

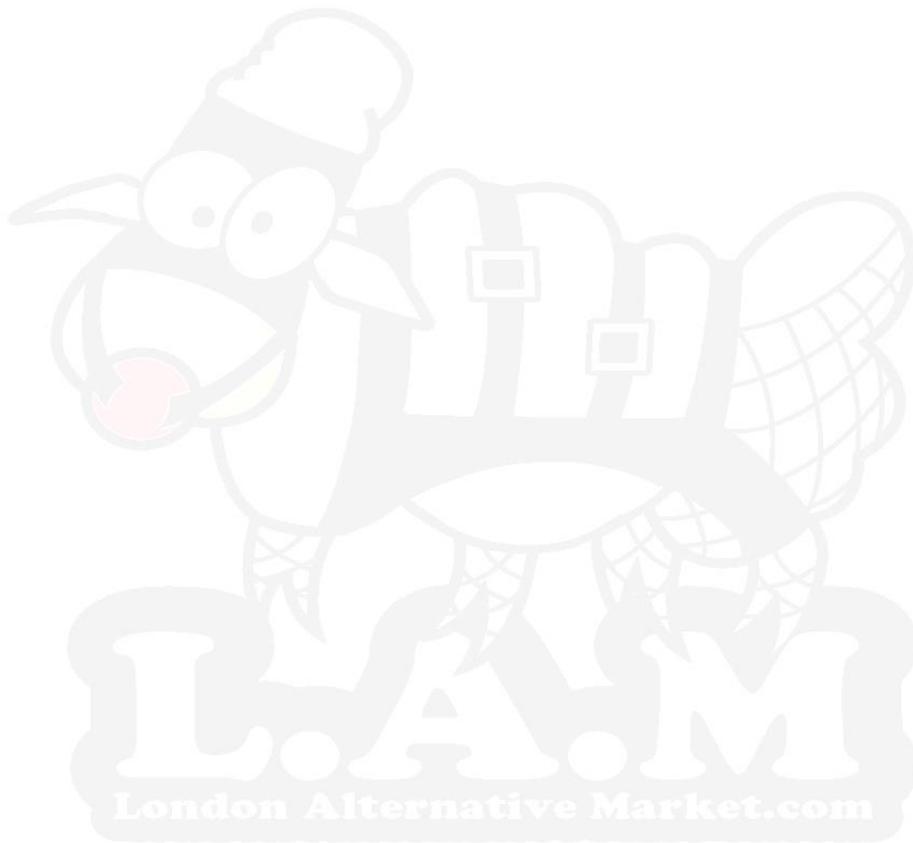
2017



London Alternative Market Limited

Prepared by

Cosmic



London Alternative Market: Process and procedure manual version 1.54

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Company Number 05905379 Page 1

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Introduction

This manual contains all the policies and procedures for the London Alternative Market Limited. Its aim is to provide a clear framework for the smooth running of the event and to set out the standards and expectations of all parties.

While LAM events are open to the public they are private events by virtue of ticketed admission and our private hire arrangements with the venue. As such all entrants, do so agreeing to comply with the events rules, regulations and policies which are publicly accessible as well as being available at the desk.

It is designed to be adapted and developed as a code of best practice and is not offered as a perfect solution. The feedback and review procedures are in place to allow growth and development and as such we would encourage anyone who seeks modifications to submit them accordingly.

The guiding principle of this document is consent and its pivotal role in SM and BDSM within our community. With your help, we want to make sure the LAM and wider fetish communities continue to provide safe spaces for consenting adults to explore their sexualities in an open and non-judgemental environment.

The concept encourages shared and personal responsibility in addressing issues which arise while providing a clear and accountable set of processes which are designed to clarify everyone's roles and responsibilities which also have consequences for any found to be in breach of the guidelines and principles of the event. The process of improvement only works when it is engaged with, if you are asked to submit something please do so as it is the only way we can take action.

Above all we believe that clear communication is the corner stone to safe consensual fun. It also ensures that all issues raised through this process are dealt with in a timely and professional way with the emphasis on learning from our experiences in order to reduce the risk of unpleasant things again.

David

Managing Director

London Alternative Market Limited

Mission Statement

It is our aim to:

- Support the communities of which we are all part by running events to raise charitable donations and support the many good causes
- Create a unique trading and socialising environment for the London Alternative lifestyle and fetish communities
- Put together enjoyable events which are fantastic value for money
- To help educate people about techniques and protocol to enhance their play
- Create a safe and welcoming environment for visitors and stall holders alike
- Maintain an event that grows and evolves with the alternative communities so that it remains fresh and exciting
- To run an event which utilises scene suppliers where ever possible

LAM is known for being one of the most consistent events on the London scene striving to ensure that we always deliver a first-class trader and guest experience. We are an integral part of the London Fetish Weekend giving our traders priority access and preferential pricing to exhibit at one of the flagship international events.

During the last 12 years, we have built a strong reputation with the venue owner's community in London and other promoters to the point where we are often asked to collaborate on projects or to find suitable events for a venue.

We have raised and distributed over £29,000 for good causes, have helped numerous events with start-up resources and slowly but surely amassed one of the largest collections of quality dungeon furniture in the world with an excess of 60 pieces.

In short, we have delivered and exceeded on our promises and have shared the highs and lows as a supportive community. We have seen the full gambit of births, deaths and marriages and yet continually seek new challenges.

Guest charter

Our aim is to be as welcoming, open, inclusive, and friendly as we can be at all times. We want everyone to have a good time at LAM events.

LAM aims to be as accessible to as many people as possible. This includes people with mobility impairments as well as disabilities which may be less obvious to the casual observer.

