

Bye-Law 2

Code of Conduct – Disciplinarys, Complaints & Appeals

Owned by: President

Date passed by Board of Trustees: 19/01/2019

Date passed by Student Senate: 30/01/2019

Review Required: 19/01/2022

1. Overview

- 1.1. This Code sets out the procedures to be followed in the case of disciplinary action against an individual member ("the member") of Winchester Students' Union ("the Union").
- 1.2. Disciplinary issues arise when problems of conduct are raised and the Union seeks to address them through the agreed procedures.
- 1.3. For the purpose of this procedure, members are defined as in the Constitution and Bye-Laws.
- 1.4. This procedure also applies to non-members acting in volunteer roles in the Union.
- 1.5. This does not include any of the Union's staff, or members acting in a capacity as paid staff, who shall be subject to an internal staff disciplinary procedure.
- 1.6. The code concerns the disciplinary rules and procedures that operate within the Union. The Union believes that rules and procedures are necessary for promoting orderly relations as well as fairness and consistency in the treatment of individuals.
- 1.7. It is important that Members know what standards of conduct and performance are expected of them. As a result this policy shall be publicly available to members of the Union and shall be provided to members in relevant settings.

2. Scope

- 2.1. Disciplinary action may be taken in respect of any breach of discipline:
 - 2.1.1. On the Union premises; or
 - 2.1.2. While the member is using the Union facilities or at a Union event;
 - 2.1.3. While a member is representing or acting on behalf of the Union at any event of whatever kind and wherever held; or
 - 2.1.4. In relation to actions or incidents between two or more representatives of the Union in any or none of the settings above, or in relation to actions or incidents between the Union's representatives and other members, staff or stakeholder; or
 - 2.1.5. Any of the above where an interaction or incident is on social media.
- 2.2. Where a complaint is made about a group activity, including socials, demonstrations, and activity that can be classed as organised by the Union or any union group or in that group's name, a group of members may be subject to disciplinary action and penalties; such action against individuals might be applied in parallel to any process, defined by Activities Bye-law, for disciplinary action against a Union group as a whole.
- 2.3. This code does not preclude the Union's right to refer any matter to the relevant authorities, including but not limited to the University.

3. Meaning

- 3.1. Recognising that members have a right to freedom of speech and to protest, in this code a breach of discipline is defined as (but is not limited to):

- 3.1.1. threatening or harassing any other person, whether physically or verbally;
- 3.1.2. assaulting any other person;
- 3.1.3. damaging any property, whether deliberately or negligently;
- 3.1.4. acting in contravention of the Union's Equal Opportunities Policies;
- 3.1.5. acting without due regard for the safety of others;
- 3.1.6. acting with dishonesty or with intent to defraud;
- 3.1.7. infringement of equal opportunities, safe space, no platform or staff protocol policies;
- 3.1.8. imparting to the press, television or radio, or any agency thereof, any confidential material about the Union or any of its members or Officers, unless prior permission has been granted by the Trustee Board;
- 3.1.9. incurring unauthorised expenditure on behalf of the Union and/or misappropriation of Union funds or property;
- 3.1.10. organising initiation ceremonies*, and/or coercing others to drink alcohol to excess.

4. Panel and Supervising Trustee

- 4.1. The Trustee Board shall annually appoint a non-officer trustee to supervise the formal complaints procedure set out below. They shall annually report to the Trustee Board on the operation of this code.
- 4.2. It shall approve the arrangements for the forming of Disciplinary Panels by the Supervising Trustee which will always consist of:
 - 4.2.1. at least two ordinary members, one of which to be an officer of the Union
 - 4.2.2. someone who is not an ordinary member of the Union;
 - 4.2.3. and a Union staff member acting in an advisory capacity
- 4.3. Measures will be put into place to ensure a diverse membership of panels.

