

# OWO GUEST Code of Conduct

***While we love to entertain our guests from all over the world, there are some rules that must be followed to ensure the safety and security of all***

- 1- No bicycles, scooters, tricycles, skate boards, roller/in-line skates or shoes with wheels (wheelies) are permitted with-in the Observatory or West Plaza
- 2- Bags, packages, luggage must be with-in the following dimensions for admission – no more than 25” high x no more than 17” wide and no more than 9” deep – OWO has no lockers or storage facilities
- 3- No horseplay, running or climbing is permitted in the Observatory or West Plaza
- 4- Fighting, provoking a fight or engaging in disorderly or boisterous conduct is prohibited
- 5- Offensive, abusive or threatening language or behavior is prohibited
- 6- Firearms or any other type of weapon (knives, box cutters, nun-chucks, mace, pepper spray, stun guns or tasers, laser pointers or any other potential weapon determined at the discretion of OWO Staff) is not permitted anywhere in the Observatory or West Plaza – fireworks are not permitted
- 7- Guests are required to wear proper attire – shirts and shoes must be worn at all times
- 8- Displays of profane, obscene or injurious language, texts or graphics for public view is prohibited. Guests displaying such language on clothing will be asked to either change the garment or otherwise cover the offensive image/language
- 9- No guest is allowed to create any activity that could be described as a performance, a show or a happening, make a declaration or speech, create a media event or photo opportunity, give organized speaking tours of the Observatory without prior approval from the One World Observatory management
- 10- Indecent exposure, sexual acts or behavior are prohibited
- 11- Guests may take pictures or video with a hand-held camera or recording device for personal use only
- 12- Professional photographic equipment, video cameras, recording devices, tripods, lights and other such equipment are not permitted without prior approval from the One World Observatory management. For permission to use such equipment, the One World Observatory Marketing Department must be notified in advance – allow at least 4 weeks for an approval
- 13- No smoking – smoking is not permitted anywhere with-in the Observatory or West Plaza by law
- 14- Food or beverage must be consumed in designated areas only – outside food, beverages or alcohol are not permitted
- 15- No open fires or personal grills are permitted in the West Plaza
- 16- The use of illegal or illicit drugs is strictly prohibited anywhere with-in the Observatory or West Plaza

- 17-No vandalism – it is illegal to deface, damage, mutilate or destroy One World Observatory property, exhibits or equipment including altering or tampering with computers or software. Handling exhibits or equipment without the presence and/or permission of the proper Observatory staff person is prohibited
- 18-No trespassing – guests must remain out of all areas of the Observatory that are designated as being off-limits to the general public
- 19-No loitering. Vending, begging, gambling, selling, soliciting, campaigning or handing out information of any kind or petitioning with-in the Observatory or West Plaza is prohibited
- 20-Disability assistance equipment such as wheelchairs, walkers, canes and electric scooters are permitted, however, upright or “Segway” scooters are not permitted in the Observatory or West Plaza areas
- 21-Children are not to be left unattended (children as defined are anyone 16 years of age or younger). Unattended children are not permitted in the Observatory or West Plaza. For youth/student groups, at least one chaperone is required for every 10 children.
- 22-Pet Access Policy: concerns the access of privately owned animals (pets) to the One World Observatory complex including the West Plaza, the policy is as follows:
  - a) No animals will be permitted into or on the property of the One World Observatory or West Plaza. This policy is in effect at all times including when the facilities are not open to the public. Exceptions are as follows: Certified Service Animals and animals in training for certification will be permitted to assist guests with disabilities. Service dogs or service dogs in training must be 12 months or older. Animals under 12 months of age will not be permitted. Police or other certified assistance animals will be permitted when accompanied by a qualified handler on official business

***Guests failing to adhere to these conditions could be subject to their removal from the One World Observatory and/or West Plaza without a reimbursement of the cost of admission. A “terms and conditions” statement is contained on the back of each guest’s ticket. The Observatory reserves the right to further restrict the terms and conditions upon a member of the public who is considered a threat to the safety of our exhibits, equipment or property. The Observatory retains the right to alter, delete or add further restrictions at our discretion at any time.***