

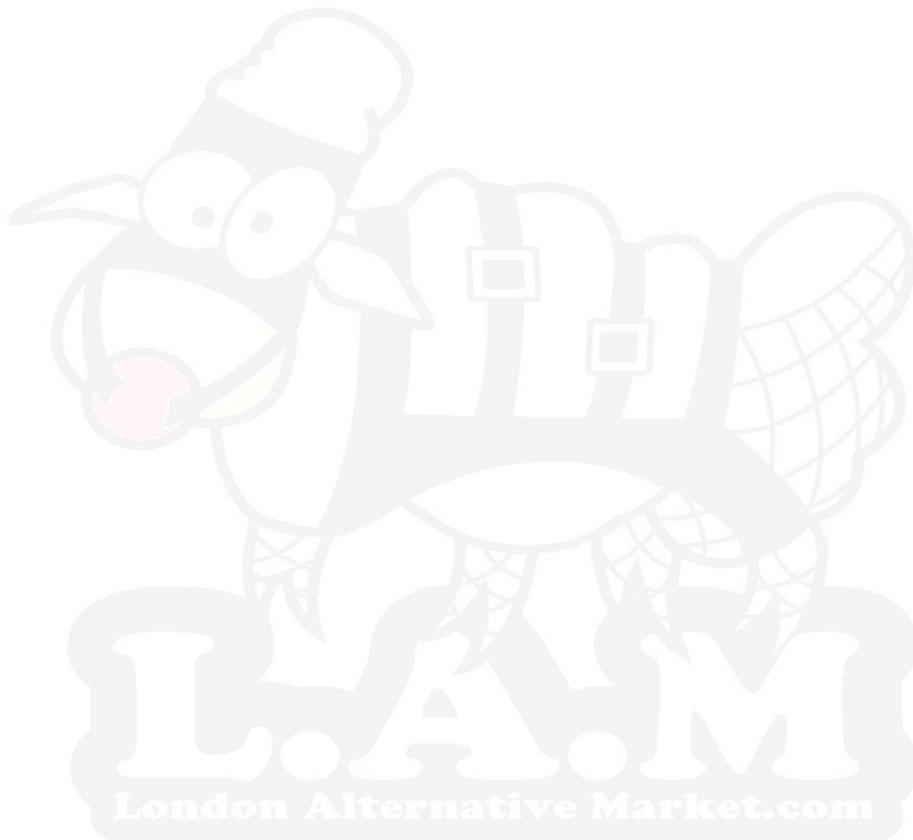
2020



London Alternative Market Limited

Prepared by

Cosmic



LAMchester: Process and procedure manual version 1.1

Contents

Introduction	3
Mission Statement	4
Data and privacy	4
Guest charter	5
Safeguarding provisions	6
Accessibility	6
Bathroom policies	6
Dress code	6
Wrist bands	7
Consent policy	8
The LAM Crew Charter	9
Dungeon Rules and Party Protocol	10
Rope bondage policy	11
Nerve issue response protocol	12
Photography Policy	13
Photography pass request form	14
Record of photographer's agreement with the policy	15
Flyering policy	16
Media Policy	16
CCTV policy	16
Disruptive behaviour	17
Disputes Policy	18
Complaints Procedures	19
Post event issues	19
Pre-event issues	19
Post event complaints procedure forms	20
Pre-event concern / complaints / safeguarding procedure forms	22
Agreed behaviour contract	23
Scheduled times agreement	24
Policy on sharing information with other promoters	25
Procedure for promoters or organisations requesting information or updates on issues	26
Log of promoters and parties who have requested to be kept informed about bans and issues at LAM events	27
Log of incidents which have resulted in someone being banned	28
Process to appeal ban and rehabilitation policy	29
Open request for changes policy	29
Change request form	30

Introduction

This manual contains all the policies and procedures for the LAMchester event. Its aim is to provide a clear and ethical framework for the smooth running of the event and to set out the standards and expectations of all parties.

While LAMchester events are open to the public they are private events by virtue of the ticketed admission and our private hire arrangements with the venues we use. As such all entrants, do so agreeing to comply with the events rules, regulations and policies which are publicly accessible as well as being available at the front desk.

It is designed to be adapted and developed as a code of best practice and is not offered as a perfect solution. The feedback and review procedures are in place to allow growth and development and as such we would encourage anyone who seeks modifications to submit them accordingly.

The guiding principle of this document is consent and its pivotal role in kink and BDSM within our communities. With your help, we want to make sure that LAMchester and wider fetish communities continue to provide open spaces for consenting adults to explore their sexualities in an open and non-judgemental environment which encourages consent, communication, negotiation within a framework of personal responsibility.

The concept encourages shared and personal responsibility in addressing issues which arise, while providing a clear and accountable set of processes, designed to clarify everyone's roles and responsibilities. There are consequences for any found to be in breach of the guidelines and principles of the event which are clearly set out within this document.

The process of improvement only works when it is engaged with, if you are asked to submit something please do so as it is the only way we can act. LAMchester is not able to act on verbal accounts outside of a complaint relating to something that happened at our event or as part of an appeal process.