5. Licensed Premises

- 5.1. In the event of a complaint, incident or concern being raised within SU Venues, the following procedure will apply
- 5.2. Authorised staff have the right to refuse admission and to exclude members on the basis of their intoxication, behaviour or compliance with house rules.
- 5.3. Authorised staff shall have the authority to exclude member from the venue or to take any other reasonable action to prevent breaches of the code. This action, shall at the earliest opportunity and wherever practical, be reported to a nominated Duty Manager who shall endorse, amend or withdraw the restrictions pending a meeting with the accused.
- 5.4. Members who have been asked to leave, or removed from the building, will wherever practical be informed of why they have been excluded. They may then contact a Duty Manager at a specified time on the following working day. If the member fails to do this, the failure will be taken into consideration when the Duty Manager makes their decision.
- 5.5. When the member meets the Duty Manager they will be asked to provide a statement of their version of events and those of any witnesses they may

- choose. The Duty Manager will keep a record of this meeting for future consideration.
- 5.6. If the Duty Manager decided that the offence is of a minor nature, then they may impose a temporary licensed premises ban of up to eight weeks, in consultation with a licensee. A broad definition of 'minor' will be set by house rules.
 - 5.7. Any member wishing to contest the decision of the Duty Manager may have their case referred into the procedure below.
 - 5.8. If the Duty Manager deems the offence to warrant more than an eight-week ban, then they will refer the member into the formal procedure below.
 - 5.9. Where an incident involves a member of the Trustee Board or Executive Committee or any sub-committee of either of these groups, the Duty Manager will automatically refer the member into the formal procedure below
 - 5.10. Where an incident of theft from SU Outlets is found to have taken place, the member involved will be asked to meet with the SU Outlets Manager at the earliest opportunity. The SU Outlets Manager will keep a record of this meeting. When the member meets the SU Outlets Manager they will be given the option of accepting a ban of up to 12 weeks at the discretion of the SU Outlets Manager.
 - 5.11. Any member not wishing to exercise the option of accepting a ban with its admission of guilt or wishing to contest the decision of the SU Outlets Manager as to the length of the ban may have their case referred into the procedure below.

6. Sports & Societies

- 6.1. In the event of a complaint, incident or concern being raised about an individual's behaviour at or in transit to an activity, fixture, training session, meeting or event; or in the event of a complaint, incident or concern being raised about the collective behaviour of individuals as members of a sport or society; the following procedure will apply.
- 6.2. Where an alleged breach of the code occurs that is minor, authorised staff shall have the authority to investigate and the authority to issue sanctions of suspension from activity for up to eight weeks.
- 6.3. Members will be informed of why they have been issued with a sanction and all allegations and sanctions will be recorded with the General Manager.
- 6.4. Any member wishing to contest the decision may have their case referred into the procedure below.
- 6.5. If an offence is deemed to warrant more than an eight-week ban, then they will refer the member into the formal procedure below.
- 6.6. Where an incident involves a member of the Trustee Board or Executive Committee or any sub-committee of either of these groups, the member will automatically be referred into the formal procedure below
- 6.7. Any member not wishing to exercise the option of accepting a ban with its admission of guilt or wishing to contest the decision as to the length of the ban may have their case referred into the procedure below.

7. Complaints

- 7.1. Complaints and grievances must be made in writing to the Supervising Trustee c/o the General Manager at the Union. The written complaint should include the name and contact details of the complainant, the person to whom the complaint refers, the nature of the complaint and a preferred course of action to resolve the complaint.
- 7.2. Initiating disciplinary action will not be dependent upon the making of a formal complaint; Trustees and senior managers will make arrangements to ensure that matters of concern are raised and can be investigated.
- 7.3. Members and elected officers should refer to the General Manager who will advise on this code.
- 7.4. When:
 - 7.4.1. A disciplinary matter arises, or
 - 7.4.2. A complaint is made, or
 - 7.4.3. A matter or concern is referred to this procedure
- 7.5. The Supervising Trustee shall first determine whether this policy is appropriate for the issue(s) being raised. In making the judgement the Supervising Trustee will be careful to ensure that matters of misconduct are handled through this procedure, but that matters of political performance in regards to an elected officers duties are rightly referred to the appropriate accountability procedures.
- 7.6. The Supervising Trustee may at any time determine that the nature of a complaint or referred issue is such that the issues should be referred to the University's disciplinary procedures for investigation/resolution.
- 7.7. The University may determine that a complaint that it is in receipt of is such that that the issues should be referred to this code for investigation/resolution.
- 7.8. Subject to data protection and registration agreement procedures, the union and University will respectively routinely share information about suspension and disciplinary action in pursuit of the effective and operation of premises and activities.
- 7.9. Any member involved in a case will be routinely advised of support available to them either through the Student Union or the University Student Support Service as appropriate.