We request that guests are mindful of the following facts:

- Everyone has the right to be treated equally until you have consensually negotiated otherwise.
- Excessive alcohol and drugs can cloud the boundaries and perceptions of consent and as such anyone found to be beyond a point of clear consent will be asked to leave.
- All play and interactions must be consensual.
- The dress code of the event.
- The consent policies of the event.
- The crew are present to ensure the health, safety and enjoyment of all parties and as such you are request to abide by any reasonable request they make.
- Please ensure that you are familiar with the dungeon rules and the photography policies of the event.

If you are not comfortable about something you see please bring it to the attention of a member of crew so that the matter can be appropriately dealt with. While we acknowledge that some aspects of fetish can be more challenging than others the appropriate people to address any issues are the crew who have specific protocols in place and guidance on how to respond.

If you're unsure of someone's gender identity, avoid using gender specific pronouns, instead try referring to them as 'my friend over here' or 'Star Wars t-shirt over there'.

Consent is key to what it is that we do. Please respect consent and the right not to consent at all times. This means not touching people in any way without first asking their permission and allowing them an opportunity to respond. Should you see a situation in which consent is unclear, either continue to observe until it becomes clear, or, if necessary as a crew member to confirm on your behalf.

In the event that you accidentally cause damage to the venue or another person's property while at the event you are expected to act in a responsible, adult and ethical fashion in making appropriate reparations as soon as you are aware of the issue.

By attending LAM you are agreeing to the policies and procedures of the event and understand that in the unlikely event of a dispute or complaint you will abide by our policies at the time of the event.

If you are barred for a gross breach of the rules such as a sexual act or non-consensual violence your picture may be taken and kept, to ensure you don't return.

Guests agree to comply with the posted notices and venue procedures for fire and health and safety. Please do not bring external food and drink into the venue.

Safeguarding provisions

Whilst we acknowledge that we have neither the mechanism nor authority to deal with issues outside of our event we do want everyone to feel welcome and would hope that all guests see the sense in leaving any external issue at the door, we accept that occasionally special measures or considerations must be put in place. We endeavour to work with our guests to ensure that wherever possible their safeguarding needs are accommodated when advise in advance of the event so we can make sure that resources are allocated. Any assistance you need can only be processed via the “Pre-event concern / complaints procedure form” (page XX)

If you are subject to Police bail, have been sentenced for a violent or sexual offense and are subject to parole restrictions we ask you to self-restrict yourself from the event.

Accessibility

If you require assistance whilst inside the building you are welcome to bring an assistant or carer as a complimentary guest.

Bathroom policies

The facilities at the event are consider safe space and no sexual contact should occur in them. The most accessible facilities are on the basement level near to the lift door. The bathrooms on the basement level are provided on gender a specified basis and the ones on the sub-basement designated gender neutral.

We ask all guests to be mindful of this and to regulate their own conduct and behaviour accordingly.

Any issues relating to the hygiene or cleanliness of the facilities should be reported to the front desk so that it can be immediately dealt with.

Dress code

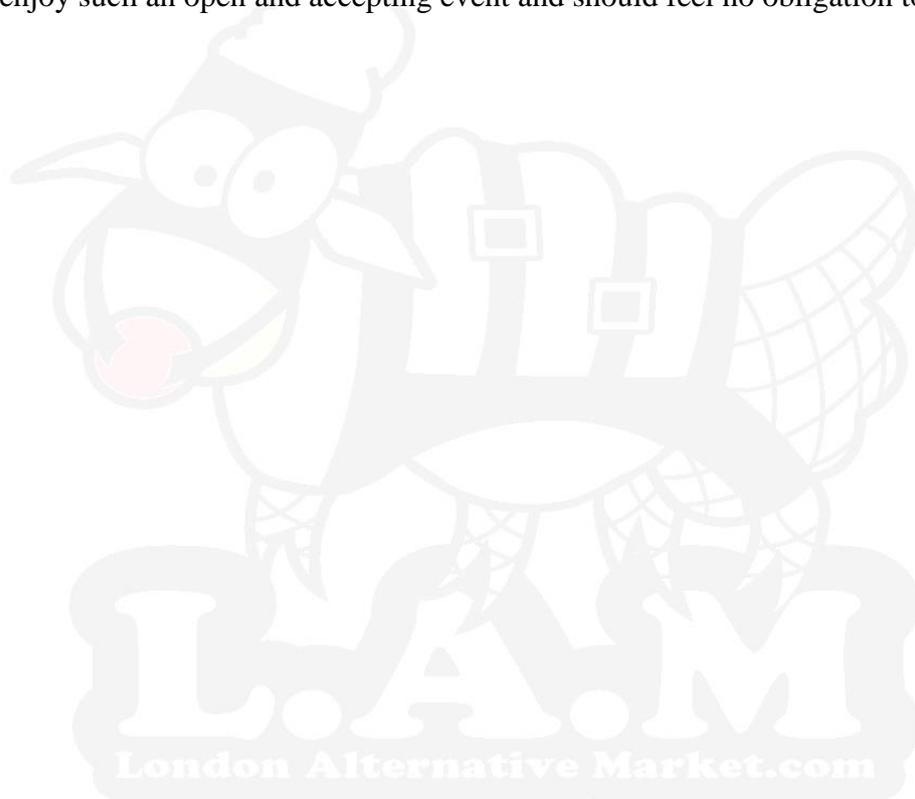
Fetish dress code is **not** necessary to gain entry to LAM. Jeans and a T-shirt are **perfectly acceptable**, for example. On the other hand, far be it from us to discourage people turning up dressed up to the hilt in their finest leather, latex or fabric of choice. The surrounding area can provide an amazing backdrop for a walk about.

