

Places Leisure Photography Policy

Introduction

The purpose of this policy is to ensure the safety, privacy, and welfare of all individuals utilising Places Leisure facilities. This policy outlines guidelines for photography and video recording within the premises to maintain a safe and respectful environment for all.

Definition

The term “**photography**” in this guidance refers to both still images and video recording on any device.

General Guidance

Places Leisure operates a common sense approach to the use of photographic equipment:

- Casual photography of family and friends is allowed **without written permission**, provided it does not compromise the privacy of others.
- Photography **is not permitted** in changing areas, toilets, showers, health suites, or any other areas designated for personal privacy.

(Mobile phones and/or devices in these areas should not be used, unless required in an emergency).

- Photography for professional, commercial, or promotional purposes is not allowed **without prior written permission** from the center management team.

Any suspicious behavior should be politely challenged, and where necessary, reported to the police.

Signage

Public information signage may be displayed at the discretion of the GM through prior approval from the Marketing and Safety Teams.

Action

The Centre Management Team must:

1. ensure that the photography policy is effectively communicated to all staff.
2. provide information, instruction, and training, detailing the purpose of the policy, how to enforce the policy, how to identify breaches, and the appropriate steps to take when addressing customer concerns or non-compliance.
3. ensure that anyone wishing to take photographs and/or videos for professional, commercial, or promotional purposes has obtained prior written approval from the management team and has completed a [Record of Registration](#) form.
4. in the event of any incidents or breaches of the photography policy, oversee the appropriate response and follow-up actions. This may include investigating the incident, addressing any concerns raised, and implementing measures to prevent future occurrences.

All colleagues must:

1. regularly monitor public areas to ensure that photography is being conducted in accordance with the policy. If any suspicious behavior or unauthorised photography is observed, they should politely intervene and address the situation in line with their training.
2. assist customers who have questions or concerns about the policy. Providing clear explanations of the guidelines and helping to resolve any issues that may arise.

Guidance for colleagues (FAQ's)

(Q) Do we approach all customer taking photos/videos?

(A) Not unless they were acting suspiciously or breaching our common sense policy.

(Q) If we need to approach a customer what would we say?

(A) Politely ask if they are taking photos of people they know (friends and family).

(Q) What if they were taking photos of others outside of their group?

(A) Politely ask them to show you any photos/videos they have taken, and where required, ask that the images/videos are deleted in front of you.

(Q) What if they refuse to show me the images/video they have potentially taken?

(A) Politely inform them you may need to contact the Police if you are unable to ascertain this information.

(Q) What do we do if someone complains that another customer is taking photos?

(A) Find out what the complaint relates to and if photos are being taken suspiciously or inappropriately e.g. not of people that are known to them (friends or family). If appropriate, kindly ask the individual to stop taking photographs. Explain to the complainant what our common sense policy is so this helps with their understanding of how we have managed their complaint.

(Q) When receiving an official request to take images, what ID do we ask for?

(A) Initially ask for photographic ID – this will be either a driving license or passport.

(Q) What happens if they don't have a photographic ID?

(A) A request is made for another form of ID such as a Credit Card with their name on it or a utility bill with their name and address on it

(Q) What happens if they have no ID?

(A) If no ID can be shown, do not allow the request for photographs to be granted.

(Q) What happens if someone does not obey our common sense approach?

(A) We would follow the same process as for any other request for a customer to follow company policy and guidance that ultimately may require a call to the police