

# Customer Behaviour Guidelines

We care about your customer experience in our centers. To help ensure everyone has a safe and productive visit, please refrain from the following:

- Disruptive talking, noise, or any other disruptive or disorderly conduct
- Use of cell phones or other electronic devices that disturb center customers
- Violating Center rules or policies (materials, computer use, etc.)
- Cursing or abusive language or gestures
- Physical, sexual, or verbal harassment of customers or staff
- Eating food outside of designated areas
- Sleeping
- Littering
- Smoking or the use of e-cigarettes in the building or near entryways or exits
- Blocking aisles, sidewalks, entryways or exits
- Using skateboards or rollerblades
- Selling, soliciting, peddling, or panhandling
- Circulating unauthorized petitions or surveys
- Posting flyers or leaving printed materials not Center-approved
- Absence of shirt or shoes
- Being under the influence of alcohol or illegal drugs
- Misuse of restrooms (bathing, laundry, etc.)
- Vandalism
- Loitering or trespassing
- Animals that are not designated service animals
- Leaving children under the age of 14 unaccompanied or unsupervised by a parent, adult, or responsible caregiver age 18 or older
- Leaving items/personal property unattended
- Using computers to access, display, send or receive obscenity, threats, or child pornography
- Juveniles accessing materials harmful to minors
- Any UNLAWFUL activity

Virginia Career Works – Capital Region reserves the right to require those who do not comply to leave the premises, or to restrict their Center privileges. Unlawful activities will be reported to Law Enforcement.