Above all we believe that clear communication is the corner stone to consensual fun. It also ensures that all issues raised through this process are dealt with in a timely and professional way with the emphasis on learning from any experiences to reduce the risk of unpleasant things again.

David aka Cosmic1

Managing Director

London Alternative Market Limited

Mission Statement

It is our aim to:

- Support the communities of which we are all part by running events to raise charitable donations and support the many good causes
- Create a unique trading and socialising environment for the Manchester alternative lifestyle and fetish communities
- Put together enjoyable events which are fantastic value for money and as accessible as possible
- To help educate people about techniques and protocol to enhance their play
- Create an open and welcoming environment for visitors and stall holders alike
- Maintain an event that grows and evolves with the alternative communities so that it remains fresh and exciting
- To run an event which utilises scene suppliers where ever possible

LAM is known for being one of the most consistent events on the London scene striving to ensure that we always deliver a first-class trader and guest experience. We are an integral part of the London Fetish Weekend giving our traders priority access and preferential pricing to exhibit at one of the flagship international events.

During the last 14 years, we have built a strong reputation with the venue owner's community in London and other promoters to the point where we are often asked to collaborate on projects or to find suitable events for a venue.

We have raised and distributed over £29,000 for good causes, have helped numerous events with start-up resources and slowly but surely amassed one of the largest collections of quality dungeon furniture in the world with an excess of 60 pieces.

In short, we have delivered and exceeded on our promises and have shared the highs and lows as a supportive community. We have seen the full gambit of births, deaths and marriages and yet continually seek new challenges.

Data and privacy

We do not hold data about our guests with the exception of our mailing list, this list is compiled of people who have requested to be on it. The mailing list is used to send out newsletters normally once or twice a month informing subscribers of upcoming events. This list is never shared with 3rd parties.

Guest charter

Our aim is to be as welcoming, open, inclusive, and friendly as we can at all times. We want everyone to have a good time at LAM events.

LAM aims to be as accessible to as many people as possible. This includes people with mobility impairments as well as disabilities which may be less obvious to the casual observer.

We request that guests are mindful of the following facts:

- Everyone has the right to be treated equally until you have consensually negotiated otherwise.
- Excessive alcohol and drugs can cloud the boundaries and perceptions of consent and as such anyone found to be beyond a point of clear consent will be asked to leave.
- All play and interactions must be consensual.
- The dress code of the event.
- The consent policies of the event.
- The crew are present to ensure the health, safety and enjoyment of all parties and as such you are requested to abide by any reasonable request they make.
- Please ensure that you are familiar with the dungeon rules and the photography policies of the event.

If you are not comfortable about something you see please bring it to the attention of a member of crew so that the matter can be appropriately dealt with. While we acknowledge that some aspects of fetish can be more challenging than others the appropriate people to address any issues are the crew who have specific protocols in place and guidance on how to respond.

If you're unsure of someone's gender identity, avoid using gender specific pronouns, instead try referring to them as 'my friend over here' or 'Star Wars t-shirt over there'.

Consent is key to what it is that we do. Please respect consent and the right not to consent at all times. This means not touching people in any way without first asking their permission and allowing them an opportunity to respond. Should you see a situation in which consent is unclear, either continue to observe until it becomes clear, or, if necessary as a crew member to confirm on your behalf.

In the event that you accidentally cause damage to the venue or another person's property while at the event you are expected to act in a responsible, adult and ethical fashion in making appropriate reparations as soon as you are aware of the issue.

By attending LAMchester you are agreeing to the policies and procedures of the event and understand that in the unlikely event of a dispute or complaint you will abide by our policies at the time of the event and consent to our use and storage of data if needed.

If you are barred for a gross breach of the rules such as a sexual act or non-consensual violence your picture may be taken and kept, to ensure you don't return.

Guests agree to comply with the posted notices and venue procedures for fire and health and safety. Please do not bring external food and drink into the venue.

Safeguarding provisions

Whilst we acknowledge that we have neither the mechanism nor authority to deal with issues outside of our event we do want everyone to feel welcome and would hope that all guests see the sense in leaving any external issue at the door, we accept that occasionally special measures or considerations must be put in place. We endeavour to work with our guests to ensure that wherever possible their safeguarding needs are accommodated when advise in advance of the event, so we can make sure that resources are allocated. Any assistance you need can only be processed via the “Pre-event concern / complaints procedure form” (page 27)

If you are subject to Police bail, have been sentenced for a violent or sexual offense and are subject to parole conditions we ask you to self-restrict yourself from the event. If you are banned from other kink events please disclose this at least 14 days ahead of the event so we can asses the facts and make a fair and accurate judgement call on your attendance.

Accessibility

If you require assistance whilst inside the building you are welcome to bring an assistant or carer as a complimentary guest.

Bathroom policies

The facilities at the event are consider safe space and no sexual contact should occur in them. The most accessible facilities are by the entrance to Emerald Room. The bathrooms are all designated gender neutral in the parts of the venue LAMchester operates.

We ask all guests to be mindful of this and to regulate their own conduct and behaviour accordingly.