8. Investigations

- 8.1. Where this procedure is used, the Supervising Trustee will appoint an impartial party to investigate the matter who is not involved with the incident or the member(s) involved in the case.
- 8.2. The investigation shall establish the facts and gather evidence, including statements from any available witnesses. The investigation will seek to establish whether in the view of the investigator there is a case to answer.
- 8.3. Having carried out an investigation, the investigator will make a report to the Supervising Trustee. The Supervising Trustee will then decide whether to

- drop the matter, arrange informal coaching, advice or counselling, or to arrange for the matter to be dealt with under this code.
- 8.4. At the start of the investigation, the complainant and respondent will receive a letter of formal notification outlining the nature of the complaint being investigated and the name and contact details of the person dealing with the investigation.
 - 8.5. Respondents are required to submit a written statement in response to the allegations. The deadline for doing so is seven working days after the date of formal notification of the investigation but may be extended if the investigator is not able to supply full details of the allegations at this stage.. The statement should include all evidence that the respondent wishes to be taken in account.
 - 8.6. The investigator may opt to conduct interviews with some or all of those involved in the case. Interviews may include robust exploration of the facts of the case. Anyone taking part will be informed of the right to bring a friend to support them (but not take part in) the interview. Statements summarised or transcribed from an interview will be sent to participants for approval.
 - 8.7. Should the respondent not respond to communications or refuse to engage with the investigation process, s/he will be deemed to have nothing to add to the investigation.
 - 8.8. The investigator will consider statements and any other documents received from the complainant and respondent as soon as practicable. The Union aims to confirm the outcome of its investigation to the complainant, the respondent, and other interested parties within 14 working days of the date of the formal notification of the investigation, subject to having been able to contact all relevant parties within this time. If it is not practicable to comply with these deadlines, for example due to relevant parties being on holiday, the deadline may be extended, normally up to a maximum of 7 further working days.
 - 8.9. It should be recognised that being the subject of a complaint can be a difficult time for an individual, and so the Union will undertake the investigation with appropriate discretion, care and consideration. The Union will endeavour to ensure all steps in the process remain fair and in line with this procedure and equal opportunities policy.
 - 8.10. No member involved in a matter covered by this code should not comment publicly on the incident. Failure to observe this requirement will result in disciplinary action being taken under this code. Accused members must not approach or otherwise contact complainants or other members submitting evidence in support of the complaint.

9. Informal Procedures

- 9.1. Minor cases of misconduct and poor performance are best dealt with informally. It may be necessary to issue an informal warning, but the Supervising Trustee will ensure that these areas are discussed with the objective of helping the member to make appropriate improvements.
- 9.2. At this stage the member will be made fully aware of what steps need to be taken to address the conduct issue. They will also be told when this will be reviewed and over what period.

- 9.3. Members will be informed of what action will be taken if they fail to improve either their performance or conduct (see below). Informal warnings and/or counselling are not part of the formal disciplinary procedure and members should be made aware of this.

10. Stages of Disciplinary Action

- 10.1. The Supervising Trustee will decide whether a matter should be dealt with informally or formally under the disciplinary procedure.
- 10.2. Disciplinary panels and appeal panels will be made up of different people.
- 10.3. There are different types of action that can be taken that vary in their severity. The disciplinary panel will decide the severity of the misconduct and the appropriate action.
- 10.4. These are:
 - 10.4.1. Formal Verbal warning;
 - 10.4.2. Written warning;
 - 10.4.3. Termination or suspension of some or all membership, which in the case of employed elected officers could result in contract termination.

