy (unless otherwise advised). If you are under 18 please check with RSU staff before purchasing a ticket for events.

#### 2.1.8 Unauthorised entry

Any person found to have gained access to any event or licensed commercial premise without the permission of the licensee, or their designated representative, will be asked to leave. Their details will be captured, incident report filed and RSU disciplinary processes will commence or police may be called.

## **2.2. Procedure for Guests**

### **2.2.0. Signing in Guests**

Guests are generally permitted within venues and events. Exceptions do exist and no guest-listed events will be clearly communicated. Where normal guest-list applies, guests are permitted only once they are signed in by an existing member of Roehampton Students' Union through the RSU reception before 16:30 on the day of the event (Friday if it is a weekend).

Any person signed in by a member must provide photographic identity on entry which ascertains proof of age and name (Passport, Driving Licence, PASS Hologram photo ID). Records will be maintained as a condition of the Licence. Upon entry, the guest must be accompanied by the student of University or Roehampton that signed the guest in. You are only permitted to sign in one guest per event (excluding certain events throughout the year). This guest, once purchasing a ticket and entering the event, agrees to follow the Student code of Conduct and Roehampton Students' Union Events Policy.

### **2.2.1. Guests Behaviour**

When signing in your guest, you are ultimately responsible and accountable for their behaviour. If your guest does not adhere to the Student Code of Conduct and/or Roehampton Students Union Events Policy you may receive the sanctions as if you had committed the offence yourself.

## **3. Events Code of Conduct**

### **3.1. Behaviours and Actions**

The following actions are not acceptable within any of the licensed premises, events or venues and will result in an individual being asked to leave the premises:

- 3.1.1 Excessive Intoxication
- 3.1.2 Anti-social or Threatening Behaviour
- 3.1.3 Possession of unauthorised alcohol
- 3.1.4 Abuse of Staff
- 3.1.5 Vandalism
- 3.1.6 Theft
- 3.1.7 Aggressive Behaviour, Harassment, Discrimination
- 3.1.8 Possession of Drugs and Legal Highs
- 3.1.9 Assault
- 3.1.10 Possession of Weapons
- 3.1.11 Illegal Entry

This list is neither intended to be exclusive nor exhaustive, and Roehampton Students' Union reserves the right to investigate any other conduct which may give rise to further disciplinary.

#### **3.1.1. Excessive intoxication**

At no point should a person who exhibits excessive drunken behaviour be permitted to enter any Students' Union licensed premise or event.

Any person that is deemed to be over intoxicated on arrival at a licensed premise or event will be refused entry, details of the person will be captured and recorded as a precaution of the license.

Any person found to be excessively drunk in licensed premises or events shall be asked to leave, failure to comply will result in them being removed by the security team. Where

necessary, Police or campus security assistance will be called to ensure they leave the premises or event. All persons ejected will have their details captured, an incident report filed, and the RSU disciplinary process will commence.

General intoxication shall not be treated as misconduct, unless disorderly behaviour is apparent.

Any person that is deemed to be too intoxicated when requesting service at the bar will be refused service and details of the refusal will be recorded as a precaution of the license.

Any person that is suspected of purchasing a drink for an individual that has been refused service, will also be refused. Details of the refusal will be recorded as a precaution of the license.

Any member of staff on duty may be permitted to ask the security team to remove a drunken person from the premise or event.

Any person found to have vomited within a licensed premise or event will be offered immediate welfare support (if required). Once welfare support is completed they will be asked to leave and not be allowed re-entry. Their details will be captured, an incident report filed, and the disciplinary process will commence.

### 3.1.2. Anti-social & threatening behaviour

The Anti-social Behaviour, crime and policing act 2014 defines anti-social behaviour as acting in a manner that has "caused or was likely to cause harassment, alarm or distress to one or more persons" as the perpetrator.

Anti-social behaviour will not be tolerated within any event or commercial premises. Any person who is seen to exhibit anti-social behaviour will be requested to leave, their details captured, incident report filed, and the RSU disciplinary process will commence. These behaviours are problematic to identify; but would include smoking inside the building, urinating in public, excessively boisterous activity for example.