Any issues relating to the hygiene or cleanliness of the facilities should be reported to the front desk so that it can be immediately dealt with by the venue.

Dress code

Fetish dress code is **not** necessary to gain entry to LAMchester. Jeans and a T-shirt are **perfectly acceptable**, for example. On the other hand, far be it from us to discourage people turning up dressed up to the hilt in their finest leather, latex or fabric of choice. The surrounding area can provide an amazing backdrop for a walk about.

You should also feel free to express your chosen lifestyle while at the market; Masters, Mistresses, TVs, slaves, ponies, pets and other fetishes are all welcomed as we aim to promote an open and accepting environment. The venue does however insist that complete nudity is not acceptable and that military clothing that could cause

offence is not acceptable, this specifically includes authentic or reproduction military uniforms of the period 1939 to 1945*.

Like most licensed premises the display of genitalia and female nipples is not permitted and the crew have a supply of appropriate tape if needed.

In the event that someone is not accepting of your choice of outfit please raise the issue with a member of the crew who can ensure that the matter is dealt with appropriately as soon as possible in accordance with our dispute policy.

*While we recognise the fact that wearing certain uniforms does not automatically mean that you align with ethically unacceptable philosophies not everyone appreciates this in the same way that wearing a nurse's uniform does not make you medically qualified. Also, it should be noted that if you align yourself with those unacceptable philosophies and beliefs but do not wear symbols or uniforms you are unlikely to enjoy such an open and accepting event and should feel no obligation to attend.

Wrist bands

Upon arrival at LAM you will be issued with a wrist band, these are colour coded as follows:

- Blue – Daytime only (please leave by 7pm)
- White – Whole event (daytime and after party)
- Red – Conduct caution (see below*)
- Green – Friend of LAM and community or stalls (see below**)

Guests **MUST** retain their wristband as the crew and bar staff will be checking for them throughout the event.

Blue wrist bands can be upgraded to white during the event via the front desk.

*Red wrist bands are issued as a final warning to someone for either their conduct at the event on the day, having received a previous caution, having appealed a previous ban or through intoxication. If you have had your wrist band swapped out to “red” please be mindful of the fact that there will not be another warning, it may be best to wrap up your day and head home. If you are issued one upon arrival it may be an indication that we wish to ensure that you do not repeat previous behaviour this classification can only be appealed in writing. While the front desk will be aware of who is will receive a red band they will not know why and will not be able to discuss the matter.

**Green wrist bands are issued at the discretion of senior LAM crew to individuals we feel have a positive influence on the community. We have also asked these individuals to offer assistance to anyone at the event if needed.

Consent policy

Consent is paramount to kink and is the dividing line between fun and abuse.

We would encourage you to think of consent as like a plate. If you throw a plate on the floor and it breaks regardless of how many times or how sincerely you say sorry it is still broken. Much like trust it can be a fragile bond.

We encourage our guests, crew, stall holders and venue staff to explore the role of consent within their relationships through negotiation and discussion rather than breaking things that are hard to fix. We encourage “clear consent” practices while at our events and encourage others to question the consent of a situation if they feel it is appropriate.

We acknowledge the role of consent within consensual non-consensual interactions and although initially challenging for some we try to accept and accommodate all legal fetishes. We encourage those practising consensual non-consensual interactions to openly communicate this fact when interacting with others or if challenged and for both parties to clearly communicate the given consent.

If you feel your consent has been violated, we will help you in looking into the matter and seek resolution including the assurances that this situation will not occur again or to others. We have clear procedures and policies in place with clear consequences for those who do not respect the consent of others while at our event.

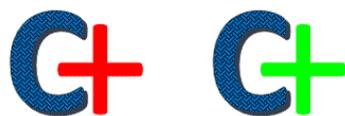
We also value consent enough to ensure due process, and as such act upon the facts of a situation rather than hearsay, conjecture or rumour.

While we hope that these policies and procedures are never needed they are in place to ensure that should they be needed appropriate action with consequences take place in a clear and transparent fashion.

The logos below can help you confirm you consent policies:

London Alternative Market.com

Consent + always stop to ask



Consent + I am ok with pre-arranged consent

In the case of no logo always assume you must stop and ask before you act.

