



Red Dragon's Vault Customer Health & Safety Policy

Effective Date: 16/05/2026

Our Commitment

Red Dragon's Vault is committed to providing a safe, clean, welcoming, and inclusive environment for all customers, players, visitors, and guests.

We want everyone to enjoy their time in store safely, whether attending organised play events, shopping, trading, or using our gaming space.

Customer Safety Expectations

To help maintain a safe environment, we ask all customers to:

- Follow staff instructions regarding safety and emergencies
- Keep walkways, aisles, and fire exits clear at all times
- Report spills, hazards, or damaged furniture/equipment to staff immediately
- Avoid unsafe behaviour that could cause injury to themselves or others
- Supervise children and young visitors where appropriate
- Respect event space capacity and seating arrangements

Fire Safety

In the event of a fire alarm:

- Please leave the building immediately
- Do not stop to collect belongings
- Follow staff instructions and emergency signage
- Use the nearest safe exit
- Do not re-enter the building until advised it is safe to do so

Fire exits must remain clear and unobstructed at all times.

Slips, Trips & General Safety

For everyone's safety:

- Please take care around tables, chairs, and gaming areas
- Avoid leaving bags, boxes, or personal belongings in walkways
- Inform staff immediately if you notice spills or hazards
- Please respect store furniture and fixtures to prevent accidents

Event & Organised Play Safety

During tournaments, prereleases, and organised play events:

- Please remain aware of shared space and other players
- Respect seating arrangements and event capacity limits
- Unsafe, aggressive, or disruptive behaviour may result in removal from the event or premises
- Staff decisions regarding safety and wellbeing are final

We aim to make organised play enjoyable and safe for everyone.

Inclusion & Respect

Red Dragon's Vault is an inclusive community space.

We do not tolerate:

- Harassment
- Bullying
- Threatening behaviour
- Discrimination
- Intimidation
- Unsafe intoxication or substance misuse on premises

Customers creating safety or welfare concerns may be asked to leave and may be restricted from future events.

Illness & Hygiene

To help protect staff and customers:

- Please avoid attending events if you are seriously unwell or highly contagious
- Maintain reasonable personal hygiene during organised play events
- Please respect shared spaces and facilities

This helps ensure a comfortable environment for all visitors.

Accessibility & Support

If you require support relating to accessibility, seating arrangements, or health-related needs during your visit, please speak to a member of staff.

We will always try to make reasonable adjustments where possible.

Questions

If you have any health and safety concerns during your visit, please speak to a member of staff immediately.

Your safety matters to us.

Approved By

Red Dragon's Vault Management