Any member of staff on duty is permitted to ask the security team to remove an anti-social individual or group from the premises or event.

Threatening behaviour will not be tolerated within any event or commercial premises. Any person who is seen to exhibit threatening behaviour will be removed from the venue/event, their details captured, incident report filed, and the RSU disciplinary process will commence. Any member of staff on duty is permitted to ask the security team to remove a threatening individual or group from the premises or event.

Any person who feels they have been the subject of anti-social or threatening behaviour within an event or commercial premises may request the assistance of the security team or an on duty RSU representative. The security team will aim to find a resolution and take action as required. Details of all parties will be captured, an incident report filed, and the RSU disciplinary process will commence where necessary.

### 3.1.3. Possession of unauthorised alcohol

The consumption, retail or supply of alcohol within all commercial premises and events is strictly controlled through the license enforced upon that premises in line with the Licensing Act 2003. All alcoholic beverages consumed within any event or commercial premise must have been purchased from the specific location, and must have been retailed or supplied by the Students' Union.

All alcoholic beverages retailed or supplied on campus or at external events are done so in compliance with legislation, in specific identified quantities and in approved vessels.

To ensure that unauthorised alcohol is not brought into Students' Union events or commercial premises, bag and body searches will be undertaken. Searches will be completed as required by the security team, and any individual found to be carrying their own alcohol into an event

or commercial premises will be refused access until the product has been disposed of. Records are maintained as a precaution of the license.

Any individual found within an event or commercial premise with unauthorized alcohol will have the product confiscated and be asked to leave, their details will be captured, incident report filed, and the RSU disciplinary process will commence.

#### 3.1.4. Abuse of staff

Abuse of any staff member will not be tolerated within any event or commercial premises. Any person who is seen to be abusive directly to a staff member, or is reported as having been abusive to a staff member, will be removed from the event/premises and their details captured, incident report filed, and the RSU disciplinary process will commence.

Any member of staff on duty is permitted to ask the security team to remove an abusive individual or group from the premises or event.

#### 3.1.5. Vandalism

Vandalism will not be tolerated within any event or commercial premises. Any person who is seen to be vandalising any permanent or temporary fixtures, fittings or equipment owned or hired by the Students' Union will be removed and, their details captured, incident report filed and the disciplinary process will commence.

Any person who is seen to be vandalizing the fabric of any Students' Union facilities will be removed, their details captured, incident report filed and the RSU disciplinary process will commence.

Any person who is seen to, or reported to have, maliciously damaged another students' or guest's property will be removed, their details captured, incident report filed and the disciplinary process will commence.

#### 3.1.6. Theft

Theft from the Students' Union will not be tolerated and any individual suspected of theft will be investigated by Management the management team will request support from University Security and the Police where necessary.

Any incident where the management, or the police, are requested will be recorded on an incident report. The individual's details will be captured, the incident report filed and the RSU disciplinary process will commence.

Any person who is suspected of theft from another individual within any event or commercial premises will be spoken to by management. The person's details will be captured, incident report filed and the RSU disciplinary process will commence. Where there is clear evidence of a theft being committed the Police will be called to attend.

#### 3.1.7. Aggressive behaviour/harassment/discrimination

The Students' Union will not tolerate any form of Aggressive Behaviour, Harassment or Discrimination within any event or commercial premises at any time by any individual.

Any individual seen to, or reported to have, exhibited any behaviour deemed to be aggressive, discriminative, or any form of harassment will be investigated by management and the security team. Their details will be captured, incident report filed and the investigation and subsequent RSU disciplinary process will commence.

Any person who feels they have been the subject of aggressive behaviour, discrimination or harassment within an event or commercial premises may request the assistance of the security team. The security team will aim to find a resolution and take action as required. Details of all parties will be captured, an incident report filed, and the investigation and subsequent RSU disciplinary process will commence.

The Students' Union works closely with its external security team to ensure staff have the ability to deal with any behaviour deemed to be aggressive, discriminative or all forms of harassment. The Students' Union will request support from the University and the Police when needed, and share security information as required to support external investigations.

