



Solton Manor Harassment Policy

This Harassment Policy sets out how Solton Ltd (“we”, “us” or “our”) ensures that all individuals, including couples, clients, guests, suppliers, contractors and our staff, are able to enjoy Solton Manor in an environment free from harassment, bullying, intimidation or unwanted behaviour.

We are committed to creating and maintaining a safe, welcoming and respectful venue where every individual is treated with dignity. This policy outlines our approach to preventing harassment, dealing with concerns, and supporting those affected.

We may review and update this policy from time to time and welcome feedback.

This policy is effective from **Oct 2025**.

Our Commitment

Solton Ltd is fully committed to:

- Providing a safe and supportive environment for all who use or work at Solton Manor.
- Taking a zero-tolerance approach to harassment, bullying, discrimination and intimidation in any form.

- Ensuring that professional security is present at every wedding and event to safeguard guests, staff and suppliers.
- Responding quickly, fairly and sensitively to all concerns raised.
- Protecting the dignity of couples, clients, guests, suppliers, contractors and staff.
- Promoting awareness and training so that all team members understand their responsibilities under this policy.

Who This Policy Applies To

This policy applies to:

- All couples and clients using our venue for weddings, events, corporate bookings, filming and stays.
- All guests, suppliers, contractors and collaborators.
- All employees, agency staff and those working on behalf of Solton Ltd.



What Constitutes Harassment

Harassment is unwanted behaviour that has the purpose or effect of:

- Violating someone's dignity.
- Creating an intimidating, hostile, degrading, humiliating, or offensive environment.

Harassment may include:

- **Verbal:** offensive jokes, comments, bad language, shouting, or unwanted remarks.
- **Non-verbal:** gestures, exclusion, hostile looks, or imagery.
- **Physical:** unwanted touching, threats, or acts of aggression.
- **Alcohol-related disorderly behaviour:** disruptive, intimidating, or aggressive conduct linked to excessive alcohol consumption.

- **Drug-induced disorderly behaviour:** disruptive, intimidating, or aggressive conduct linked to illegal or recreational drug use.
- **Online/Digital:** inappropriate emails, social media posts, or other electronic communication.
- **Respect for Venue Spaces:** entering private or restricted areas without permission, or refusing to follow venue staff instructions.
- **Recording/Images:** filming, photographing, or videoing without consent, particularly in areas where privacy is expected.

Harassment can be related to protected characteristics under the Equality Act 2010 (such as sex, race, religion, disability, sexual orientation, gender reassignment, etc.), or it may be more general in nature.



Events and Services

All events at Solton Manor must be delivered in a way that respects the dignity of everyone involved. We work with couples and suppliers to ensure that cultural, religious, dietary and

accessibility needs are handled with care, and that all interactions remain respectful and professional.

We expect all suppliers and contractors working at Solton Manor to follow this policy as part of our collaborative commitment to safe and enjoyable events.

Our professional security team are trained to support guests discreetly, manage incidents effectively, and work alongside venue staff to uphold this policy.

Workplace Culture

Within our own team and among those we collaborate with, we promote a culture of:

- Professional respect.
- Support and kindness.
- Zero tolerance towards bullying or intimidation.

Every employee and representative is expected to uphold these values at all times.

Reporting Concerns

If you experience or witness harassment or behaviour that goes against this policy, please report it. You can do so confidentially by contacting the Estate Manager directly at info@soltonmanor.com, or by writing to us at:

Solton Ltd
87 St Ann's Road
London N15 6NJ

We take all reports seriously and will respond in a fair, proportionate and timely manner. All reports will be handled in confidence as far as possible, with information shared only with those who need it to investigate and respond.

Consequences of Breach

- **For employees:** disciplinary action up to and including termination of employment.
- **For trusted suppliers or contractors:** removal from our trusted network, termination of contracts, and potential liability for damages or costs incurred.

- **For guests or clients:** being asked to leave the venue, refusal of future bookings, and forfeiture of any damages deposits. Where costs are incurred due to misconduct or damage to property, additional charges may also be applied.

In cases of serious misconduct, criminal behaviour, or where the safety of guests, staff or property is at risk, **the police will be called without hesitation.**

Continuous Improvement

We are committed to regularly reviewing and strengthening our Harassment Policy and practices. We welcome feedback from couples, clients, guests, suppliers and colleagues.

At Solton Manor, we believe that respect, dignity and kindness are at the heart of every great celebration. Ensuring a harassment-free environment is central to our values and to the experiences we create.