You should also feel free to express your chosen lifestyle while at the market; Masters, Mistresses, TVs, slaves, ponies, pets and other fetishes are all welcomed as we aim to promote an open and accepting environment. The venue does however insist that complete nudity is not acceptable and that military clothing that could cause offence is not acceptable, this specifically includes authentic or reproduction military uniforms of the period 1939 to 1945*.

Like most licensed premises the display of genitalia and female nipples is not permitted and the crew have a supply of appropriate tape if needed.

In the event that someone is not accepting of your choice of outfit please raise the issue with a member of the crew who can ensure that the matter is dealt with appropriately as soon as possible in accordance with our dispute policy.

*While we recognise the fact that wearing certain uniforms does not automatically mean that you align with ethically unacceptable philosophies not everyone appreciates this in the same way that wearing a nurse's uniform does not make you medically qualified. Also, it should be noted that if you align yourself with those unacceptable philosophies and beliefs but do not wear symbols or uniforms you are unlikely to enjoy such an open and accepting event and should feel no obligation to attend.



Consent policy

Consent is paramount to kink and is the dividing line between fun and abuse.

We would encourage you to think of consent as like a plate. If you throw a plate on the floor and it breaks regardless of how many times or how sincerely you say sorry it is still broken. Much like trust it can be a fragile bond.

We encourage our guests, crew, stall holders and venue staff to explore the role of consent within their relationships through negotiation and discussion rather than breaking things that are hard to fix. We encourage “clear consent” practices while at our events and encourage others to question the consent of a situation if they feel it is appropriate.

We acknowledge the role of consent within consensual non-consensual interactions and although initially challenging for some we try to accept and accommodate all legal fetishes. We encourage those practising consensual non-consensual interactions to openly communicate this fact when interacting with others or if challenged and for both parties to clearly communicate the given consent.

If you feel your consent has been violated, we will help you in looking into the matter and seek resolution including the assurances that this situation will not occur again or to others. We have clear procedures and policies in place with clear consequences for those who do not respect the consent of others while at our event.

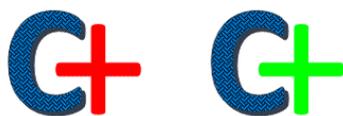
We also value consent enough to ensure due process, and as such act upon the facts of a situation rather than hearsay, conjecture or rumour.

While we hope that these policies and procedures are never needed they are in place to ensure that should they be needed appropriate action with consequences take place in a clear and transparent fashion.

The logos below can help you confirm you consent policies:

London Alternative Market.com

Consent + always stop to ask



Consent + I am ok with pre-arranged consent

In the case of no logo always assume you must stop and ask before you act.

Failure to comply with the consent code of LAM events will result in a lifetime ban either for a single abusive occurrence or repeat offenses as indicated in our disputes policy.

Consent violations will not be tolerated.

The LAM Crew Charter

Our aim is to be as welcoming, open, inclusive, and friendly as we can at all times. We want everyone to have a good time at LAM events, especially staff. A safe working environment will be provided and maintained by LAM.

Specific duties will be detailed in a separate sections of this document, this Charter is about what we want in our team, and what we will expect from each other.

LAM should be accessible to as many people as possible. This includes people with mobility impairments as well as disabilities which may be less obvious to the casual observer. Please be mindful of requirements that different people may have. For example, many deaf and hard of hearing people can read lips; to make this as easy as possible, speak clearly, enunciate your words, face the person you're speaking to, and don't cover your mouth. A blind person may require a tour around the venue, and to be shown the location of facilities. You can't anticipate every need, and degrees of independence vary wildly, what you can do is let people know that if they need any help, you're there. Remember that not all disabilities are physical so if you think someone may require assistance but you are uncertain, feel free to approach and offer help to them but be aware that physical contact can make people uncomfortable.

If you're unsure of someone's gender identity, avoid using gender specific pronouns, instead try referring to them as 'my friend over here' or 'Star Wars t-shirt over there'. LAM expects its crew to do its duty. This means arriving on time, but also calling or texting as soon as you can if you can't make it, or if you're going to be late, so that a missing crew member can be compensated for. While you're at the event, please be present and ready to assist in any way necessary (within reason!). You may be required to assist traders, attendees, and other members of our team. Please remember that while we want to have fun, this is a job, and we do require professionalism.

Consent is key to what it is that we do. Please respect consent and the right not to consent at all times. This means not touching people in any way without first asking their permission and allowing them an opportunity to respond. Should you see a situation in which consent is unclear, either continue to observe until it becomes clear, or, if necessary, and if you're comfortable, intervene and ascertain whether consent has been given by all involved parties. If this is not the case, ask the parties to accompany you either to the front desk, or to find David and/or Terry as quickly as possible (see disputes policy for further information on what to do in such situations.)

If you're working for the whole day, this broadly refers to initial setup, changeover between the market and the after party, and breakdown at the end of the party. These are sprint periods before and after which we encourage you to relax. There are other duties during the day, such as cloak room attendant and welcoming/ticket sales. These may require you to man a position for an hour or two at a time, during which time we expect you not to leave your post without first making sure someone else is covering it. Outside of this, there will be ad hoc tasks with which you will be expected to assist.

LAM is committed to building relationships based on mutual trust and respect with its crew. It is important that should any crew member have concerns or issues, they feel comfortable raising them with supervisors so that they can be resolved.