#### 3.1.8. Drugs and Legal Highs

The Students' Union maintains a Zero Tolerance Policy on the possession or use of any categorized, banned, restricted substance within any event or commercial premises.

The security team will perform random searches of all persons wishing to enter any event or commercial premises (see 2.1.8), and sufficient signage will be present at all entrance points with reference to the above. Any person found with possession of categorised, banned or restricted substances shall have their details captured, incident report filed and the RSU disciplinary process will commence. Any substances will be confiscated and passed to the police for destruction.

Any individual found in possession of substantial quantities of categorised, banned or restricted substances will be detained by the security team, support will be requested from University Security and the Police. Their details will be captured, incident report filed and the RSU disciplinary process will commence.

The Students' Union works in partnership with the University and the Police to prevent and reduce the impact of categorised, banned and restricted substances.

#### 3.1.9. Assault

The Students' Union maintains a Zero Tolerance Policy on violent behaviour, and all actions which can be defined as assault within any event or commercial premises.

Any individual who believes they have been the subject of an assault, or violent behaviour, may request the assistance of the security team. The security team will aim to find a resolution and take action as required.

Details of all parties will be captured, an incident report filed, and the RSU disciplinary process will commence.

Any member of staff on duty is permitted to ask the security team to speak with an individual or group that have exhibited violent behaviour, or to assist a person who they have witnessed as the victim of an assault.

The Students' Union ensure that all team members are appropriately trained, with the ability to deal with violent situations. The Students' Union will request support from the University and the Police when needed, and share security information as required to support external investigations.

#### 3.1.10. Weapons

The Students' Union maintains a Zero Tolerance Policy on the possession and use of any form of potential offensive weapon within any event or commercial premises.

The security team will perform random (see 2.1.8) searches of all persons wishing to enter any event or commercial premises, and sufficient signage will be present at all entrance points with reference to the above. Any person found in possession of any form of potential offensive weapon will be detained and shall have their details captured, incident report filed and the RSU disciplinary process will commence. Any items will be confiscated and passed to the police for destruction.

### 3.2.0 Emergency activation

False activation of emergency safety equipment will not be tolerated within any licensed premises, event or venue. Any person who is seen to activate, or has been identified as having falsely activated emergency safety equipment will be removed, their details captured, incident report filed, and the disciplinary process will commence.

False activations impact on the safe operation of all activities, and will always be treated initially as true activations; resulting in the immediate evacuation of the location.

The Students' Union ensure that all team members are appropriately trained, and well-practiced in the evacuation procedures. An emergency activation requires immediate support from the University and the Emergency Services, and all information is shared as required with these external partners as part of investigations.

### 3.3.0 Incident reporting

If you are victim to or see anything that breaks the Events Policy or Student Code of Conduct then please report this to a member of events security, a duty manager or member of SU/bar staff. Full details of any incident which occurs within any event or commercial premises, to which a member of the security team or management team is in attendance, is recorded as standard practice. The document used for this purpose is the Incident Report Form.

All incident reports are kept centrally by the Students' Union, and are reviewed routinely as part of the commercial operations. When an incident report is generated it will contain detailed information with reference to the incident, which will include the names of the individuals involved, the student ID card numbers of those involved, the location, and detailed observations from the incident. The report will also reference any witness statement and state whether other security data was captured at the time of the incident.

All submitted incident reports are stored centrally and a copy is sent to the Head of Security and any relevant staff needed to be involved in the incident.

The Students' Union works in partnership with the University and the Police, who on occasion may request a copy of a specific incident report as part of an ongoing investigation. The Students' Union will support these requests and where appropriate a copy will be shared with the designated persons within each organization.

Incident reports, CCTV and associated witness statements will be used and given to relevant departments of the University or Police. The reports will also be shared with members of the Students' Union who may be called to sit on an appeal panel within the disciplinary structure.

