Heaven Hill Guest Code of Conduct

To ensure a safe, enjoyable, and welcoming environment for all guests and staff, all attendees are expected to adhere to the following Code of Conduct. This Guest Code of Conduct applies to all guests while visiting our locations, including when shopping, participating in tours or tastings, or attending events.

1. Respectful Behavior

All guests are expected to conduct themselves in a respectful and courteous manner at all times.

- Treat staff, hosts, and fellow guests with professionalism and respect.
- Refrain from disruptive, aggressive, discriminatory, or inappropriate behavior.
- Harassment, sexual comments or advances and unwelcome physical contact are prohibited.
- Guests are expected to respect others' personal space and boundaries.
- Follow all instructions provided by staff during the event.

We reserve the right to address any behavior that negatively impacts the experience of others.

2. Responsible Alcohol Consumption

We are committed to promoting responsible enjoyment of our products.

- Guests must arrive in a condition fit to participate; individuals who appear intoxicated upon arrival may be denied entry.
- Excessive consumption during the event is not permitted and will be monitored.
- Staff will refuse service at their discretion if a guest appears intoxicated or is behaving unsafely; this is not only our policy, but also the law.

Our team is trained to prioritize guest safety and compliance with all applicable alcohol laws.

3. Attire

Guests are expected to dress in a manner consistent with a refined, upscale hospitality experience. Clothing or accessories displaying offensive, discriminatory, harassing or sexually explicit language or images are not permitted.

- Business casual or similarly appropriate attire is recommended.
- Attire should be suitable for a public, premium environment and not detract from the experience of others.

We reserve the right to address attire that is inconsistent with these expectations.

4. Safety and Compliance

Guests must comply with all venue policies, local laws, and safety guidelines.

- Follow posted rules and staff direction at all times.
- Do not engage in unsafe or illegal activities.
- Respect the venue, property, and surrounding community.

5. Enforcement and Actions

Heaven Hill may take appropriate action based on the nature and severity of the conduct.

Actions may include, but are not limited to:

- Verbal warning for minor or first-time issues.
- Removal from the event and/or property.
- Denial of future attendance at events, tastings, tours or anything on property.
- Cancellation of future reservations, or temporary or permanent restrictions at one or more Heaven Hill properties and programs.
- Investigation of formal complaints submitted by staff or other guests.

Repeated or serious violations may result in permanent restrictions from attending future events.

Removal for a violation may occur without refund, subject to applicable law. Refunds for canceled future reservations will be addressed under the applicable booking terms and law.

6. Reporting Concerns

If you experience or witness concerning behavior, notify any staff member or manager as soon as you feel safe doing so. You may also report concerns after your visit by emailing guestservices@heavenhill.com. Heaven Hill may review reported or observed conduct whether or not a formal complaint is submitted. Retaliation or intimidation against anyone raising concern or assisting a review is prohibited.

Acknowledgment

Failure to comply may result in the actions described in Section 5, whether or not your visit requires a ticket.