Simply put, we at LAM want everyone to have as good a time as possible and with everyone working together to achieve this aim there is no reason it shouldn't happen.

LAM Crew Duties

General:

- If you see someone in need of assistance, please assist them.
- Please let us know if you're not going to be available for any events as soon as you become aware of issues. You can do this by email up to two days before the event, after which, please text or call Sarah.
- Leave things in a better state than that in which you found them.
- Please be careful when carrying heavy loads. Loading trolleys are available if necessary. Be aware of your surroundings, knocking over people and causing damage to the venue and its property disrupts the flow of the event.

Crew should where possible carry a radio to facilitate communication and to ensure that they are adequately supported should an issue arise.

Morning Setup (approximately 9am-12pm):

- If you're involved in the morning setup, please be at the venue and ready to work at 9am sharp. If you're coming by public transport, please make sure you check TfL for any closures which may affect your journey in advance. Arriving late because of planned engineering works is avoidable.
- The main objective at this point is to unload traders' vehicles (at their direction) and help them to their allocated pitches.
- Priority must be given to traders unloading at the front of the building (on Leadenhall Street), if you meet a trader here, first check that their pitch is on the ground floor, otherwise ask them to make their way to the back entrance. If they are on the ground floor, make sure they've started a 20 minute timer as this is the time allowed, for unloading, by the local authority regulations.
- Signs including 'no photography', 'no nudity', dungeon rules and signposts for 'more stalls' and 'workshops' will need to put up as directed.
- This is a sprint period, after which, there will be time for tea, coffee, breakfast, cigarettes...

Market/Party Changeover (5:30-7pm):

- This is a labour intensive period. Vendors need assistance moving out, and dungeon equipment needs to be brought in and put up.
- Helping vendors load out is the priority here. Most don't need your help packing up their stalls, though please offer if you're able to. Assistance will primarily be required in taking packed crates/trolleys from stalls to the loading area. Make sure stall holders know you're available when they're ready and that they've retrieved their vehicles from their parking spaces.

- Our aim is to get the after party set up as quickly as possible to minimise the waiting time for our attendees. This means that the focus is on clearing the Sub Basement stalls swiftly at 6pm so the dungeon can be set up.
- The stalls on the Ground floor will be encouraged to continue trading up until 6:30-7pm but if they wish to leave sooner, we will facilitate this.

End of event (10:30- till done):

- Another labour intensive period! Equipment needs to be taken down/dismantled, packed away, and loaded out and back into a van.
- If you are uncertain on how to dismantle a piece of equipment, please ask another crew member to show you.
- Once everything has been packed away, you will be assigned an area of the building to check. This is to ensure that no equipment, signs or lost property has been left behind.

LAM lost property should be handed to Terry, David, or the front desk.

Crew support role

From time to time a member of the volunteer crew will be focused on supporting the crew during the day in the same way the crew look after guests. They will introduce themselves to you and will offer help as they feel comfortable doing. During “crunch times” they will be focused on making sure active crew members are supported with runner services.

Stall holder charter

As a stall holder at LAM you agree to the principles and aim of the event to be as welcoming, open, inclusive, and friendly as we can at all times. We want everyone to have a good time at LAM events, guests, staff, venue staff and stall holders.

LAM aims to be as accessible to as many people as possible. This includes people with mobility impairments as well as disabilities which may be less obvious to the casual observer.

We request that guests are mindful of the following facts:

- That you agree to any and all terms and conditions in the booking pack.
- Everyone has the right to be treated equally until you have consensually negotiated otherwise.
- Excessive alcohol and drugs can cloud the boundaries and perceptions of consent and as such anyone found to be beyond a point of clear consent will be asked to leave.
- All play and interactions must be consensual.
- The consent policies of the event.
- The crew are present to ensure the health, safety and enjoyment of all parties and as such you are request to abide by any reasonable request they make.
- Please ensure that you are familiar with the photography policies of the event.

If you are not comfortable about something you see please bring it to the attention of a member of crew so that the matter can be appropriately dealt with. While we acknowledge that some aspects of fetish can be more challenging than others the appropriate people to address any issues are the crew who have specific protocols in place and guidance on how to respond.

If you're unsure of someone's gender identity, avoid using gender specific pronouns, instead try referring to them as 'my friend over here' or 'Star Wars t-shirt over there'.

Consent is key to what it is that we do. Please respect consent and the right not to consent at all times. This means not touching people in any way without first asking their permission and allowing them an opportunity to respond. Should you see a situation in which consent is unclear, either continue to observe until it becomes clear, or, if necessary as a crew member to confirm on your behalf.

You can choose to allow product photography at your stall so long as there is no-one in the background. Where feasible the picture should be taken by the stall holder or a member of crew.

In the event that you accidentally cause damage to the venue or another person's property while at the event you are expected to act in a responsible, adult and ethical fashion in making appropriate reparations as soon as you are aware of the issue.

By attending LAM you are agreeing to the policies and procedures of the event and understand that in the unlikely event of a dispute or complaint you will abide by our policies at the time of the event. Additionally, stall holders agree to comply with the posted notices and venue procedures for fire and health and safety.

Venue Staff Policies

Introduction

LAM is a long-standing fetish and alternative lifestyle event which prides itself in having a long track record of providing a safe and welcoming environment for a diverse range of guests. For some people, it's their main social event each month where they can truly relax and be amongst understanding friends.

Our aim is to be as welcoming, open, inclusive, and friendly as we can at all times. We want everyone to have a good time at LAM events.

LAM aims to be as accessible to as many people as possible. This includes people with mobility impairments as well as disabilities which may be less obvious to the casual observer.