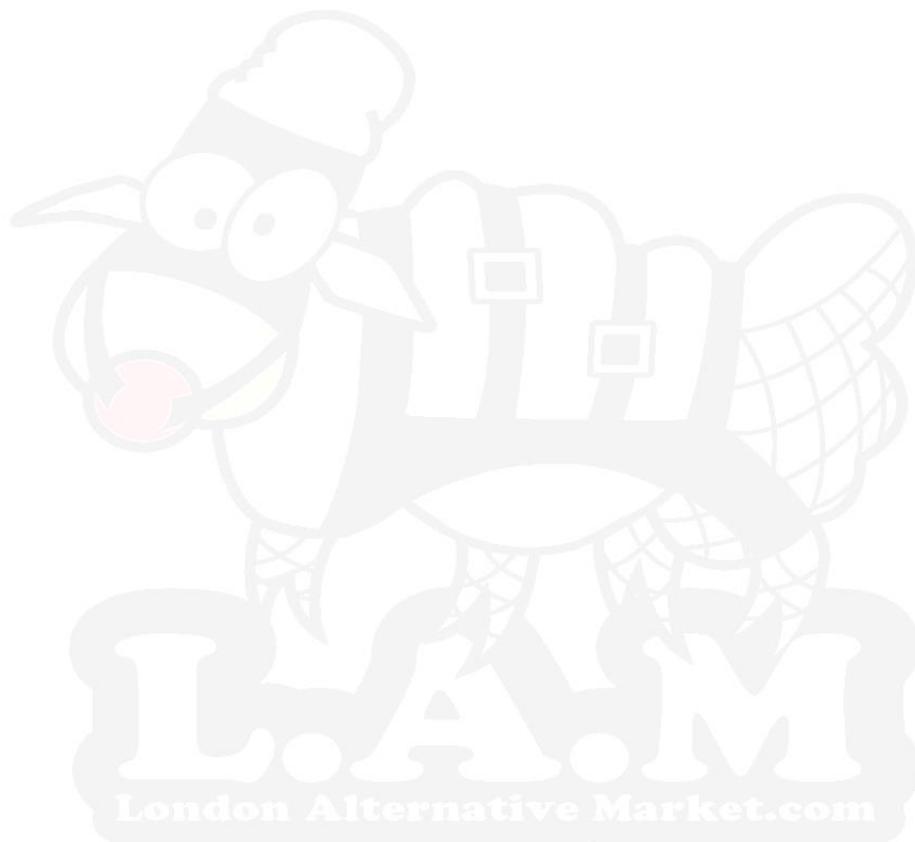
Failure to comply with the consent code of LAM events will result in a ban either for a single abusive occurrence or repeat offenses as indicated in our disputes policy.

Consent violations will not be tolerated.

The LAM Crew Charter

Our aim is to be as welcoming, open, inclusive, and friendly as we can at all times. We want everyone to have a good time at LAM events, especially staff. A safe working environment will be provided and maintained by LAM.

The crew roles, responsibilities and duties are covered in the separate LAMchester Crew manual.



Dungeon Rules and Party Protocol

1. Please remember the after party is held in a licenced venue and therefore both full nudity and genital exposure are illegal as are any acts of a sexual nature.
2. All play must be consensual, if you are playing in a more extreme manner you must inform the crew before you start to ensure that others do not attempt to interrupt your play.
3. The universal safe words are “RED” and “SAFWORD” and all guests and crew have a shared responsibility to stop any play should that be heard.
4. Please report any issues of concern as soon as possible to the appropriate members of the crew and allow them to deal with the matter.
5. Do not interrupt play unless you have prior consent to do so from all parties and avoid disrupting play if you are in close proximity to dungeon furniture.
6. If you appear to be overly intoxicated with alcohol you will be asked to leave the venue as this could be dangerous to people that are playing.
7. We have a zero-tolerance attitude towards drugs and should anyone be caught taking drugs on the premises they will incur a lifetime ban.
8. Please clean any dungeon furniture used after play with wipes provided.
9. Please do not rearrange the furniture as you may be blocking the disabled toilet and the fire exits.
10. No photography, this includes mobile phones, if you want to have a picture taken please ask the official photographer to do so for you. This is to ensure the privacy of all our guests, if you have issues with your face being visible masks are available upon request.
11. Treat others as you would wish to be treated, remember no always means no.
12. Play that involves bodily fluids is prohibited at the event as are needles and blood play. If any skin is broken and blood is visible play must stop and the area cleaned up.
13. The LAM crew share details of anyone who has broken the rules of our event with any promoter and event organisers who requests to be informed of such issues.
14. In the unlikely event of a dispute or disagreement the LAM crew will listen to both sides of the issue but any decision that they make is final.
15. We reserve the right to stop any play we consider dangerous or that could lead to the venue losing their licence.

Please feel free to seek the attention of our house Dominants by approaching them yourself, or ask a member of crew to approach them on your behalf.

Rope bondage policy

We recognise that rope bondage can carry certain risks that must be addressed in maintaining a safe and responsible play space. These risks are inherent to the practice of rope bondage and can't be taught or practiced out of occurring, in fact to assume you are too good to have issues is to invite them to happen. These risks increase with the complexity, duration and posture of the ties you engage in. The risks are also reduced by sensible practices and working within your skill level, there are steps that can be taken by both riggers and bottoms which reflects the shared responsibility.

If you are watching rope we ask you to be mindful that this is best done with your eyes and not as a running commentary as that can distract people who are concentrating.

It is therefore requested that all riggers and rope bottoms adhere to the following rules:

- Only use weight rated and appropriate materials – all materials are subject to inspection and failure to use the right equipment will result in a ban from engaging in suspension until your kit has been approved.
- You can only use designed points on the suspension frames and if you are providing your own it must be inspected and approved prior to use.
- Crew rope spotters are available upon request – assistance must be sought before a tie is started to ensure availability.
- Do not attempt to tie outside of your comfort zone – if you are requested to stop a tie by the crew you must do so as soon as it can be safely done.
- In the event of needing to quickly remove the rope you agree to without hesitation “cutting of the rope” to release at least the hands and if requested the whole tie.
- The rigger must immediately stop the tie and communicate with the rope bottom if requested.

