



CODE OF CONDUCT



1. Purpose and Scope

Social Hub Lund is a community-driven initiative based in Lund, dedicated to bringing people together across cultures, languages, professions, and life experiences. The association's mission is to foster social inclusion and cultural exchange by creating welcoming spaces where people from diverse backgrounds may find belonging, establish meaningful connections, and grow collectively.

This Code of Conduct establishes the standards of behaviour expected of all members and participants. It serves to protect the integrity of the community, ensure the safety and well-being of all those involved, and uphold the values upon which Social Hub Lund is founded.

2. Non-Discrimination and Anti-Harassment Policy

Social Hub Lund is committed to providing a safe, inclusive, and respectful environment for all members, participants, and volunteers. Discrimination, harassment, offensive behaviour, racism, xenophobia, and any conduct that endangers the well-being or safety of the community are strictly forbidden.

Such conduct includes, but is not limited to:

- Offensive verbal or written comments, including offensive images, related to sex, gender identity or expression, sexual orientation, disability, physical appearance, age, body size, race, ethnicity, nationality, religious beliefs, socioeconomic status, or any other personal characteristic.
- Deliberate intimidation, threats, or stalking.
- Harassing photography or recording.
- Sustained disruption of talks, events, or activities.
- Inappropriate physical contact or unwelcome sexual attention.
- Microaggressions, exclusionary behaviour, or any other conduct that creates an intimidating, hostile, or degrading environment.

These standards apply to all interactions, whether they occur in person, through the Social Hub WhatsApp Community, or across Social Hub's social media channels.

Consequences: Those found to be in violation of this policy may have their membership revoked without compensation and may be permanently excluded from all Social Hub activities and communication channels.

Reporting: Any person who experiences or witnesses conduct that violates this policy is encouraged to report the incident to a team leader immediately, or to contact the association confidentially via email at social-hub@interkultur.nu. All reports will be handled with care, discretion, and due process by the Social Hub Board.

3. General Rules for Activities

To ensure that all events are conducted in an orderly, safe, and enjoyable manner, participants are required to adhere to the following rules:

1. **Behavioural Standards:** Polite and respectful behaviour toward other participants, the environment, and volunteers is required at all times.
2. **Punctuality:** A schedule is planned for each activity. Participants are expected to arrive on time and to respect the schedule and the instructions provided by the team leader.
3. **Financial Responsibility:** Participants are responsible for their own transportation costs and any incidental expenses associated with an activity or event, where applicable (e.g., entry tickets, meals, or refreshments).
4. **Liability:** Social Hub Lund and the team leaders are not responsible for any injury that may occur during the specified date and time of an event. Those attending are solely responsible for their own safety, their private belongings, and their personal discretion.
5. **Supervision of Minors:** Children are welcome to attend activities only if accompanied by a parent or legal guardian.
6. **Pet Attendance Policy:** The presence of pets is permitted solely at outdoor activities, subject to the prior authorisation of the team leader, which must be explicitly requested while signing up for the activity. When present, pets must remain under the constant supervision of their owner and must be kept on a leash at all times.
7. **Consent for Visual Documentation:** Photographs and videos may be taken during activities for the purpose of promoting Social Hub Lund on its social media and communication channels. Any participant who does not wish to be photographed or filmed is requested to inform the team leaders before the start of the session. In such cases, reasonable efforts will be made to avoid capturing that person's image.

8. **WhatsApp Community Guidelines:** Most activities are organised through the Social Hub WhatsApp Community, where reminders, updates, last-minute changes are shared, and spontaneous meetups are organised. Each group within the community has a short description and specific rules, which members are required to read and follow. Any member who posts off-topic content or disrespects the group rules will be informed that such behaviour is not permitted. Repeated infractions will lead to exclusion from the WhatsApp Community.

4. Attendance and Cancellation Policy

For activities that require registration, as well as for spontaneous meetups organised by members where a booking is required (e.g., restaurant reservations or events with advance booking), clear attendance and cancellation rules apply.

- **Cancellation:** Those who are unable to attend are required to notify Social Hub via email at social-hub@interkultur.nu as soon as possible.
- **Notice Period:** Cancellations must be communicated at least 24 hours in advance.
- **No-Shows and Late Cancellations:** Although it is acknowledged that unforeseen circumstances may arise, repeated no-shows or last-minute cancellations are detrimental to the community. Such behaviour prevents other members from attending and places an additional burden on volunteers who organise activities based on participant numbers.

Consequences: Those who fail to attend registered activities or cancel with insufficient notice will receive a formal warning upon the first infraction. A second infraction will result in a final warning. Upon a third infraction, the member's ability to register for activities that require sign-ups will be temporarily suspended for a period of two months. Participation in drop-in activities remains open during this period.

5. Membership and Community Contribution

Membership in Social Hub Lund is governed by the statutes and guidelines established by Interkultur i Lund, of which Social Hub is an integral part. As a section of Interkultur, Social Hub respects and adheres to the shared principles and regulations that ensure consistency across the organisation.

Eligibility and Access:

- Social Hub activities, events, and access to the WhatsApp Community are open exclusively to members of Social Hub / Interkultur i Lund.
- Non-members are welcome to participate in one activity on a trial basis, to allow them to experience the community before deciding to become members.

Registration and Contribution:

- The Social Hub membership may be obtained by completing a membership form, with Social Hub indicated as the primary section, and by making a community contribution of 100 SEK.
- This contribution is not a payment for services rendered. It is a symbolic gesture of belonging—a tangible expression of commitment to the community—and is used to cover basic operational expenses.

Validity Period:

- Memberships registered from January to August are valid until December of the current calendar year.
- Memberships registered from October to December are valid until December of the following calendar year.
- September is designated as an open house period, during which non-members are welcome to freely join all activities.

Refunds:

- The community contribution constitutes an act of support for the association and its activities. Consequently, no refunds shall be issued under any circumstances.

Exemptions:

- Unemployed members and interns who contribute regularly and substantially to the community as volunteers, and who do not possess a basic source of income, may be granted an exemption from the community contribution. Such exemptions are subject to review and approval by the Social Hub Board.

6. Tacit Consent and Agreement

This Code of Conduct is made available to all members of Social Hub Lund. By becoming a member and participating in the community's activities, members are deemed to have given their tacit consent to the rules and policies set forth herein.