

# R A B Y

## **Raby Customer Charter**

At Raby, we are committed to providing a welcoming, safe and enjoyable experience for everyone who visits, works, or engages with the Estate, including farm and residential tenants. Our team takes pride in delivering excellent customer service, protecting our historic environment and ensuring that all visitors, tenants, contractors and colleagues are treated with courtesy and respect.

To help us achieve this, we ask everyone to follow the principles set out below.

### **Treating Everyone with Respect**

We are committed to creating an environment where everyone feels welcome and valued. The following behaviour will not be tolerated:

- Verbal abuse or aggressive language
- Bullying, intimidation or harassment
- Threatening behaviour or gestures
- Discriminatory or offensive comments
- Deliberate actions that make others feel unsafe

Visitors who engage in such behaviour when visiting may be asked to leave the estate immediately, without refund. Other customers, such as tenants and contractors will be reported to our estate team and this may result in further action where necessary.

### **Respecting Other Visitors**

We want everyone to enjoy their time at Raby.

Please be considerate of those around you and help us maintain a welcoming environment for all guests, families and groups visiting the Estate.

### **Protecting Our Estate**

Raby is a place of significant heritage, wildlife and natural beauty.

We ask all customers to:

- Follow safety guidance and staff instructions
- Respect wildlife, livestock and the natural environment
- Help protect our historic buildings, collections and landscapes
- Dispose of litter responsibly
- Use facilities and public spaces with care

Working together helps preserve Raby for future generations to enjoy.

## **Our Commitment to You**

In return, we promise to:

- Treat everyone fairly, professionally and with respect
- Provide a welcoming and inclusive environment
- Offer help and assistance wherever possible
- Listen to feedback and respond appropriately
- Prioritise the safety and wellbeing of visitors, staff, customers and partners

## **Thank You**

Thank you for helping us make Raby a safe, welcoming and enjoyable place for everyone.

If you have any questions, comments or feedback during your visit, please speak to a member of our team.