

### Customer Code of Conduct

Woodbine Entertainment Group (“WEG”) is committed to providing a safe, comfortable and enjoyable experience for our fans and guests at Woodbine and Woodbine, Mohawk Park (the “Venues”), and WEG is committed to providing courteous and professional service. Everyone should expect and help to promote an environment where people are treated in a courteous, professional, considerate and respectful manner by all guests, staff and horsepeople. Accordingly, WEG will not tolerate unsafe, abusive, unlawful or offensive conduct in our Venues. This conduct includes, without limitation:

- Smoking (including, cannabis, e-cigarettes or vaporizers) except in specifically designated areas;
- Violence, fighting, threatening, taunting, physical or verbal harassment;
- Making abusive, sexist, racist, offensive or obscene remarks or gestures;
- Disruptive, harmful or disorderly behaviour;
- Any disruption of a race or event by a guest’s actions;
- Throwing objects of any kind or entering the track, walking ring or other horse area;
- Intoxication or any signs of impairment related to alcohol or drug consumption;
- Possession of alcohol by a minor or providing alcohol to a minor;
- Possession of alcohol not purchased inside the Venue;
- Engaging in any commercial activity not authorized by WEG;
- Failure to comply with requests from staff, including those related to Venue policies, operations or emergency response procedures; or
- Any act which, in the opinion of Venue officials, presents a risk to the safety of guests, horsepeople or staff.

Failure to abide by this Code of Conduct is subject to sanctions at the discretion of WEG, which may include ejection, suspension of entry privileges, arrest, and/or banishment from any or all WEG facilities.

Woodbine Club members are reminded that they are responsible for the behaviour of their guests and that failure to abide by this Code of Conduct by Woodbine Club members, or by their guests, may result in loss of privileges.

All guests are reminded that bottles, coolers and containers of any kind are not allowed into the Venues and may be confiscated. WEG reserves the right to limit the size of bags, purses or backpacks permitted within the Venues. Guests are advised to consult the applicable Venue website for specific policies with respect to bags. WEG reserves the right to prohibit the entry of items which may, in WEG’s opinion, interfere with the ability of other guests to enjoy the race or event.

Venue staff have been trained to intervene when necessary to help ensure a safe and comfortable environment. Guests are encouraged to report any violations of this Code of Conduct or any inappropriate behaviour to the nearest security guard or guest services staff member.

WEG thanks you for adhering to this Code of Conduct and for making each event special and memorable for you and your fellow guests.

We reserve the right to amend this Customer Code of Conduct Policy at any time.

**Contact Us**

If you have any questions, concerns or complaints regarding the customer code of conduct, you may contact us at the address listed below.

Customer Service Department  
Woodbine Entertainment Group  
P.O. Box 156, 555 Rexdale Blvd.  
Toronto, Ontario M9W 5L2

[csd@woodbine.com](mailto:csd@woodbine.com)