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The Thorold Museum and Cultural center is a community place. Respectful sharing of the space makes it a great experience for everyone. The Thorold Museum board requests your cooperation in assisting us to provide a pleasant atmosphere.

At The Thorold Museum, everyone's conduct will be:

- Respectful of all patrons, visitors, staff and volunteers
- Careful and considerate of museum property
- Law-abiding
- Responsible
- Attentive in concern to emergencies, fire drills and fires.

Museum staff make every effort to apply these rules in a fair, dignified, consistent and positive manner for the benefit of all

The following will not be tolerated at any time

1. Violent threatening, abuse, discriminatory, derogatory or harassing language or conduct of any kind
2. Disruptive or intrusive behavior
3. Entering designated staff areas unless accompanied by museum staff or designated volunteers
4. Smoking, including but not limited to; cannabis, vaping inside museum facilities and/or on museum property (Regional Municipality of Niagara Bylaw number 112-2023)

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5. Consumption of alcoholic beverages, or bringing alcohol onto museum premises
6. Be in a state of intoxication that causes public disturbances or safety concerns
7. Damage, misuse, or theft of museum materials, equipment and property
8. Soliciting or conducting personal business on museum property is not allowed. Non-Profit educational tutorials/lectures may be held with the permission of the museum administrator, permission will be granted only upon availability of space and relevancy of material
9. Interfering with the designated use of computers and networks¹
10. Improper dress including bare feet, no shirt, offensive or lewd graphics, or words
11. Leaving children unattended on museum property at any time. Children are defined as people aged 12-years and under. Parents or guardians are required to be on museum premises at all times while supervising children
12. Engage in any activity that violates federal, provincial, local or other applicable laws or museum policy
13. Leaving belongings unattended. The museum is not responsible for lost or stolen items

The Thorold Museum staff and authorized volunteers of The Thorold Museum may inspect a patron's bag, purse, pocket or other containers.

¹ Designated use as decided by the Museum Board of Directors may be subject to change without notice but will always follow appropriate guidelines for internet use. See appendix for appropriate guidelines for internet use.

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By entering The Thorold Museum premises, individuals submit to voluntary search of their person.

Thorold Museum staff and authorized volunteers are authorized to bring to an individual's attention any act or omission that violated these rules. The individual will be asked to change the problem behavior to conform to the rules.

If such change is not evident or forthcoming, that individual may be asked to leave museum property. Failure to leave if asked may result in the police being called.

In addition, any person violating any of the above rules or any behavior that does not support a safe and welcoming environment may result in cost-recovery charges, suspension of membership and expulsion from the library and its premises on the basis of the Ontario Trespass to Property Act and/or prosecution

Appeal Process

An appeal may be submitted by email only once during the suspension term to info@thoroldmuseum.ca.

Application for re-instatement of museum privileges will be decided by The Thorold Museum Board of Directors and their verdict is considered final.

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