

## **Customer Harassment Policy**

At The Court Group, our mission is to provide all guests with a comfortable and peaceful stay. We are committed to delivering sincere and thoughtful service through the dedicated efforts of our staff.

To maintain consistent service quality, we also believe it is essential to ensure a safe and respectful working environment for all employees.

We hereby establish the following policy on customer harassment and will strive to maintain a healthy and respectful relationship between our guests and staff.

### **1. Definition of Customer Harassment**

The following behaviors may be considered customer harassment and could result in a limitation or denial of service:

- Intimidating, aggressive, or abusive language and behavior
- Excessive or prolonged complaints, verbal abuse, or coercive demands
- Unreasonable requests beyond the scope of our services
- Demands for excessive apologies or unjust compensation
- Discriminatory remarks, insults, or invasions of privacy toward staff
- Sexual harassment, physical contact, or inappropriate comments
- Defamation or dissemination of false information on social media or other platforms
- Any other behavior deemed unreasonable by socially accepted standards

### **2. Our Response**

If any of the above behaviors are observed, we may take the following actions:

- Requesting the customer to leave the premises
- Refusing future reservations or services
- Involving legal authorities or professional advisors as needed
- Reporting or requesting content removal to platform administrators and considering legal action

### **3. Protection and Support for Employees**

We are committed to creating a safe and respectful workplace.

In the event of harassment, we will act promptly through our internal reporting system and provide appropriate medical, psychological, or preventive support as needed.

### **4. Request to Our Guests**

The Court Group values trust and mutual respect with all of our guests.

We kindly ask for your understanding and cooperation in maintaining a pleasant and welcoming environment for everyone.

Effective: April 2025