In the event of a breach of these rules the rigger and/or rope bottom may be subject to a ban from engaging in suspension at the event. The list confirms those who are banned from suspension will be visible near any designated suspension points in the venue. Failure to adhere to a ban on suspension will result in a ban from the event.

To appeal an existing suspension, ban please use the process to appeal ban and rehabilitation policy so that the matter can be addressed with due process. In the event that the ban was for health and safety reasons we reserve the right to conduct an appropriate proof of competency assessment prior to lifting the ban.

The bondage area in the workshop room is our designated “peer sharing area” and during the party priority access will be given to activities which follow this format.

In the event that a “nerve issue occurs” both rigger and bottom are responsible for ensuring that the “nerve issue response protocol” is followed, this is to help minimise impact of any issue.

Nerve issue response protocol

While we recognise that people engage in bondage we also acknowledge that there are unpredictable risks associated with some forms of bondage such as nerve damage. We have developed this protocol to help reduce the impact of any issues and as such ask that anyone in the rope room assists in this process if safe for them to do so.

- Ensure any “rope pressure” is removed without any added pressure or sudden movements.
- Ensure that the bottom remains calm and is physically and emotionally relaxed, in some cases this may mean removing the rigger for the immediate situation (especially with emotionally connected rope scenes if the rigger is not mindful of transference of stress).
- If you find it useful prepare a damp cold (but not iced) flannel and apply it to the corresponding areas (arm pits for radial issues and knee pits for lower leg issue and groin for upper leg) applicable when the nerve is compressed by a muscle to reduce the swelling and pressure.
- Lay the person in a flat or comfortable position avoiding any stress on the area surrounding the nerves with issues.
- Use appropriate relaxation techniques to reduce the emotional stress on the central nervous system and avoid transferring stress or building upon anxiety.
- Once you start to move again do so slowly and avoid carrying bags on shoulders or as “pulling forces” on arms.

The human body has an amazing ability to repair and recover with time, there are however several things you should avoid doing:

- Don't shake nerves damage in an attempt to “wake them up”, it simply does not work that way (this can delay healing).
- Do not engage in further potential stressing activities until you feel the issue has completely healed (this can compound issues).

There are a few things that people can do to reduce the risks of issues and to speed up recovery, these can include:

- Warming up before ties but avoid over stretching.
- Keeping a well-aligned posture that is flexible enough to cope with the stresses of those ties.
- Being aware of the risks and acknowledging them (*don't deny risks exist*).
- Not assuming you can be taught to reduce them (*don't think your better than this happening because none of us is*).
- The most appropriate therapeutic routes are chiropracty or osteopathy but other disciplines which focus on better alignment to reduce nerve compression can speed recovery and can prevent minor issues from developing.

If you need any assistance with this protocol, please send someone to alert the crew who will attend to assist.

If you want to make changes to this document, please see the last two pages of the LAM procedures manual so they can be considered and integrated if appropriate.

Photography Policy

Outside of the photowall the event is strictly official photography only including mobile phones and selfies. Anyone caught taking a picture will be asked to leave. This policy is to safeguard those whose jobs or private lives do not allow them to be recognised.

If we find unauthorised images from LAM on social media, we will request that you remove the image. Failure to do so within 7 days will result in you being suspended from LAM until you do so. The signage at the event is both clear and abundant and as such ignoring it may be viewed as an indication that you might also be ignoring other rules.

If you are concerned over self-control when it comes to your selfie habit stickers are available at the front desk and you are encouraged to seek help through the 3pm workshop.

All official photographers have agreed to abide by our “clear consent” policy stated below:

- To abide by the LAM crew charter, disputes policy and complaints procedures
- To ensure they have consent before a picture is taken
- To display your official photographer’s pass while working in the venue
- To ensure that they obscure faces of anyone unintentionally caught in frame before the images are published
- To credit all images with the event date either as an embedded watermark or by mentioning the event in the caption
- To use the photographer’s record system developed for use at LAM and to provide access to the images in a timely fashion
- To take and provide a private picture if requested
- To allow the use of masks (provided by the crew) if needed to obscure people’s identities

The photography record system ensures that you have a record of who took the picture along with their contact details as well as us confirming your consent for the image to be used by LAM in marketing and that they consent to the image being included in the archive.

If you notice a breach of this policy at any stage, please bring the matter to the crew’s attention so that the matter can be dealt with as soon as possible. If you have a post event issue with a photographer, please request a copy of the complaints procedure and associated forms.

Photography pass request form

Name: _____

Email: _____

Telephone: _____

Website: _____

Please provide a brief description of where and how you would be using any images taken at the event:

Referee 1

Name: _____

Email: _____

Telephone: _____

Referee 2

Name: _____

Email: _____

Telephone: _____

By signing below, you confirm that you agree to comply with the LAM crew charter, disputes policy and complaints procedures:

Print name

Signed

All applications will be processed within fourteen working days and will be confirmed in writing.

