



# Visitors Policy

LastAct Ltd

Old Saw Mills, Marsh Brows, Formby, Merseyside, L37 3PD

## Purpose of the Visitors Policy

At LastAct, we strive to create a safe, welcoming, and professional environment for all staff, children, parents, and visitors. This Visitors Policy outlines the expectations and responsibilities of visitors while on our premises to ensure the safety and well-being of everyone involved.

## Why a Visitors Policy is Important

- To ensure the safety and security of children and staff.
- To maintain a professional and respectful environment.
- To uphold the integrity of LastAct's policies and procedures.
- To minimize disruptions to daily operations and activities.
- To provide clear guidelines for visitors, ensuring a positive experience for all.

## Code of Conduct for Visitors

Visitors are required to adhere to the following guidelines while on LastAct premises:

### 1. Identification and Check-in Process

- All visitors must present valid identification upon arrival.
- Visitors must be patient while lead staff conduct necessary checks before granting access to the premises.

### 2. Adherence to LastAct Policies

- Visitors must comply with all LastAct policies during their visit.

### 3. Belongings and Mobile Phones

- Visitors must store personal belongings, including mobile phones, as instructed by staff.
- Mobile phones may only be used in designated areas, such as the reception.

### 4. Interactions with Children

- Visitors must not pick up, comfort, shout at, or discipline children under any circumstances.
- Visitors must report any situations requiring attention to a staff member immediately.

#### **5. Prohibited Behaviour**

- The use of inappropriate language is strictly prohibited.
- Aggressive or threatening behaviour towards staff, children, or parents—whether in person, on the phone, in writing, or online—will not be tolerated.
- Discussion of sensitive or inappropriate issues in front of children is strictly forbidden.

#### **6. Substance Use**

- Visitors must not visit the premises if they have consumed alcohol, medication, or any other substances that may impair judgment or response.

#### **7. Photography and Videography**

- Taking photos or videos of people on the premises is prohibited without prior written permission from senior management.

#### **8. Tools and Equipment**

- Visitors must not leave tools or equipment unattended or within reach of children.

### **Enforcement and Accountability**

- Visitors who fail to comply with this policy may be asked to leave the premises immediately.
- Serious or repeated breaches of the policy may result in restrictions on future visits and, where applicable, legal action.

Thank you for your cooperation in helping LastAct maintain a safe and respectful environment for everyone.

Reviewed January 2025

Next Review – January 2026 or regulations change