



ARIZONA ESPORTS ARENA

Student Union Memorial Center, Lower Level
SU-EsportsArena@email.arizona.edu
union.arizona.edu/arizonaesportsarena
(520) 621-1450

Effective 8/3/2021

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[Coming soon]

Definitions:

Arena Staff – Employees and staff of the Arizona Esports Arena

Customers – Refers to any patron or user of the facilities at the Arizona Esports Arena

Arizona Esports Arena – May also be referred to as Esports Arena or just Arena

UAPD – University of Arizona Police Department

SUMC – Student Union Memorial Center. May also be called the Student Union

!EPILEPSY WARNING!

The Esports Arena contains RGB LEDs that will be performing various color changing effects in the arena. These effects may include fast blinking or quick changes of color. They may also include changes in direction of the light

**Rules may be updated and changed throughout the year. The effective date serves as a guide for the rulesets at that time*

1 Code of Conduct

- 1.1 All persons inside the Arizona Esports Arena are expected to follow all University of Arizona and Student Union code of conduct policies regarding ethics, equality, harassment, discrimination, and sexual misconduct
 - 1.1.1 All employees will have completed mandatory trainings as outlined in their new employee orientation for the Student Unions
 - 1.1.2 A complete list of University of Arizona code of conduct policies can be found here: <https://policy.arizona.edu/>
 - 1.1.3 Report all incidents regarding code of conduct promptly to a member of the staff or the manager, you may also fill out a report using the following link: https://arizona-gme-advocate.symplicity.com/public_report/index.php/pid578149?
- 1.2 Gaming can be intense and full of passion. As such, language and profanities should be kept to a PG-13 level
 - 1.2.1 It is at the discretion of staff and management to determine the level of appropriateness of language being used
 - 1.2.1.1 Any intentionally aggressive or harassing language, even if it does not include profanity, may violate the University of Arizona code of conduct. This is especially true if the language is directed towards another customer
 - 1.2.2 Derogatory slurs (racial, ethnic, sexual, etc.) shall never be permitted
- 1.3 All directions given by Arena Staff are expected to be respectfully followed



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- 1.3.1 The Arizona Esports Arena will commonly be utilized for events or varsity teams which may require specific stations or configurations to be arranged
 - 1.3.2 Customer who are asked to move stations will be given a 1-hour notice to move. Failure to abide by a move request from Arena Staff will result in a forced shut down of the station with no eligible refunds for time lost
 - 1.4 Arena Staff will follow a 3 strike system if customers violate any part of this policy
 - 1.4.1 Arena Staff will clearly state at each warning that the 1st strike is the first warning, the 2nd strike is the final warning, and 3rd strike is removal from the Arena for the remainder of the day. If any problems escalate, UAPD may be called.
 - 1.4.1.1 Removal from the Arena disqualifies a customer for a refund for any time lost
 - 1.4.2 Depending on severity of the violation, the 3 strike system may be skipped at the discretion of the Arena Staff
 - 1.4.3 At the removal of a customer, staff or the Arena manager or staff will submit a code of conduct report to the University of Arizona
 - 1.4.4 Continual or consistent violation or abuse of Arena policies may result in a semester, year, or permanent ban at the discretion of staff and management

2 Refunds

- 2.1 There will be NO monetary refunds. All sales are final
- 2.2 At the discretion of the Arizona Esports Arena manager and the Arena Staff, there are instances in which hourly refunds may be provided
 - 2.2.1 Hourly refunds are done by a corresponding # of free hours to the customer's account to the duration of the issue
 - 2.2.2 In the rare instance a monetary refund is required, direct manager approval is needed before the refund can be processed. No monetary refund is guaranteed.
- 2.3 Any violations of these policies by any persons using the Arizona Esports Arena will void any potential refunds
- 2.4 Refunds are **NOT** guaranteed, they are reviewed on a case-by-case basis
- 2.5 Refund examples
 - 2.5.1 Tech related issues that are the responsibility of the Arena
 - 2.5.2 Unforeseen issues outside of the control of the Arena
 - 2.5.3 Evacuations for any reason
 - 2.5.4 Issues outside the standard use of the Arena as outlined in this policy book. Removal for misuse of Arena will not grant a refund (reference Section 5)
 - 2.5.5 Discretion of Arena Staff and the manager





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3 Equipment Check Out

- 3.1 Various gaming equipment is available for check out at the reception desk and from the back room.
 - 3.1.1 Cost of this equipment is already included in the hourly rates charged to customers
 - 3.1.2 To check out equipment, customers must leave the Cat Card or a valid photo ID such as a driver's license with the front desk while they use the equipment
 - 3.1.2.1 IDs shall be placed in a lockable box at the front desk.
 - 3.1.2.2 ID information, equipment ID, and date & time of check in and check out shall be recorded by Arena Staff in our systems
 - 3.1.2.3 IDs can ONLY be returned to the original owner. Do NOT give IDs to friends to check out or return equipment
- 3.2 All damages or intentional misuse of checked out equipment shall be handled as outlined in Section 6

4 Food and Drink

- 4.1 Food shall not be allowed at the individual gaming stations
- 4.2 Drinks will only be allowed in fully sealable cups and must be placed on the left of the desks to avoid accidental contact when using the mouse
- 4.3 Arena Staff may warn customers if the policy is not being followed
 - 4.3.1 In the event that damages occur as a result of a customer not following this policy, a fine may be issued as the discretion of the manager. Refer to Section 6.3.1 for details that will be obtained