Flyering policy

The LAM has the provision of a flyers table near the entrance. Guest are requested not to “litter” the venue with flyers and to only leave them on the designated table. While it is OK to give people a flyer while talking to them walking around and leaving them in the venue, on stalls and on tables is not acceptable and will result in you being asked to leave.

Repeat offenders will be banned.

Media Policy

While we welcome genuine interest from the media on helping people to explore and understand fetish lifestyles we are also mindful of people’s right to privacy.

We are happy to provide a space for people in the media to explain their projects to people to see if they are interested, we are not happy with filming at the event or members of the media walking around and approaching people when they are having a day out.

All media involvement at the event must receive written permission at least 14 days in advance of the event from LAM management and is subject to our policies and those of the venue. LAM management reserve the right to deny access to the media if they feel that the project is not in keeping with the principles and ethics of our event.

Applications to attend in any active capacity can be made by emailing:

info@LAMchester.com

All enquiries will be responded to within 7 days.

CCTV policy London Alternative Market.com

For security and health and safety the venue is covered with numerous CCTV cameras with an automatic recoding system. While senior LAMchester crew have no direct access to this system we can request access if needed to investigate an incident, issue or complaint.

The records of this system are available for 30 days from the event and as such if you feel a matter is serious enough that we need to request access we request that you are where possible mindful of this time restriction.

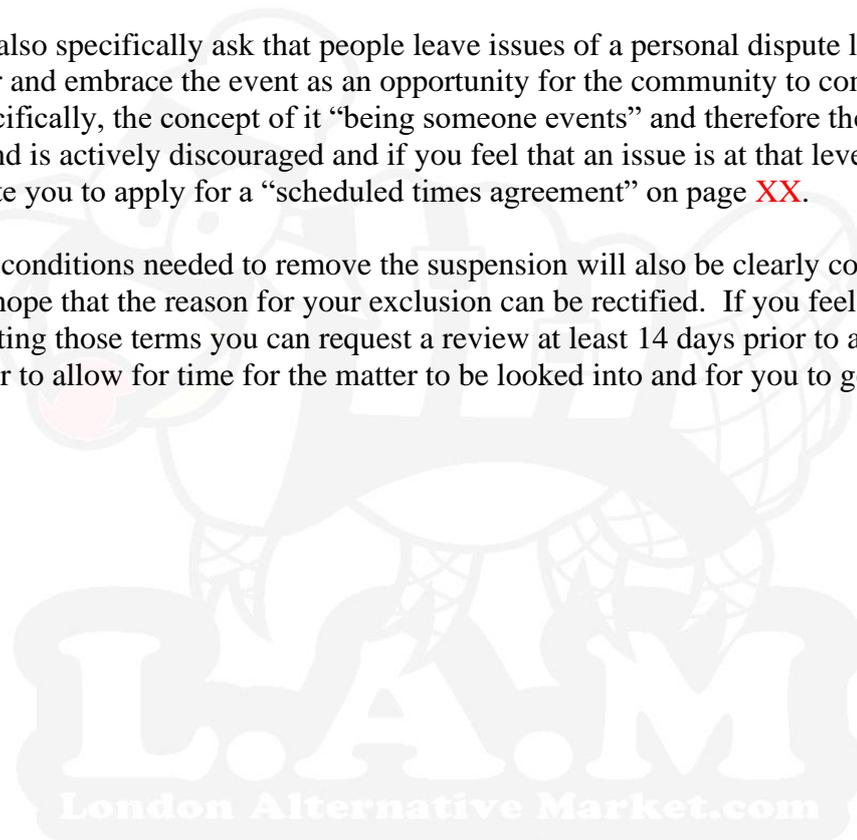
Disruptive behaviour

LAM reserves the right to pre-emptively suspend access to the event to anyone they feel could either be a harm to themselves by attending, or a harm or disruption to the enjoyment of others either through the pre-event complaints procedure or through reviewing information that has been posted in the public domain.

While we aim as an event to be as open and accepting as possible we will also take into consideration that sometimes we need to make decisions based on how things could impact the enjoyment and safety of the event for others. Such decisions will be clearly communicated in advance of events and attempting to attend the event will result in an immediate lifetime ban.

We also specifically ask that people leave issues of a personal dispute level at the door and embrace the event as an opportunity for the community to come together. Specifically, the concept of it “being someone events” and therefore their ex’s should attend is actively discouraged and if you feel that an issue is at that level we would invite you to apply for a “scheduled times agreement” on page **XX**.

The conditions needed to remove the suspension will also be clearly communicate in the hope that the reason for your exclusion can be rectified. If you feel you are meeting those terms you can request a review at least 14 days prior to an event in order to allow for time for the matter to be looked into and for you to get a response.



Disputes Policy

Disputes include:

Issues between members of crew - Should be raised with David or Jerry Issues between crew members and attendees – David or Jerry Issues between attendees - David or Jerry Issues between traders - Terry or David Issues between traders and members of crew - Terry or Jerry or David Issues between traders and attendees – David or Jerry Issues with members of Revolution staff – Jerry or David Issues connected with the after party – Jerry, popi or David
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If you are unable to find the appropriate person, or if they are unable to assist you quickly, David can be contacted.