11. Disciplinary Hearings

- 11.1. Before a decision is reached or any disciplinary action taken there will be a disciplinary hearing at which the member will have an opportunity to state their case and answer the allegations that have been made. The appointed investigator will present their findings at the disciplinary hearing.
- 11.2. The Panel will hear the case. The member will be notified of a disciplinary hearing in advance, with at least 5 days' notice, and will be provided copies of all the evidence. Hearings will be arranged as far as possible at a mutually convenient time and place and the member will have the right to be accompanied by a colleague or representative of their choice (who may support but not participate in the hearing).
- 11.3. During a disciplinary hearing, the case against the member will be presented in detail by the appointed investigator. If the member challenges the substance of the witness statements then witnesses may be called to the hearing.
- 11.4. Any new evidence introduced at this stage will be presented to all parties and arrangements made to enable cross examination.
- 11.5. Disciplinary action will be taken if, on the balance of probabilities the panel believe a breach of this code has taken place. The member will be informed of the decision as soon as possible and not later than 10 days after the hearing.
- 11.6. This will be in writing and will state:
 - 11.6.1. Details of the misconduct that has resulted in the disciplinary action;
 - 11.6.2. The level of disciplinary action agreed, including the length of time of any sanctions applied;

- 11.6.3. Any recommendations or action required to prevent future disciplinary action;
- 11.6.4. The consequence of failure to abide by the recommendations made and actions required;
- 11.6.5. Details of the appeal mechanism;

12. Formal Verbal Warning

- 12.1. This will occur in cases of minor infringements and can be given by a member of the Panel. A note of the warning will be kept on file for six months but then disregarded for any future disciplinary purposes. The warning will be given in the presence of the panel and the member will be entitled to have a colleague or representative present when the warning is given.

13. Formal Written Warning

- 13.1. This will occur when the infringement is more serious or is a failure to improve behaviour during the currency of a previous warning and shall be given by the Panel. A copy of the written warning will be kept on file for twelve months but then disregarded for any future disciplinary purposes.

14. Suspension of benefits or other sanction

- 14.1. If a member's conduct still fails to improve the final stage may be:
 - 14.1.1. Partial disciplinary suspension of membership entitlements;
 - 14.1.2. Temporary disciplinary suspension of some or all membership entitlements;
- 14.2. Where a person, in a paid role, is suspended pending a hearing or whilst an investigation is carried out they will continue to be paid by the organisation.

15. Disciplinary termination of all membership entitlements

- 15.1. The decision to suspend or terminate entitlements (as listed above) is taken by the Panel. The member will be informed as soon as is reasonably practicable, of the following:
 - 15.1.1. the decision and the reasons for the termination or suspension of entitlements;
 - 15.1.2. the date on which the agreement between the Union and the member will terminate, information on the right of appeal including how to make the appeal and to whom.
- 15.2. The decision to suspend or terminate entitlements shall be confirmed in writing.
- 15.3. At any of the above stages the panel may resolve to:
 - 15.3.1. recommend that the member should undergo training;
 - 15.3.2. exclude the member from some or all future Union events or activities.

16. Summary Termination of Entitlements

- 16.1. In rare circumstances a member's entitlements may be summarily terminated if it is established that after investigation and hearing that there has been an act of gross misconduct, major breach of duty or conduct that brings the organisation into disrepute.
- 16.2. Acts that may constitute gross misconduct include, but are not limited to:
 - 16.2.1. Theft, fraud and deliberate falsification of records;
 - 16.2.2. Physical violence or threats;
 - 16.2.3. Deliberate damage to organisational or personal property;
 - 16.2.4. Serious incapability whilst representing the Union brought about through alcohol or illegal drugs;
 - 16.2.5. Misuse of the organisation's property or name;
 - 16.2.6. Bringing the organisation into serious disrepute;
 - 16.2.7. Serious infringement of health and safety rules;
 - 16.2.8. Serious bullying or harassment;
 - 16.2.9. Sexual misconduct;
 - 16.2.10. Serious infringement of equal opportunities, safe space, no platform or staff protocol policy.
- 16.3. Because the ability to hold elected office in the Union is dependent upon membership status and one of the rights and privileges of membership, termination of all entitlements would represent a termination of that holding of office. In the case of employed elected officers, this would therefore represent a termination of contract.

