



## ENO Community Guidelines

We believe opera is for everyone – and that includes our online spaces. Whether you're commenting on a social media post, attending an online event, or contacting us by email, we ask that you help us maintain a welcoming, respectful and inclusive environment.

To support open and meaningful dialogue, we ask that you:

- **Respect others:** Celebrate different perspectives and be considerate in your tone and language.
- **Stick to the topic:** Keep your comments relevant to the content you're engaging with.
- **Share constructively:** Thoughtful feedback and discussion are encouraged – disruption and self-promotion are not.
- **Be inclusive:** Everyone should feel safe to participate. Discrimination or intimidation of any kind has no place here.

We want to avoid moderation wherever possible, but to protect the integrity of our online spaces, we will remove or block any content (or user) that includes:

- Harassment, bullying or personal attacks
- Hate speech or discriminatory remarks (including but not limited to racism, sexism, homophobia, transphobia, ableism)
- Explicit, offensive, or violent material
- Trolling, baiting, or spam-like behaviour
- Unsolicited commercial content or promotions
- Impersonation of individuals or organisations
- Attempts to collect or misuse personal data
- Threats, incitement or encouragement of illegal activity

While we aim to resolve issues through moderation and communication, there are some situations where ENO may need to escalate an incident to the police. This includes:

- Threats of violence or physical harm
- Harassment or stalking
- Suspected grooming, exploitation, or harm to children or vulnerable people
- The sharing of illegal or abusive content

- Impersonation or fraud

In cases where safety or legal concerns are involved, ENO may need to securely keep a record of harmful or inappropriate content. This may include screenshots of posts, comments, or messages.