

# Code of Conduct

Whilst the majority of passengers on the Hastings DEMU behave responsibly, our continued permission to operate services on the main line — and the smooth running of the day — depends on everyone abiding by a few simple rules which exist to ensure that we all have a safe and pleasant trip.

1. **Danger of Death — You must not lean out of the windows**, either when the train is moving or at any time where doing so could be dangerous or bring Hastings Diesels Limited into disrepute.

For these purposes if any part of your body (or anything you are holding) is projecting outside the train this will be counted as leaning.

2. Please don't shout from the windows, especially in a way that may upset passengers or onlookers.
3. Avoid acting in any way that may cause justified annoyance to your fellow passengers.
4. Do not loiter in any vestibule area. Unless going to or returning from the Buffet or Toilet, you should remain in your allocated seat.
5. Standard Class ticket-holders should not enter the First/Club Class section of the train.
6. Passengers should not alight from the train other than at designated station stops.
7. Smoking and vaping are not permitted anywhere on the train.
8. E-scooters may not be brought onto the train under any circumstances.

The Manager on duty has absolute discretion to require a passenger to leave the train at any station, if in their opinion that passenger has been guilty of a serious breach of any of these rules. Alternatively or additionally, any such individual may be barred indefinitely from travelling on our train. Please note that tickets are sold subject to these conditions.

*Our paths on the national network are critical, as we have to pay a financial penalty if we cause subsequent delays to other services. We will not be able to wait for anyone who is late back to the train at any point.*