We request that all staff are mindful of the following:

- Everyone has the right to be treated equally.
- Excessive alcohol and drugs can cloud the boundaries and perceptions of consent. The LAM crew have policies and procedures in place for dealing with such issues and we will fully support your decision that someone has had too much to drink.
- All play and interactions must be consensual please do not touch or engage/disrupt anyone's play unless you have been specifically invited.
- The crew are present to ensure the health, safety and enjoyment of all parties and as such you are request to abide by any reasonable request they make.
- Please ensure that you are familiar with the dungeon rules and the photography policies of the event.

If you are not comfortable about something you see please bring it to the attention of a member of crew so that the matter can be appropriately dealt with. While we acknowledge that some aspects of fetish can be more challenging than others the appropriate people to address any issues are the crew who have specific protocols in place and guidance on how to respond.

If you're unsure of someone's gender identity, avoid using gender specific pronouns, instead try referring to them as 'my friend over here' or 'Star Wars t-shirt over there'.

Consent is key to what it is that we do. Please respect consent and the right not to consent at all times. This means not touching people in any way without first asking their permission and allowing them an opportunity to respond. Should you see a situation in which consent is unclear, either continue to observe until it becomes clear, or, if necessary as a crew member to confirm on your behalf.

We want your time while working at the event to be as enjoyable as our guests and crew.

Dungeon Rules and Party Protocol

1. Please remember the after party is held in a licenced venue and therefore both full nudity and genital exposure are illegal as are any acts of a sexual nature.
2. All play must be consensual, if you are playing in a more extreme manner you must inform the crew before you start to ensure that others do not attempt to interrupt your play.
3. The universal safe words are “RED” and “SAFWORD” and all guests and crew have a shared responsibility to stop any play should that be heard.
4. Please report any issues of concern as soon as possible to the appropriate members of the crew and allow them to deal with the matter.
5. Do not interrupt play unless you have prior consent to do so from all parties and avoid disrupting play if you are in close proximity to dungeon furniture.
6. If you appear to be overly intoxicated with alcohol you will be asked to leave the venue as this could be dangerous to people that are playing.
7. We have a zero-tolerance attitude towards drugs and should anyone be caught taking drugs on the premises they will incur a lifetime ban.
8. Please clean any dungeon furniture used after play with wipes provided.
9. Please do not rearrange the furniture as you may be blocking the disabled toilet and the fire exits.
10. No photography, this includes mobile phones, if you want to have a picture taken please ask the official photographer to do so for you. This is to ensure the privacy of all our guests, if you have issues with your face being visible masks are available upon request.
11. Treat others as you would wish to be treated, remember no always means no.
12. Play that involves bodily fluids is prohibited at the event as are needles and blood play. If any skin is broken and blood is visible play must stop and the area cleaned up.
13. The LAM crew share details of anyone who has broken the rules of our event with any promoter and event organisers who requests to be informed of such issues.
14. In the unlikely event of a dispute or disagreement the LAM crew will listen to both sides of the issue but any decision that they make is final.
15. We reserve the right to stop any play we consider dangerous or that could lead to the venue losing their licence.

Please feel free to seek the attention of our house Domina Goddess Cleo by approaching her yourself, or ask a member of crew to approach her on your behalf.

Suspension policy

We recognise that rope suspension carries certain risks that must be addressed in maintaining a safe and responsible play space. It is therefore requested that all riggers and rope bottoms adhere to the following rules:

- Only use weight rated and appropriate materials – all materials are subject to inspection and failure to use the right equipment will result in a ban from engaging in suspension until your kit has been approved.
- You can only use designed points on the suspension frames and if you are providing your own it must be inspected and approved prior to use.
- Crew rope spotters are available upon request – assistance must be sought before a tie is started to ensure availability.
- Do not attempt to tie outside of your comfort zone – if you are requested to stop a tie by the crew you must do so as soon as it can be safely done.
- In the event of needing to quickly remove the rope you agree to without hesitation “cutting of the rope” to release at least the hands and if requested the whole tie.
- The rigger must immediately stop the tie and communicate with the rope bottom if requested.

In the event of a breach of these rules the rigger and/or rope bottom may be subject to a ban from engaging in suspension at the event. The list confirms those who are banned from suspension will be visible near any designated suspension points in the venue. Failure to adhere to a ban on suspension will result in a ban from the event.

To appeal an existing suspension, ban please use the pre-event complaints procedure so that the matter can be addressed with due process. In the event that the ban was for health and safety reasons we reserve the right to conduct an appropriate proof of competency assessment prior to lifting the ban.

The bondage area in the workshop room is our designated “peer sharing area” and during the party priority access will be given to activities which follow this format.

London Alternative Market.com

Photography Policy

Outside of the “vault” the event is strictly official photography only including mobile phones and selfies. Anyone caught taking a picture will be asked to leave. This policy is to safeguard those whose jobs or private lives do not allow them to be recognised.

If we find unauthorised images from LAM on social media we will request that you remove the image. Failure to do so within 7 days will result in you being suspended from LAM until you do so. The signage at the event is both clear and abundant and as such ignoring it may be viewed as an indication that you might also be ignoring other rules.

If you are concerned over self-control when it comes to your selfie habit stickers are available at the front desk and you are encouraged to seek help through the 3pm workshop.

