



Policy Against Customer Harassment

At Scarlet and Bedruthan hotel, we are committed to providing exceptional services to our guests and always strive to elevate guest experience and satisfaction. However, in some situations, guests' demands and behaviours towards hotel employees may be excessive and unreasonable and could constitute customer harassment in breach of local laws and regulations.

Customer harassment gives rise to an unhealthy and unsafe working environment and is detrimental to the physical and psychological wellbeing of our hotel employees. We do not tolerate any form of customer harassment, and resolute actions will be taken against it.

Pursuant to local laws and regulations, customer harassment may include any demand or behaviour by a customer that: (i) is unreasonable or is accompanied by language or behaviour that is socially unacceptable; and (ii) is harmful to the employees' working environment. Examples of customer harassment include:

- Repeatedly requesting for services or making demands which are unfair or excessive beyond what is customary, such as excessive discounts and late checkouts beyond what has been agreed or is customary
- Demanding other guests not to be placed in rooms adjacent to yours
- Demanding hotel employees to only attend to specific guests or preventing certain employees from providing service
- Demanding employees to apologize in ways beyond social norms (e.g. getting down on their knees to express remorse)
- Intoxicated guests demanding excessive care from employees or causing disturbance to other people
- Repeatedly making demands to an employee for a prolonged period which hinders an employee's ability to serve other guests
- Verbal abuse, yelling or insulting, defamatory or discriminatory remarks
- Threatening or intimidating behaviour
- Physical violence, property damage or other aggressive behaviour
- Trespassing into employees' workspace
- Actions that damage the hotel's or employees' credibility on internet, social media or otherwise
- Sexual harassment, voyeurism, stalking or obscene remarks

We will take firm actions to protect our hotel personnel against any form of customer harassment. Such actions may include refusing service to the relevant guests and / or requesting the relevant guests to leave the hotel premises and / or permanently banning guests. Where required, we may also report the incident to law enforcement for further action.

We appreciate your understanding and cooperation as we implement this policy to prevent customer harassment in compliance with laws and regulations. We will continue to strive to provide a safe and secure environment for all the guests and employees at our hotel.