17. Suspension

- 17.1. In certain circumstances for example cases involving gross misconduct, where relationships have broken down or where it is considered there are risks to property or the Union's responsibilities to other parties, consideration should be given by the Supervising Trustee to a period of suspension of membership rights with or without entitlements whilst an unhindered investigation is conducted.
- 17.2. Such a suspension should only be imposed after careful consideration and should be reviewed regularly to ensure that it is not unnecessarily protracted. Excluding a member from participation in Union activities is not in itself a form of disciplinary action whilst the investigation is progressing. The member will be entitled to seek advice, for example legal advice, the cost of which will be met by the member.
- 17.3. Because the ability to hold elected office in the Union is dependent upon membership status and one of the rights and privileges of membership, suspension of entitlements would represent a suspension of that holding of office.

18. Appeals

- 18.1. A member will notify the Panel of their intention to appeal against a decision by a disciplinary panel within six working days of receipt of the confirmation letter. The appeal should be made in writing stating the grounds upon which the appeal is to be made and must be received by the Panel within a further 10 working days.

- 18.2. An appeal hearing will normally be held within ten working days of receipt of the letter of appeal. An appeal will be heard by a panel (see below), who have previously had no involvement in the case. The panel shall be made of the following:
 - 18.2.1. A Student or Officer Trustee;
 - 18.2.2. Another Trustee;
 - 18.2.3. A member of Union or University staff.
- 18.3. A member will have the right to be accompanied by a colleague or a representative of their choice. The member will be notified of the results of the appeal in writing within five working days of the hearing.
- 18.4. Members should note that an appeal is designed to remedy any defects in the disciplinary process rather than repeat the investigation of the disciplinary process.
- 18.5. Therefore grounds for appeal are:
 - 18.5.1. Unfairness of judgement;
 - 18.5.2. The severity of the penalty;
 - 18.5.3. New evidence coming to light;
 - 18.5.4. Procedural irregularities;
 - 18.5.5. Extenuating circumstances;
 - 18.5.6. Bias of disciplining officer;
 - 18.5.7. Unfairness of the interview;
- 18.6. Possible outcomes of an appeal :
 - 18.6.1. The appeal is upheld and the disciplinary sanction reduced or removed;
 - 18.6.2. The appeal is upheld and there is a request for a re-investigation or rehearing;
 - 18.6.3. The appeal is denied and the original decision is upheld.

19. Recording Disciplinary Procedures

- 19.1. Accurate records will be kept detailing:
 - 19.1.1. any breach of disciplinary rules or unsatisfactory performance;
 - 19.1.2. the Member's defence or mitigation;
 - 19.1.3. the action taken and the reasons for it;
 - 19.1.4. whether an appeal was lodged, its outcome and any subsequent developments;
- 19.2. These records are to be kept confidential and retained in line with the above disciplinary procedure and the General Data Protection Regulation 2016. Copies of any meeting records will normally be given to the individual concerned (in certain circumstances information shall be withheld, for example to protect a witness).

**Initiation Definition: An initiation ceremony is an event in which members (often new members) of a group are expected to perform a task or tasks as a means of gaining credibility, status or entry within that club. This may involve peer pressure (though not explicitly) exerted on students, and may compromise a person's inherent dignity as a person by expecting, forcing or requiring an individual to drink alcohol, eat mixtures of various food stuffs, nudity and behaviour that may be deemed humiliating.*

Appendix A: House Rules & Venue Entry

Paper – House Rules & Venue Entry

Owned by: General Manager

Date passed: 19/01/19

Body passed by: Senior Staff of the Union

Review Required: 18/1/20

The Officers and the staff of Winchester Student Union aim to provide all members of the Union an environment which is safe and tolerant of all other members and guests of the Union.

