

Guest Code of Conduct

We expect all Polo Bar guests to treat our staff with respect and kindness. As an organization, we are committed to maintaining a safe, secure, and inclusive working environment. To help maintain that positive work environment, we kindly ask our guests to follow our Code of Conduct.

1. Respect the Staff

Our employees work hard to make your dining experience enjoyable. Please be respectful and courteous to all team members, including hosts, servers, kitchen staff, and management.

2. Patience Is Appreciated

We strive to provide prompt service, but during busy times, there may be a short wait. Please be patient with our team as they work diligently to serve all guests.

3. Use Polite Language

Kindly refrain from using offensive, inappropriate, or aggressive language. We ask that all interactions with staff and other guests remain polite and respectful.

4. Communicate Needs Clearly

If you have any specific needs or concerns, please communicate them respectfully with your server. We are happy to accommodate special requests when possible, but we appreciate your understanding if we cannot fulfill every request.

5. Treat Everyone Equally

All guests and employees deserve to be treated with dignity and respect. Discrimination or harassment of any kind will not be tolerated.

6. Feedback Is Welcome

If you have any feedback on your experience, we encourage you to share it with management in a constructive manner. We are always looking to improve and appreciate your input.

7. Respect Personal Space

Please be mindful of physical distancing and respect the personal space of other diners and staff members.

8. Be Understanding in Unusual Circumstances

Occasionally, unexpected issues may arise. Whether it's a delay, a mistake with your order, or another challenge, we ask for your understanding and patience. Our team will do everything possible to address and resolve any issues quickly.

9. No Tolerance for Aggressive Behavior

Any form of aggressive, abusive, or violent behavior toward staff or other guests will result in immediate removal from the premises and, if necessary, temporary or permanent ban on future dining.

Thank you for helping us maintain a friendly and respectful atmosphere. We look forward to serving you!