

THE HIPPODROME CASINO - BAGS POLICY

General

The Hippodrome Casino is a busy and vibrant venue. As with all things Hippodrome, the customer is at the very centre of our considerations. This policy is designed to allow customers the maximum degree of freedom and personal convenience whilst recognising that carrying bags in the venue can have a negative impact on other guests' experiences e.g.

- Present a slip and trip hazard to other customers in crowded areas.
- Represent a security threat, particularly in times of heightened terrorist threat.
- Busy venues do attract bag thieves and as vigilant as our staff & security are personal property can be at risk.

The policy also recognises that we are a popular venue for business meetings, conferences and after work drinks, and bags can contain computers or other valuables that are essential to the visit.

On entry

All bags will be inspected by security staff on entry to the building. If a guest leaves the premises with a bag and wants to re-enter the premises the bag must be rechecked. Customers entering the Cranbourn Street entrance with a bag that requires to be checked in to a cloakroom under this policy should be directed to the main entrance.

Checking bags in

All customers should be encouraged to check their bags into the cloakroom. An airline style size cage is available to check bag size. Any bag clearly over-sized by this measure cannot be accepted in any of our cloakrooms without prior approval. However, customers are invited to use **STASHER** to store their larger items. They can scan the QR code which can be found on our website and at various points around the venue for local storage options. Using code HIPPODROME20, will give them a 20% discount on the cost of storage. The following link has storage facilities within the proximity of the Hippodrome. Please note: Stasher insurance covers up to £2,500 in case of theft, loss or damage.

<https://stasher.com/?ref=ndq3ytg>

All other bags can be accepted. Signs at the cloakroom entrance make clear that customers are not permitted to leave the premises when they have a bag in the cloakroom. Any such bags risk removal from the premises and destruction by security services.

Bags that can be accepted into the building but not checked in to the cloakroom

Some customers who have bags within our size limit are reluctant to check these bags into the cloakroom. Judgement must be applied, and we should try as far as possible to allow ladies handbags, lap top bags and bags of high value to remain with the customer whilst they are in the building. Small rucksack bags must be taken off and handheld whilst in the building.

Bags around the building

Ladies' handbags are permitted on the gaming floors along with other bags at the discretion of gaming management. At busy times entry onto the gaming floor with bags may be restricted at the discretion of gaming management. In hospitality areas floor management must ensure that customer bags do not present trip hazards to other customers or staff and do not block or impair fire exit routes.