Unacceptable Behaviour

- Winchester Student Union will not tolerate any *discrimination or intolerance*, on any grounds, directed at its staff, members, or guests. Any individual thought to be guilty of this will be asked to leave our premises or cease participation in an activity, and may face investigation and disciplinary action.
- *Verbal abuse, threats* and/or any *violence* towards staff, members, or guests is totally unacceptable and individuals thought to be guilty of this will be asked to leave our premises or cease participation in an activity, and may face investigation and disciplinary action.
- Anyone thought to be *vandalising, misusing the Union's resources* or *behaving in a manner that might cause harm to themselves or others*, will be asked to leave our premises or cease participation in an activity, and may face investigation and disciplinary action.
- Winchester Student Union will not tolerate the use of illegal *drugs* on the premises or in the pursuit of union activities. Anyone found in possession or using illegal substances will be asked to leave our premises or activity and will face investigation and disciplinary action and/or reported to the police.
- Any individual may be asked to leave the Union premises or cease participation in an activity if they are considered by a Union licensee or their delegate, to be *excessively intoxicated*. This will not result in disciplinary action, unless the individual fails to comply and/or violates any of the above guidelines.

Venue specific

- If a member of Winchester Student Union signs in as a 'guest', then that member is *responsible for the actions of that 'guest'* and will face any disciplinary action that may occur from the guest violating the above guidelines.
- The licensee(s) or delegates of the licensee(s), of the Union reserve the right to refuse admittance or eject any person at their discretion in pursuit of upholding the licensing objectives as defined by the Licensing Act 2006.

- The licensee(s), delegates of the licensee(s) or Union authorised individual, retain total discretion over the definition of what behaviour constitutes breach of the above guidelines. Any behaviour deemed unacceptable will result in being asked to leave our premises or cease participation in activity, and may face investigation and disciplinary action.

These guidelines are in place to protect members, guests and staff of Winchester Student Union and provide a safe and pleasant environment.

The following definitions are used by our licensed staff team to record incidents of potentially unacceptable behaviour, with incident types 1-4 considered minor, for the purposes of the Union's Bye-law 2 – Code of Conduct;

Symbol	Incident	Licensee suspension
1	Compliant Request <ul style="list-style-type: none"> • Refusal of service • Asked to cease behaviour. • Asked to cease activity • Asked to leave vomit/intoxication • Refusal of entry/participation (too intoxicated/no ID/not a member etc) • Search (nothing found) 	None
2	Non-Compliance <ul style="list-style-type: none"> • Alcohol purchased/attempted/consumed after refusal • Repeat of behaviour asked to cease. • Attempted re-entry to venue or activity • Found in wrong toilets • Failure to attend a mandated meeting • Found with own alcohol within the venue or with alcohol at an activity (unless such has been permitted). 	Formal Warning
3	Low Level Abuse/Public nuisance or offence/Further non-compliance <ul style="list-style-type: none"> • Excessive noise • Public Urination • Re-ejection • Failure to attend a mandatory meeting or training session • Low level verbal abuse (no direct threat, or use of derogatory terms, such as homophobic or racially prejudice terms) • Inappropriate behaviour leading to possible offence (IE. Exposure, or intimate behaviour) • Not paying at Bar/ Box Office or of paying membership or subs (also required to pay before ban can end) 	2-4 Week ban
4	Further non-compliance / Continuation of abuse /Public nuisance <ul style="list-style-type: none"> • Continuous attempts to re-enter • Exacerbated or sustained inappropriate behaviour. • Continuation of noise after warning • Failing to produce ID for any previously listed offence 	4-8 weeks

