

Elysian Blue – Safety & Conduct Guidelines

Last updated: 23 November 2025

These Safety & Conduct Guidelines exist to help everyone using Elysian Blue feel respected, safe, and supported. They apply to all Clients and Providers using the platform.

Our community works best when we treat each other with kindness, clarity and care — and when everyone knows what to expect.

1. Our Commitment to Safety

Elysian Blue is built around **respect, consent, and clear communication**.

We are committed to:

- Providing a safe digital space
- Helping users make informed choices
- Supporting Providers and Clients to engage respectfully
- Acting fairly if safety concerns arise
- Responding to reports where appropriate

Safety is a shared responsibility — and these guidelines help protect everyone.

2. Respectful Behaviour (Required)

All users must behave respectfully toward each other at all times, including:

- Polite and clear communication
- No harassment, intimidation, manipulation, or pressure
- No degrading, abusive, or discriminatory behaviour
- No threats or unsafe language
- No coercion around pricing, services, or boundaries

We may take action, including suspension, against anyone who breaches these expectations.

3. Consent & Boundaries

Consent must be:

- **Clear**
- **Voluntary**
- **Ongoing**
- **Reversible** at any time

If someone withdraws consent or feels uncomfortable:

- The session must pause immediately
- The Provider may decline or stop the session
- The Client may redirect or end the session respectfully

No one is ever required to continue if they feel unsafe or unsure.

4. Out-Call Only Rule

For safety and compliance reasons:

- All in-person sessions are **out-call only**
- Providers do not host Clients in their private homes/workspaces
- Clients must provide a safe, appropriate session location

Virtual sessions are allowed and follow the same conduct expectations.

5. Mutual Confirmation (Check-In)

At the start of each in-person session, both the Client and Provider must complete:

- QR code scan, or
- PIN confirmation, or
- Another approved method

This:

- Confirms identity
- Confirms consent to proceed
- Triggers secure payment release when completed

If Mutual Confirmation is refused or cannot be completed, the session should **not** continue.

6. Location Safety Requirements

Clients must provide a location that is:

- Safe
- Lawful
- Clean and appropriate
- Free from unexpected people
- Not significantly different from what was communicated

Providers may leave immediately if the environment is unsafe.

Clients may not receive a refund in these cases (see Refund Policy).

7. Prohibited Actions

For everyone's safety, the following are not allowed:

- Off-platform payments
- Off-platform communication for arranging bookings
- Sharing personal contact details before confirmation
- Violence, threats, harassment or stalking
- Filming or recording someone without their clear consent
- Bringing additional people to the session without agreement
- Possession or use of illegal substances
- Any unlawful activity

Any breach may result in immediate removal from the platform.

8. Alcohol & Substances

To maintain safety:

- Providers may decline or leave if the Client appears intoxicated
- Sessions should not proceed if either party is heavily under the influence

- Providers must not attend a booking while impaired

Safety first, always.

9. Reporting Safety Concerns

Clients and Providers may report safety concerns through:

- The in-app reporting tools
- Email: support@elysianblue.com.au

Reports are reviewed with care and discretion.

We may request more information where needed.

10. How We Manage Safety Reports

When we receive a safety concern:

- We gather available information
- We review chat logs and confirmation data
- We assess risks and behaviour
- We may mediate or step in where appropriate
- We may suspend or remove a user if required

We aim to be fair and consistent in all safety decisions.

11. Law Enforcement & Emergency Services

Clients and Providers are responsible for contacting police or emergency services if they believe a situation involves criminal activity, immediate danger, or serious harm. Elysian Blue is **not** an emergency service and cannot respond to urgent safety incidents.

If unlawful behaviour or serious risk is reported to us, we may:

- Suspend or remove the involved accounts
- Cooperate with police or relevant authorities if legally required
- Provide information in line with Australian law and our Privacy Policy

We do **not** intervene directly in emergencies.

Users should call **000** immediately if they feel unsafe or threatened.

12. Our Right to Take Action

Elysian Blue may take action where safety or conduct rules are breached, including:

- Warning
- Temporary suspension
- Permanent removal
- Holding, delaying, or reversing payments
- Limiting platform access

Decisions are made carefully and **are final**, to prevent ongoing back-and-forth or unnecessary conflict.

13. Community Spirit

Our vision is a platform where:

- Clients feel comfortable and supported
- Providers feel valued and safe
- Everyone interacts with kindness and good intentions

A little respect goes a long way.