

REAL is committed to a safe and respectful environment in all of REAL's facilities.

## 1. PREFACE

Guest behaviour plays an important role in the enjoyment of other guests; as such, REAL requests that all guests be respectful of others around them. Guests have certain rights and bear certain responsibilities. Guests have the right to freedom of speech, assembly, advocacy, and inquiry but are responsible for complying with the following Code of Conduct Policy.

The policy statements below are not intended to be exhaustive. If issues arise outside of this Policy, they must be addressed according to the general principles in this Policy or through the exercise of sound ethical judgment.

## 2. APPLICATION

2.1. This Policy applies to all guests attending any event in any facility at REAL District.

## 3. DEFINITIONS

"Guest" means any event attendee, sport and recreation participant or spectator, ticket purchaser, exhibitor, tenant, guest and client.

"Venue" Any venue located at REAL District.

## 4. POLICY STATEMENT

4.1. Guests are responsible for exercising their right to personal expression in a manner that is not disruptive or defamatory and are responsible for respecting the rights of others.

4.2. REAL acknowledges that children are often guests. Children must be under the direct supervision of a parent, guardian, or assigned adult and adhere to this Policy.

4.3. REAL and any third-party contracted security personnel have the right to address inappropriate behaviour. Unacceptable behaviour includes but is not limited to:

- Verbal or physical harassment/abuse of any athlete/artist, fellow guest, or personnel;

- Disruption of an event, including but not limited to throwing objects onto a playing surface or performance area, as well as trespassing into restricted areas;
- Behaviour that is dangerous or illegal in nature;
- Intoxication or other signs of alcohol or drug impairment;
- Any attempt to bring outside alcohol into a venue and consume alcohol in an unlicensed area;
- Smoking or attempting to smoke inside a venue or in an undesignated area;
- Obscene, offensive or abusive language or actions;
- Wearing obscene or indecent clothing;
- Use of invalid or stolen ticket(s);
- Interference with security procedures and/or failing to follow instructions of event personnel;

4.4. Guests who violate any of the above provisions will be subject to ejection or refused entry by security personnel without refund and may face the loss of ticket/access privileges for future events and to REAL's facilities.

## 5. INQUIRES

5.1. Please direct all inquiries regarding this Policy to the Guest Experience Department