Our first aim is to ensure that any dispute is mediated to the satisfaction of all parties where possible.

If you are in any way threatened, abused, or molested by anyone during the course of the event, please know that this is unacceptable behaviour and will be dealt with in the strongest terms. Should the incident turn out to have been a misunderstanding accident, or otherwise resolvable, all attempts will be made to resolve it. If this is impossible, LAM will support its team members and any perpetrators will be dealt with as appropriate. (For example: a member of Revolution staff may be asked not to work LAM, an attendee may be asked to leave or be banned.)

If an argument is in progress, the first priority is to calm the situation. Separate the involved parties, and move to a quieter space, e.g. the workshop room, if not in use, or the decking area level.

If you are aware of an issue, but it isn't imperative that it be dealt with immediately, find the relevant member of staff from the list above and alert them to the situation. It is important that all parties involved have their side of the story heard. This is most easily done when they are separated. Should you be required to hear a side of the story, don't be afraid to take notes on salient points. Listen without interrupting, but then feel free to ask questions as tactfully as you can. If you feel unable to deal with a situation, you should immediately refer to a member of staff from the list above. It is important to resolve disputes, but it should absolutely not put you in a situation which makes you feel uncomfortable or threatened in any way. Any persons deemed to have committed consent violations wilfully will be banned for life from LAM events.

Any incident which results in a ban will be recorded in the log within this manual.

Issues which do not happen at the event but may have safe guarding implications are dealt with via the separate complaints procedures detailed in this manual.

Complaints Procedures

In the event of a post or pre-event complaint being made we have established the following clear procedures to investigate the matter and to conduct the enquiry in a fair and ethically correct way.

All issues are dealt with in the same clear fashion to ensure that the event is as open and accommodating as possible.

Allegations of illegal activity or consent violations outside of our event are correctly a matter for the Police and due to the risk of prejudicing any ongoing investigations we will not comment beyond the following statements:

- We are unable to comment on that matter.
- We can confirm we have heard allegations but can confirm none of them relate to issues at our events.

In the event of an allegation of illegal activity or consent violation during an event the matter will be assessed and if necessary, the recommendation to discuss the matter with the Police will be made. In the event of an ongoing Police investigation LAM as an event and its crew agree to cooperate as officially requested and when appropriate.

In submitting a complaint, you consent to the matter being discussed with the appropriate crew members who have all agreed to the terms of our disputes policy and complaints procedures as part of the crew charter. Any information you provide us is your information and not ours in terms of data regulations.

The issue will remain confidential outside of the appropriate crew and any named parties will only be contacted with your prior consent. LAM only addresses issues through these procedures to ensure that all and any issues are dealt with correctly and as such does not comment beyond drawing attention to this process. This also helps ensure issues are addressed without personal bias and in consideration of all the facts.

Post event issues

While we endeavour to strive to provide a safe and friendly environment when issues occur, we aim to learn from them and ensure they do not happen again as quickly as possible. Our preference will always be to deal with an issue as it occurs through the disputes policy, we have a clear and established procedure for any post event issues.

Please complete the post events complaints procedure forms as soon as possible so that the matter can be investigated.

Pre-event issues

If you have any pre-event issues or concerns that you feel should be brought to our attention, we have a safeguarding policy in place. While we clearly have no desire to get involved in picking sides as to who can and can't attend events in the same way that Glastonbury music festival could not ban one group of friends over another. We would rather seek to resolve issues through mediation and if necessary, putting an agreed behavioural contract in place between all parties. In the event that this is not possible we will endeavour to mediate a "scheduled times agreement" to allow access to the event by both parties without a risk of them encountering each other.

Please provide a brief outline of how you would like us to help resolve this issue:

Once the matter has been briefly discussed with the appropriate members of the team as set out in the disputes policy, we will contact you again within seven days to either request additional information or to discuss how we can address the matter.

If the complaint highlights an issue which could result in criminal charges the LAM will endeavour to engage with the appropriate authorities including making any submitted documentation available for their inspection.

If our investigation results in people being banned from the event, please outline what options would help you feel that justice had been served. Please also confirm if you would like us to contact you should they appeal their ban in the future.

Is there any support we can help with? _____

Is there anything we can do to help you feel that the issue has been addressed and to ensure there is no lasting impact? _____

Requested length of ban: _____

Would you be OK with engaging in any appeal? _____

How can we best communicate with you? _____

Agreed behaviour contract

Party 1: _____

Party 2: _____

Party 3: _____

Party 4: _____

All parties agree to be mindful of the following issues when they attend LAM and will endeavour to ensure that their personal conduct does not impede the enjoyment of the event for others.

Should any issue arise they all agree to immediately mediate any disputes with a senior crew member and to abide by their decision on the day. In the event that any or all parties are not capable of reaching an amicable resolution on the day all parties will be asked to leave and addressing the matter will be taken up through the post event complaints procedures.

In particular, we are mindful of the request not to bring ongoing historical issues into the event as we would hope that any event, they relate to will have already addressed them through their dispute or complaints procedures.

