

Social Media Code of Conduct

We welcome conversations on our social media platforms and encourage followers to interact with each other and engage in our online community.

Our Code of Conduct is a set of house rules to ensure our digital audiences have a positive experience when interacting with Royal Ballet and Opera social media channels.

All viewpoints are welcome, but please be constructive and polite in your responses. Do ask questions, share opinions and add information. All comments go through moderation to keep our platforms inclusive and safe, bearing in mind our duty of care to audiences, staff and artists.

The views expressed by our fans and followers are their own and may not represent the views of the Royal Ballet and Opera, The Royal Ballet or The Royal Opera.

To ensure that everyone has a positive experience on our channels, we have a few house rules:

Protect privacy

Avoid posting any personal information. Any posts that include an email address, phone number, address or other personal information will be removed.

Be respectful

Please avoid posting any hateful, defamatory, obscene, discriminatory or harassing comments, images or videos, or anything that could be deemed offensive to others. Such comments and posts will be removed and will most likely result in you being banned or blocked.

Don't advertise or self-promote

Avoid making posts or comments that serve as advertisements for yourself or others. We will remove any links, images, messages and so on that advertise or promote the goods or services of individuals, businesses or causes and such postings will most likely result in you being banned or blocked.

Don't infringe intellectual property

Avoid posting anything that is not your original creative content or that you do not have a lawful right to post. Infringed branded logos, graphics, copyrighted text, images or videos that come to our attention will be removed, and you risk being banned or blocked.

Know what to expect

We aim to monitor our main social media platforms 365 days a year. Our core office hours are between 10.00 and 18.00 GMT, Monday to Friday, excluding UK national holidays. We aim to respond to all enquiries as quickly as possible, but please note that some enquiries can take longer to resolve.

We reserve the right to moderate and/or remove comments that are in breach of our code of conduct. We will also report, delete and block activity where necessary.