All official photographers have agreed to abide by our “clear consent” policy stated below:

- To abide by the LAM crew charter, disputes policy and complaints procedures
- To ensure they have consent before a picture is taken
- To display your official photographer’s pass while working in the venue
- To ensure that they obscure faces of anyone unintentionally caught in frame before the images are published
- To credit all images with the event date either as an embedded watermark or by mentioning the event in the caption
- To use the photographer’s record system developed for use at LAM and to provide access to the images in a timely fashion
- To take and provide a private picture if requested
- To allow the use of masks (provided by the crew) if needed to obscure people’s identities

The photography record system ensures that you have a record of who took the picture along with their contact details as well as us confirming your consent for the image to be used by LAM in marketing and that they consent to the image being included in the archive.

If you notice a breach of this policy at any stage, please bring the matter to the crew’s attention so that the matter can be dealt with as soon as possible. If you have a post event issue with a photographer, please request a copy of the complaints procedure and associated forms.

Photography pass request form

Name: _____

Email: _____

Telephone: _____

Website: _____

Please provide a brief description of where and how you would be using any images taken at the event:

Referee 1

Name: _____

Email: _____

Telephone: _____

Referee 2

Name: _____

Email: _____

Telephone: _____

By signing below, you confirm that you agree to comply with the LAM crew charter, disputes policy and complaints procedures:

Print name

Signed

All applications will be processed within fourteen working days and will be confirmed in writing.

Vault photography policy

While LAM has a strict no photography policy we also recognise that the unique setting of the “vault” is something that people want to record exploring.

Outside of the “vault” the event is strictly official photography only policy, including mobile phones. Anyone caught taking a picture will be asked to leave. This policy is to safeguard those whose jobs or private lives do not allow them to be recognised.

Anyone can take a picture on any device inside the vault so long as they have the clear consent of those “in picture”. In taking a picture in the vault you are agreeing to:

- To abide by the LAM guest charter, disputes policy and complaints procedures
- To ensure you have consent before a picture is taken
- To immediately delete the image if requested by anyone in the shot
- To credit all images with the event as a tag or by mentioning the event in the caption
- To share the image with those in picture if requested
- To allow the use of masks (provided by the crew) if needed to obscure people’s identities

In the event of a dispute or complaint a senior crew member may request that images are checked and deleted if needed. If this is not acceptable the only other option that we can accommodate will be turning the phone / camera off and sealing it in a bag to be dealt with at the end of the night when the event manager can deal with the issue.

If you notice a breach of this policy at any stage, please bring the matter to the crew’s attention so that the matter can be dealt with as soon as possible. If you have a post event issue with a photographer, please request a copy of the complaints procedure and associated forms.

Flyering policy

The LAM has the provision of a flyers table near the entrance. Guest are requested not to “litter” the venue with flyers and to only leave them on the designated table. While it is OK to give people a flyer while talking to them walking around and leaving them in the venue, on stalls and on tables is not acceptable and will result in you being asked to leave.

Repeat offenders will be banned.

Media Policy

While we welcome genuine interest from the media on helping people to explore and understand fetish lifestyles we are also mindful of people’s right to privacy.

We are happy to provide a space for people in the media to explain their projects to people to see if they are interested, we are not happy with filming at the event or members of the media walking around and approaching people when they are having a day out.

All media involvement at the event must receive written permission at least 14 days in advance of the event from LAM management and is subject to our policies and those of the venue. LAM management reserve the right to deny access to the media if they feel that the project is not in keeping with the principles and ethics of our event.

Applications to attend in any active capacity can be made by emailing:

info@LondonAlternativeMarket.com

All enquiries will be responded to within 7 days.

CCTV policy

For security and health and safety the venue is covered with numerous CCTV cameras with an automatic recording system. While senior LAM crew have no direct access to this system we can request access if needed to investigate an incident, issue or complaint.

The records of this system are available for 30 days from the event and as such if you feel a matter is serious enough that we need to request access we request that you are where possible mindful of this time restriction.

Disruptive behaviour

LAM reserves the right to pre-emptively suspend access to the event to anyone they feel could either be a harm to themselves by attending, or a harm or disruption to the enjoyment of others either through the pre-event complaints procedure or through reviewing information that has been posted in the public domain.

While we aim as an event to be as open and accepting as possible we will also take into consideration that sometimes we need to make decisions based on how things could impact the enjoyment of the event for others. Such decisions will be clearly communicated in advance of events and attempting to attend the event will result in an immediate life time ban.

The conditions needed to remove the suspension will also be clearly communicate in the hope that the reason for your exclusion can be rectified. If you feel you are meeting those terms you can request a review at least 7 days prior to an event in order to allow for time for the matter to be looked into and for you to get a response.

Disputes Policy

Disputes include:

Issues between members of crew - Should be raised with Terry or Sarah Issues between crew members and attendees - Terry or Sarah Issues between attendees - Terry or David Issues between traders - Terry or David Issues between traders and members of crew - Terry or Sarah or David Issues between traders and attendees - Terry or David Issues with members of Revolution staff - Terry or David Issues connected with the after party – Sarah or David
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If you are unable to find the appropriate person, or if they are unable to assist you quickly, Sarah can be contacted.

Our first goal is to ensure that any dispute is mediated to the satisfaction of all parties where possible.

If you are in any way threatened, abused, or molested by anyone during the course of the event, please know that this is unacceptable behaviour and will be dealt with in the strongest terms. Should the incident turn out to have been a misunderstanding accident, or otherwise resolvable, all attempts will be made to resolve it. If this is impossible, LAM will support its team members and any perpetrators will be dealt with as appropriate. (For example: a member of Revolution staff may be asked not to work LAM, an attendee may be asked to leave/banned.)

If an argument is in progress, the first priority is to calm the situation. Separate the involved parties, and move to a quieter space, e.g. the vault, if not in use, or the mezzanine level.

