

# THAT'S ENTERTAINMENT CODE OF CONDUCT

**That's Entertainment prides itself in providing a clean and welcoming event space to all our customers. Our goal is to ensure that every customer can enjoy a safe and family-friendly environment. All customers and staff are expected to conduct themselves in a way that ensures everyone can enjoy themselves as much as possible. Any conduct that makes it difficult for others to enjoy events at That's Entertainment is not allowed.**

- Children 12 or under must have an adult or guardian present in the store at all times. This includes tournaments and long-running events.
- Players, spectators, customers, staff, and property should be treated with the same respect that players would expect for themselves and their property. All event participants should feel welcome regardless of age, race, gender, sexuality, religion, or disability.
- Demeaning comments or actions before, during, or after a game will not be tolerated.
- Attendees and Staff may not use any discriminatory, derogatory, abusive, or foul language. Cursing will be policed especially heavily during events with children present.
- Attendees may not wear obscene, demeaning, disruptive, or overly revealing attire. This also includes imagery or content on any personal or gaming accessories.
- Attendees must maintain a reasonable standard of personal hygiene as not to affect the enjoyment of other attendees. Any attendee emitting a strong odor, be it; body odor; food odor; smoke odor; or other source; may be asked to leave until the issue is rectified.
- Alcoholic beverages, vape pens, and/or tobacco products, are not allowed in the store or event space.
- All players must follow the rules of any game being played. All decisions made by an appointed judge for an event are final.
- Although we encourage trading amongst our players and customers. Any direct selling or buying between attendees is not allowed on the store premises.
- When playing or trading do not take advantage of inexperienced players. While That's Entertainment does not police trades between players, we will not allow one player to exploit another for personal or financial gain.
- Keep the event space and restroom clean. Be courteous to other players and don't; bring food with strong odors; leave trash or a mess in your area, or leave the restroom a mess after use.
- Anyone caught stealing from the store, other attendees, or staff will face disciplinary action. This action may include being expelled from an event, banned from the store, or local authorities being contacted.
- Anyone selling, using, carrying, or under the influence of illegal substances will be asked to leave and possibly banned from That's Entertainment depending on the severity of the offense.
- Attendees are not permitted to bring weapons onto the premises unless they are licensed officers of the law.
- Violence or threats of violence will not be tolerated.

**If you are the subject of, or witness to any violations of this Code of Conduct, please notify staff immediately so that we can take action. Staff action may include a private correction, removing the offender from the event space (temporarily or permanently,) or even a report to local law enforcement or other appropriate authority.**

**That's Entertainment reserves the right to ask anyone to leave at any time. This includes events with paid entry. We also reserve the right, at our sole discretion, to temporarily or permanently ban you from our business should you violate this code of conduct.**