Specific requests are:

Continue if needed

Signed:

Party 1

Party 2

Party 3

Party 4

Actioned on behalf of LAM: _____

Record number: _____

Scheduled times agreement

Party 1: _____

Party 2: _____

Party 3: _____

Party 4: _____

For whatever reason, the above parties have not been able to reach and amicable agreement in how they attend LAM events.

We have therefore felt it necessary to draw up the following schedule of attendance to ensure that all parties maintain a fair and equal access to the event. This agreement will be available for inspection / verification by the listened parties at the front desk should confirmation be required.

Failure to adhere to this agreement may result in a ban from LAM until all parties agree in writing that this agreement is no longer valid.

Schedule for attending

Party 1: _____

Party 2: _____

Party 3: _____

Party 4: _____

Signed:

Party 1

Party 2

Party 3

Party 4

Actioned on behalf of LAM: _____

Record number: _____

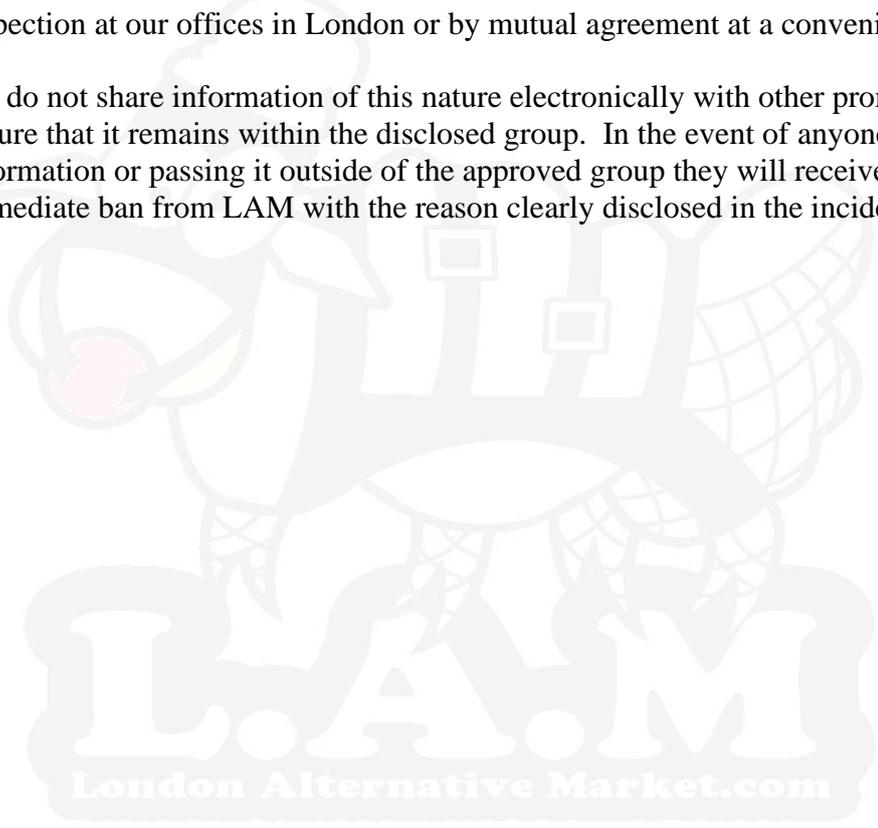
Policy on sharing information with other promoters

LAM has an open communication policy for any issues that result in someone being banned from the event as a result of an incident during the event, this is facilitated through access to the “log of incidents” contained within this manual.

While we appreciate that this will never apply to the vast majority of our guests and visitors we feel it is only responsible to make records of issues available if requested so that facts can be taken into consideration and decisions are not based on rumours and where possible reflect the full picture of what happened.

In the event that they want access to our records we will redact any contact information and will make the full records and documentation available for visual inspection at our offices in London or by mutual agreement at a convenient location.

We do not share information of this nature electronically with other promoters to ensure that it remains within the disclosed group. In the event of anyone abusing this information or passing it outside of the approved group they will receive an immediate ban from LAM with the reason clearly disclosed in the incident log.



Procedure for promoters or organisations requesting information or updates on issues

Name: _____

Email: _____

Telephone: _____

Website: _____

Please provide a brief description how you wish to use such information or who you wish to see disclosures about and why:

Referee 1

Name: _____

Email: _____

Telephone: _____

Referee 2

Name: _____

Email: _____

Telephone: _____

By signing below, you confirm that you agree to only use shared information to ensure the safe guarding of those attending events:

Print name

Signed

All applications will be processed within fourteen working days and will be confirmed in writing.

Process to appeal ban and rehabilitation policy

Open request for changes policy

Part of developing best practice is having the ability to continually seek to improve and develop as the community does. This is how we consent to considering change as a more efficient and efficacious model than verbal discussions.

In order to facilitate this, we have created the “change request form” which can be used to submit requests for changes to this document. Once received they will be reviewed and integrated if appropriate as soon as is feasible.

Please email and forms to:

info@LAMchester.com

We aim to acknowledge your submissions and action any appropriate changes as quickly as possible.