If you are aware of an issue, but it isn't imperative that it be dealt with immediately, find the relevant member of staff from the list above and alert them to the situation. It is important that all parties involved have their side of the story heard. This is most easily done when they are separated. Should you be required to hear a side of the story, don't be afraid to take notes on salient points. Listen without interrupting, but then feel free to ask questions as tactfully as you can. If you feel unable to deal with a situation, you should immediately refer to a member of staff from the list above. It is important to resolve disputes, but it should absolutely not put you in a situation which makes you feel uncomfortable or threatened in any way. Any persons deemed to have committed consent violations wilfully will be banned for life from LAM.

Any incident which results in a ban will be recorded in the log within this manual.

Issues which do not happen at the event are dealt with via the separate complaints procedures detailed in this manual.

Complaints Procedures

In the event of a post or pre-event complaint being made we have established the following clear procedures to investigate the matter and to conduct the enquiry in a fair and ethically correct way.

All issues are dealt with in the same clear fashion to ensure that the event is as open and accommodating as possible.

Allegations of illegal activity or consent violations outside of our event are correctly a matter for the Police and due to the risk of prejudicing any ongoing investigations we will not comment beyond the following statements:

- We are unable to comment on that matter.
- We can confirm we have heard allegations but can confirm none of them relate to issues at our events.

In the event of an allegation of illegal activity or consent violation during an event the matter will be assessed and if necessary the recommendation to discuss the matter with the Police will be made. In the event of an ongoing Police investigation LAM as an event and its crew agree to cooperate as officially requested and when appropriate.

In submitting a complaint, you consent to the matter being discussed with the appropriate crew members who have all agreed to the terms of our disputes policy and complaints procedures as part of the crew charter.

The issue will remain confidential outside of the appropriate crew and any named parties will only be contacted with your prior consent. LAM only addresses issues through these procedures to ensure that all and any issues are dealt with correctly and as such does not comment beyond drawing attention to this process. This also helps ensure issues are addressed without personal bias and in consideration of all the facts.

Post event issues

While we endeavour to strive to provide a safe and friendly environment when issues occur we aim to learn from them and ensure they do not happen again as quickly as possible. Our preference will always be to deal with an issue as it occurs through the disputes policy we have a clear and established procedure for any post event issues.

Please complete the post events complaints procedure forms as soon as possible so that the matter can be investigated.

Pre-event issues

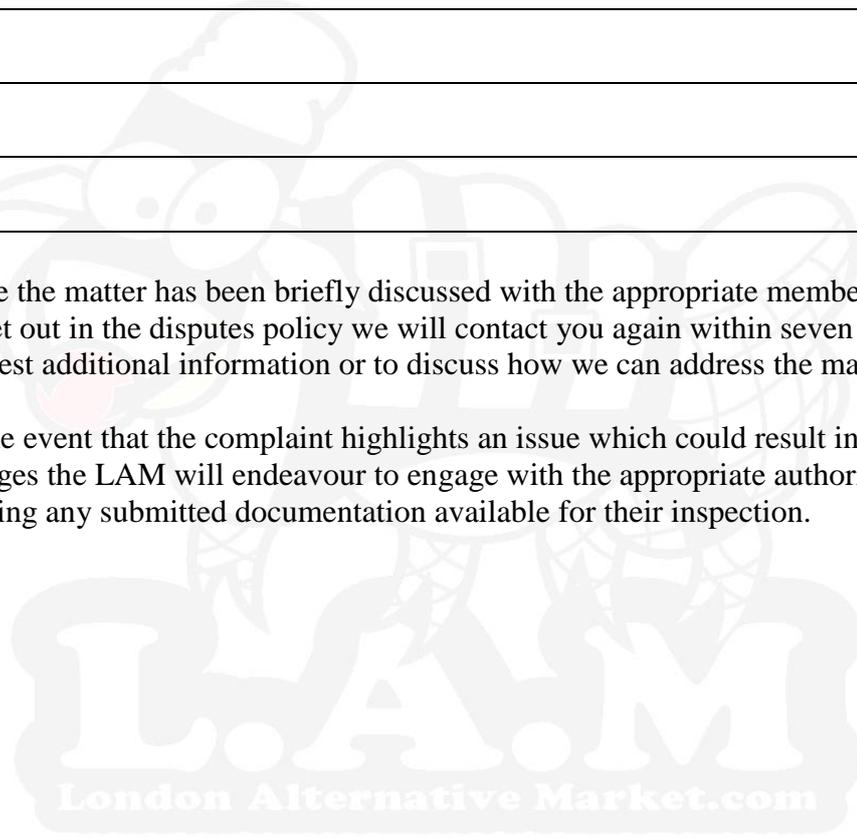
If you have any pre-event issues or concerns that you feel should be brought to our attention we have a safeguarding policy in place. While we clearly have no desire to get involved in picking sides as to who can and can't attend events in the same way that Glastonbury music festival could not ban one group of friends over another. We would rather seek to resolve issues through mediation and if necessary putting an agreed behavioural contract in place between all parties.

In the event that this is not possible we will endeavour to mediate a "scheduled times agreement" to allow access to the event by both parties without a risk of them encountering each other.

Please provide a brief outline of how you would like us to help resolve this issue:

Once the matter has been briefly discussed with the appropriate members of the team as set out in the disputes policy we will contact you again within seven days to either request additional information or to discuss how we can address the matter.

In the event that the complaint highlights an issue which could result in criminal charges the LAM will endeavour to engage with the appropriate authorities including making any submitted documentation available for their inspection.