5	High Level Verbal Assault/ Physical Abuse / Unlawful Behaviour <ul style="list-style-type: none"> • Verbal Assault (threat towards a person, or language considered hate speech, IE. Homophobic, racist or prejudice language.) • Physical abuse towards another person • Smoking indoors • Criminal damage (not affecting structure or resulting in police action) 	8 week – 1 year ban
6	Breach of Zero tolerance policies / Serious unlawful act / incident involving charge from police. <ul style="list-style-type: none"> • Found in possession of illegal substance/item • Serious physical assault • Sexual assault/harassment • Serious misconduct resulting in significant harm to others or property 	Indefinite ban

Remember, the best way to avoid any disciplinary action is to respect others and your Student Union. If you have any queries regarding the above please email su_ents@winchester.ac.uk

Entry Requirements

All events are subject to 'right of admission reserved' (ROAR), meaning who may gain entry to licensed premises is at the discretion of the Licensee of Winchester Student Union.

Unless specified, you must be a student at the University of Winchester in order to attend our events. Sparsholt students resident in University of Winchester halls of residence will be considered a student of the University of Winchester for the purposes of event entry. Winchester School of Art students are permitted entry, in collaboration with Southampton University Students Union.

All entrants will be required to provide appropriate proof of age (passport, driving license, pass card) and student status prior to entry.

All entrants will be subject to the above guidelines to acceptable behaviour.

During welcome/fresher's week we will accept Halls of Residence keys, Letters of Enrolment or a print out of your Learning Network profile, as proof of your student status.

We operate the Challenge 21 scheme – this means our staff will ask anyone who appears to be under the age of 21 to show proof of age ID to gain admittance or purchase age restricted items. We accept the following as proof of age: Valid EU Photocard Driving License, Valid Passport or Verified PASS Card.

If you have lost your proof of age ID we cannot guarantee entry, as all entries are at the discretion of the door supervisors on the night. It is a legal obligation to establish the age of our customers.

Winchester Student Union operates a zero tolerance policy towards drugs and alcohol misuse. Therefore any-one deemed intoxicated, or under the influence, will not be permitted entry.

Winchester Student Union operates a random search policy. If you refuse a search request, entry will not be permitted.

Signing-In Policy

Students may sign in 1 guest per event, subject to availability. To sign-in a guest you must arrive together. You will be required to show your student ID card, and be asked for your guest's name. Your guest must provide proof of age upon entry. Accepted proof of age ID is listed above. ***Please note no guests are permitted during the September Fresher's period.***

Students who sign in a guest, take full responsibility for their guest's behaviour and are liable for any disciplinary action if their guest is involved in, or causes any incidents whereby unacceptable behaviour is exhibited.

Tickets

The Box Office is open from the doors opening time of any given event and will remain open until the advertised door closure time. Tickets are available upon proof of student status, subject to availability.

Once an event is sold out, the Venue will operate a one in/one out system of entry. We cannot guarantee entry, so please arrive early to avoid disappointment

Discounted entry prices are valid for the first 2 hours of an event only and are highly subsidised to encourage earlier attendance. Please arrive early to avoid queuing. After this period the price will change automatically to the full rate. You must be in the venue and have paid for a ticket prior to this time to be eligible for discounted entry. We cannot be held accountable for the size of queues/speed of entry, so early attendance is advised.

Tickets for some events may also be available online. Unless otherwise specified, tickets are non-refundable and non-transferable.

Queue Management

When you arrive at an event, please queue quietly. Our venue is in a residential area and excessive noise disturbs our neighbours. Please note we will ask you to leave the queue and refuse entry to anyone making excessive noise.

Queue jumping is not permitted and anyone found jumping the queue will be asked to join the back of the queue, or may be refused entry to the event.

Please ensure you arrive early and prior to the advance ticket cut-off time. Arriving earlier will result in quicker entry to the event.

Once in the queue please ensure you have your required ID ready.

Alcohol is not permitted in the queue (or outside the venue) and will be confiscated.

For your own and others safety smoking (including vaping) is not permitted in our queues. Our venue is no smoking throughout.