



O2 Centre Code of Conduct

The O2 Centre is owned and operated by Land Securities Properties Limited (LS).

The O2 Team aims for the Centre to be a safe, relaxed and friendly environment. We ask that all guests respect the Code of Conduct detailed below, in the interests of everyone's enjoyment and wellbeing.

The following are not permitted at The O2 Centre:

- Intimidation of guests or staff by individuals or groups
- Unsociable or anti-social behaviour
- Any behaviour which leads to guests feeling uncomfortable.
- Smoking or vaping (including electronic cigarettes or nicotine delivery systems).
- Alcohol consumption in public areas of the centre, both internal and external.
- Misuse of communal areas including mall seating areas, for example: sleeping and dwelling for long periods of time.
- The wearing of any item of clothing which restricts the view of one's head/face, except for
- religious headwear.
- Cycling, skating, or scootering inside the centre. Bikes, skateboards and scooters may be carried or wheeled through the mall.
- Leafleting, canvassing or conducting third party interviews or surveys unless agreed by Centre Management.
- Begging, soliciting money, or approaching customers or tenants for personal gain is not permitted within the shopping centre or its managed areas.
- Unauthorised busking or the selling of goods in the Centre, car park or other external spaces.

Any illegal activity within and in the vicinity of the Centre will be notified to the police.

The O2 Centre is happy to welcome supervised, well-behaved dogs.

The O2 Centre is a harassment free zone, and we are committed to maintaining a safe and welcoming environment, so we have a zero-tolerance policy towards harassment, violence, and abuse of any kind. If you have any concerns, you can raise these on our free, anonymous, and confidential 24/7 service: 0800 090 3655 or visit Landsec.ethicspoint.com. For more information read our Speak Up Policy: [Speak Up Policy](#).

The O2 Centre reserves the right to request that guests refrain from filming or taking photographs when deemed necessary or appropriate to safeguard the safety, privacy, or enjoyment of other guests, or to prevent any civil or criminal offences. All commercial photography and filming must be authorised in advance by the Centre Management team.

The O2 Team reserves the right to deny an individual or group of individuals entry to the Centre including the external areas for any period, as it may determine in its absolute discretion and has the right to escort any such individual/s from the Centre.

Any individual or individuals who contravene the Code of Conduct may be excluded from the Centre for such period as we may determine at our absolute discretion. LS reserves the right to amend this Code of Conduct at any time without prior notice.