Agreed behaviour contract

Party 1: _____

Party 2: _____

Party 3: _____

Party 4: _____

All parties agree to be mindful of the following issues when they attend LAM and will endeavour to ensure that their personal conduct does not impede the enjoyment of the event for others.

Should any issue arise they all agree to immediately mediate any disputes with a senior crew member and to abide by their decision on the day. In the event that any or all parties are not capable of reaching an amicable resolution on the day all parties will be asked to leave and addressing the matter will be taken up through the post event complaints procedures.

In particular, we are mindful of the request not to bring ongoing historical issues into the event as we would hope that any event they relate to will have already addressed them through their dispute or complaints procedures.

Specific requests are:

_____ Continue if needed

Signed:

Party 1

Party 2

Party 3

Party 4

Actioned on behalf of LAM: _____

Record number: _____

Scheduled times agreement

Party 1: _____

Party 2: _____

Party 3: _____

Party 4: _____

For whatever reason the above parties have not been able to reach and amicable agreement in how they attend LAM events.

We have therefore felt it necessary to draw up the following schedule of attendance to ensure that all parties maintain a fair and equal access to the event. This agreement will be available for inspection / verification by the listened parties at the front desk should confirmation be required.

Failure to adhere to this agreement may result in a ban from LAM until all parties agree in writing that this agreement is no longer valid.

Schedule for attending

Party 1: _____

Party 2: _____

Party 3: _____

Party 4: _____

Signed:

Party 1

Party 2

Party 3

Party 4

Actioned on behalf of LAM:

Record number:

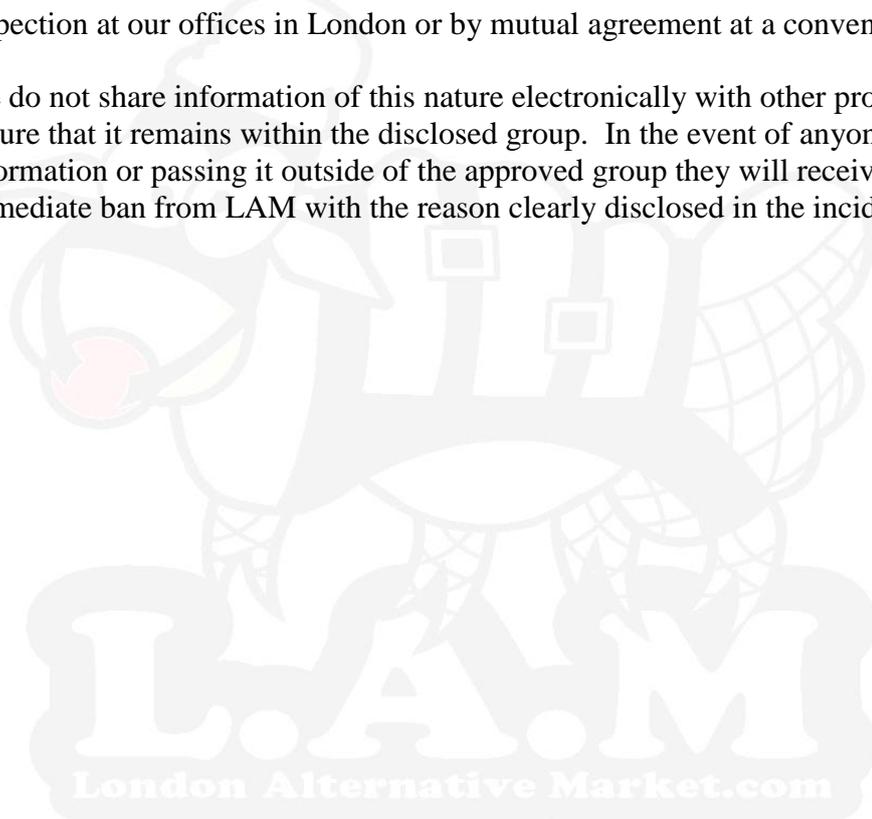
Policy on sharing information with other promoters

LAM has an open communication policy for any issues that result in someone being banned from the event as a result of an incident during the event, this is facilitated through access to the “log of incidents” contained within this manual.

While we appreciate that this will never apply to the vast majority of our guests and visitors we feel it is only responsible to make records of issues available if requested so that facts can be taken into consideration and decisions are not based on rumours and where possible reflect the full picture of what happened.

In the event that they want access to our records we will redact any contact information and will make the full records and documentation available for visual inspection at our offices in London or by mutual agreement at a convenient location.

We do not share information of this nature electronically with other promoters to ensure that it remains within the disclosed group. In the event of anyone abusing this information or passing it outside of the approved group they will receive an immediate ban from LAM with the reason clearly disclosed in the incident log.



Procedure for promoters or organisations requesting information or updates on issues

Name: _____

Email: _____

Telephone: _____

Website: _____

Please provide a brief description how you wish to use such information or who you wish to see disclosures about and why:

Referee 1

Name: _____

Email: _____

Telephone: _____

Referee 2

Name: _____

Email: _____

Telephone: _____

By signing below, you confirm that you agree to only use shared information to ensure the safe guarding of those attending events:

Print name

Signed

All applications will be processed within fourteen working days and will be confirmed in writing.

Open request for changes policy

Part of developing best practice is having the ability to continually seek to improve and develop as the community does.

In order to facilitate this, we have created the “change request form” which can be used to submit requests for changes to this document. Once received they will be reviewed and integrated if appropriate as soon as is feasible.

Please email and forms to:

info@LondonAlternativeMarket.com

We aim to acknowledge your submissions and action and changes as quickly as possible.

