

BANNED ACTIVITIES & CUSTOMER CONDUCT AGREEMENT

Safety and property-protection rules for customers, visitors, and guests

Customer / visitor	_____
Phone / email	_____
Vehicle / repair order	_____
Date	_____

The shop contains moving vehicles, lifts, tools, electrical equipment, chemicals, fuels, paint products, compressed gases, hot surfaces, and other hazards. These rules apply to customers, visitors, guests, children, vendors, and anyone entering through them.

1. Restricted Access and Vehicle Activity

- Entering any bay, lift area, paint booth, prep room, tool area, storage area, office, or employee-only area without permission and an escort.
- Touching, moving, starting, driving, lifting, lowering, testing, repairing, or entering a vehicle without authorization.
- Operating or handling lifts, jacks, tools, machinery, chargers, diagnostic equipment, shop controls, keys, parts, or customer property.
- Standing or walking under a raised vehicle, crossing barriers, blocking doors or fire lanes, or remaining in a vehicle while it is lifted.
- Performing personal repairs, detailing, dismantling, selling, soliciting, or conducting another business on the premises without a signed agreement.

2. Fire, Chemical, and Environmental Prohibitions

- Smoking, vaping, open flames, fireworks, candles, or any unapproved ignition source anywhere prohibited by signs or staff.
- Bringing, opening, mixing, spraying, pouring, transferring, or disposing of fuel, oil, coolant, refrigerant, paint, solvent, chemicals, batteries, tires, waste, or compressed gas without written approval.
- Welding, cutting, grinding, painting, fuel transfer, battery charging, or other hot or hazardous work without authorization and required controls.
- Pouring any liquid or waste into sinks, toilets, floor drains, storm drains, soil, trash, or outdoor areas.

3. Conduct and Security Prohibitions

- Threats, violence, fighting, intimidation, harassment, discriminatory conduct, stalking, horseplay, or disruptive arguments.
- Possessing an unlawful weapon or using any lawful item in a threatening or unsafe manner.
- Theft, fraud, vandalism, tampering with cameras or alarms, copying keys or credentials, or entering after hours without authorization.
- Using, possessing, distributing, or being impaired by illegal drugs; consuming alcohol or being impaired on the premises.
- Recording or photographing other customers, workers, documents, screens, keys, license plates, vehicles, security systems, or restricted areas without permission.
- Sleeping, living, gambling, parties, loud music, excessive noise, offensive displays, or conduct that interferes with shop operations.

4. Visitors, Children, Animals, and Personal Property

- Leaving a child or dependent person unattended. Minors may not enter operational work areas unless specifically authorized and supervised.
- Bringing an animal into a restricted work area. Service animals are permitted in customer areas as required by law, subject to reasonable safety controls.
- Leaving valuables, cash, firearms, keys, medication, electronics, or other unsecured property in a vehicle or customer area.
- Leaving a vehicle, trailer, parts, tires, tools, packages, or other property after the authorized pickup or storage deadline.
- Allowing a guest to violate these rules. The customer is responsible for informing and supervising accompanying guests.

5. Customer Safety Instructions

- Remain in designated customer areas unless a staff member authorizes and escorts you elsewhere.
- Follow signs, barriers, evacuation instructions, parking directions, PPE requirements, and staff safety instructions immediately.
- Report spills, smoke, fire, injury, threats, vehicle movement, damaged equipment, or unsafe conditions immediately; call 911 for an emergency.
- Do not retrieve property from a vehicle in a work area until staff confirms that it is safe.

6. Consequences of Violation

The shop may stop work, deny or revoke access, require a person to leave, contact the vehicle owner, suspend or terminate service or membership, tow or secure a vehicle when legally permitted, preserve recordings and evidence, contact law enforcement or emergency services, and seek payment for damage, cleanup, storage, towing, or other losses. Serious or repeated violations may result in a written ban from the property. Nothing in this agreement limits emergency action or rights that cannot legally be waived.

Immediate removal	☐ Required for any serious safety threat ☐ Other procedure: _____
Written warning contact	Name/title _____ Phone/email _____
Banned-person notice	Effective _____ Duration _____ Conditions for review _____

7. Acknowledgment

I have read and received these rules. I agree to follow them and to ensure that my guests follow them. I understand that permission to enter customer areas does not grant permission to enter work or restricted areas. I understand the possible consequences of a violation.

CUSTOMER / AUTHORIZED PERSON	SHOP REPRESENTATIVE
Signature: _____	Signature: _____
Printed name: _____	Printed name/title: _____
Date/time: _____	Date/time: _____

Shop Use - Violation Record

Violation date / time	_____
Rule / conduct	_____
Action taken	☐ Warning ☐ Removed ☐ Service stopped ☐ Ban ☐ Police/EMS ☐ Other
Staff / witnesses	_____
Related report	Incident Report No. _____ Camera file _____