## 4 Ticketing & Admission

### 4.1 Ticket Strategy

(Comments and conditions are hereby in addition to points listed in Section 2 that relate to Ticketing)

Roehampton Students' Union will continuously review attendance numbers at all events and look to place advanced tickets on sale to those deemed highly popular or where capacity is limited. When tickets are labeled 'advance sale only', students and their guests wishing to attend must purchase their ticket from the specified sale location (online or offline) by the specified closing time. All tickets are subject to availability.

4.1.1 All tickets are non-refundable unless the event is cancelled by Roehampton Students' Union.

4.1.2 All tickets are non-transferable. Students or guests that sell or pass their ticket on to another person will have RSU disciplinary action taken against them. If you buy a second hand ticket, these will not be referenced to your name and you will be restricted entry from the event.

4.1.3. The creation of fake tickets/accreditation is strictly forbidden and may result in permanent exclusion from RSU Events.

4.1.4 Ticket sales will only be made to valid students. ‘Valid’ is deemed as a student who is currently enrolled, not under investigation by RSU or University or Roehampton and not currently serving any form of exclusion from RSU Events or legal exclusion (ie where external venues use Scan systems on legal ID which indicates an incident has occurred involving that person at a prior external event/venue)

4.1.5 Entry is strictly reserved to those who show proof of ticket purchase and valid legal and student ID.

4.1.6 RSU reserve the right to cancel or alter events at any time.

4.1.7 Where the ticket does not match the ID shown upon entry, the ticket is deemed invalid.

## **5. Disciplinary Process**

The Students’ Union is responsible for the management of the disciplinary process with any breach of the RSU Events Policy. The purpose of the process is to fairly investigate and incident that is deemed in breach of the RSU Events Policy.

Please note the Students’ Union will not usually consider any incident where the Police have indicated that a criminal investigation is taking place. Any individual subject to a police investigation will be suspended from entry into events and venues until the investigation is complete.

If you are involved in an incident, your student ID information will be recorded and you will be suspended from all RSU events until the appropriate investigation has taken place and been concluded. Refusal to present your ID will result in the implementation of a ban from events in accordance to the ban-length guidelines. RSU will refer the incident and details to the relevant college team and/or welfare services and/or University Deputy Secretary for further University disciplinary processes or for wellbeing support.

### **5.1.1 Incident**

When an incident occurs in a venue or event, those involved will be made to leave the event immediately if deemed appropriate by on duty security and RSU staff. A report will be generated that details the incident and any further evidence collected and filed with it. Some incidents are minor, and generally are able to be resolved immediately, these will be recorded as an incident report with the agreed resolution included, and will not progress any further along the disciplinary process apart from being stored securely on file. Any student involved in an incident that will potentially result in a ban from events and venues will automatically be suspended until further notice is given by RSU Management.

### **5.1.1 Disciplinary Hearing**

All incidents will be reviewed by at least two members of the Students’ Union’s staffing team. They will look at the nature of the incident, and consider the evidence collected at the time. A decision will then be made as to the nature of the offence, and a disciplinary sanction imposed. This will be communicated directly to the student via electronic means to their University email account. When necessary to receive a statement from the student, we will contact them within 5 working days of the incident being raised for review.

### **5.1.2 Appealing**

Individuals who have received notification of their disciplinary outcome are permitted to appeal the decision provided this is done within 7 days of the decision being communicated



to the student. The appeal must be made in writing to either the Chief Executive or Deputy Chief Executive, include any further evidence, and clearly state which of the three grounds the appeal should be considered under:

- The Students' Union conducted the investigation process in a way that was procedurally irregular.
- The Students' Union was not able to consider evidence that has now become available.
- The Students' Union has imposed a disciplinary sanction that is disproportionate to the offence.

A formal response will be issued within 7 days by a panel consisting of either the Chief Executive or Deputy Chief Executive, a Sabbatical officer (who was not on Duty at the time of the incident) and either the Events Manager or Events Coordinator (this will be determined by whichever event team member was not on duty at the time of the incident). An investigation and hearing may be called if required. Once the process is complete a formal response will be issued to the individual. There is no further appeal beyond this.