5 Usage and Facility Restrictions

- 5.1 Customers can pay by the hour to use the gaming systems as they wish. Customers may purchase more than they intend to use in a single day or session with a maximum of **10 hours** banked at a time
 - 5.1.1 Time will start as soon as the customer logs into their account at whatever station they choose
 - 5.1.2 In the event a customer logs out of their account before using all their available time, the remaining time will be available for them to use at a later time
- 5.2 General use of the gaming stations is not assigned. Stations are available on a first come first serve basis
 - 5.2.1 Events or varsity team use may restrict availability of some stations



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- 5.2.1.1 The Arizona Esports Arena has a limited number of GTX 3070 stations available. Events and varsity teams will have priority use of these stations and you may be asked to move
 - 5.2.2 Reserving stations for friends is prohibited
 - 5.2.3 Groups of 2+ people should never leave a 1-station gap between other people
 - 5.2.3.1 This will allow space for other groups to sit together. Where possible, groups should attempt to have no space or 2 or more stations between them and other customers
 - 5.3 At peak times, the Arizona Esports Arena may hit 100% capacity. If this occurs, users that have been gaming the longest will be given a 1 hour notice leave as needed by staff
 - 5.3.1 If this occurs, the users are expected to take a 2 hour break from re-entering the arena
 - 5.4 The university will own several accounts with licenses to various games. Customers may choose to play on their own accounts or one of the university accounts
 - 5.4.1 Games available at the Arena may have an ESRB rating of “M” indicating the appropriate age as 17+
 - 5.4.2 Any customer under the age of 18 must also have a parent, guardian, or chaperone signature included on the User Agreement Form
 - 5.4.3 Cheating or any actions that result in a banned university account will be investigated by the Esports Arena. A permanent ban will be placed on the individual who caused the account to be banned
 - 5.4.3.1 Cheating on any system on any account is prohibited
 - 5.5 Customers unplugging or tampering with computers, consoles, lighting, networking, cabling, or any part of the gaming stations not intended for typical use is strictly prohibited
 - 5.5.1 Customers are encouraged to utilize the provided outlets and USB hubs at each station to power peripherals or accessories
 - 5.6 Attempting to bypass any of the Metactix software will result in immediate removal from the arena with no refunds of any kind available
 - 5.6.1 Attempting to bypass is defined as the intentional actions by a customer whose goal is to break through the Metactix security and bypass the hourly tracking software
 - 5.7 Moving or fixing any gaming stations may only be done by Arena Staff, SU IT teams, or SU maintenance teams
 - 5.7.1 Customers should immediately notify Arena Staff if there are any issues that need attention



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5.7.2 The Arizona Esports Arena provides peripherals that have been tested and function properly with our systems. The Arena is NOT responsible for a customer's use of their own peripherals which may result in paid time being lost to tech issues

5.7.2.1 Refer to Section 2 for what qualifies for hourly or monetary refunds

5.8 Climbing on the pipes, pillars, or supports of the Arena is strictly prohibited

5.8.1 Violators will be asked to immediately leave.

5.9 There will be no smoking or vaping as outlined by the Smoking and Tobacco Policy at <https://policy.arizona.edu/ethics-and-conduct/smoking-and-tobacco-policy>

5.9.1 Any customers violating this policy will be issued an immediate warning and on 2nd offense asked to leave.

5.10 Skateboarding, rollerblading, or hoverboarding is prohibited

6 Damages

6.1 Customers are not liable for any damages that could reasonably be caused by typical daily use of the stations OR damage which is caused unintentionally

6.2 Throwing, breaking, or improper use of equipment is prohibited

6.2.1 Depending on severity of the incident, Arena Staff may ask the parties involved to immediately leave or issue a warning. If there are issues, escalate to your manager or call UAPD

6.2.2 In the event that the misuse of equipment or facility is intentionally violent, UAPD may be called

6.3 Customers found to be intentionally, purposely, or repeatedly breaking or damaging any Arizona Esports Arena property will be liable for replacing that property

6.3.1 In the event this occurs, staff will obtain the name of the customer as well as their ID number (DL # or Cat Card #). Cost of replacement will be determined by the manager

6.3.2 Depending on the severity of the situation, UAPD may be called and reports may be submitted

7 Lost and Found

7.1 Lost and found items, including lost Cat Cards will be kept in the back office for a period of 24 hours. Items will be logged into our systems



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7.2 To recover a lost item, the customer must provide an accurate description of the item with as much information as possible. The item will not be shown to the customer prior to this description

7.2.1 ID will be requested at time of pick up

7.2.2 Inaccurate descriptions provided to staff with result in the inability to recover that item

7.3 All Cat Cards or IDs that are lost will be contacted via UA email if possible at the end of shift. After 24 hours, IDs will be turned into the information desk

7.3.1 Cat Cards will be turned into the Cat Card offices

8 Varsity Teams and Events

8.1 All policies also apply to varsity team members and event groups, they are to be treated just like everyone else

8.1.1 Any events in which the entire Arena is rented out or utilized (i.e a private party), there may be modifications to policies. These modifications will be communicated on a case by case basis

8.2 In the event that an event or varsity team requires specific stations or configurations, all effected customers will be given a 1-hour notice to move stations.

8.2.1 Failure to provide a 1-hour notice will result in a refund of 1 hour of time

8.2.2 Even if no notice is given, customers are required to forfeit their stations for pre-planned events or varsity team needs.

8.2.2.1 Customers who refuse to forfeit their stations may have their session forcefully closed at the time of need