



## ARIZONA ESPORTS ARENA

Student Union Memorial Center, Lower Level

SU-EsportsArena@email.arizona.edu

union.arizona.edu/arizonaesportsarena

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## 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 ruleset at that time. All policies are enforced at the discretion of staff.*

## 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.symplcity.com/public\\_report/index.php/pid578149](https://arizona-gme-advocate.symplcity.com/public_report/index.php/pid578149)
- 1.2 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.) will not be tolerated.
- 1.3 All directions given by Arena Staff are expected to be respectfully followed.
  - 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. (Section 9.2)
- 1.4 Arena Staff will follow a 3-strike system if customers violate any part of this policy.

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- 1.4.1 Arena Staff will clearly state at each warning that the 1<sup>st</sup> strike is the first warning, the 2<sup>nd</sup> strike is the final warning, and 3<sup>rd</sup> 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.
  - 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 may 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 time refunds may be provided.
  - 2.2.1 Hourly refunds are done by a corresponding number 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.
- 2.3 Any violations of these policies by any persons using the Arizona Esports Arena will void any potential refunds.
  - 2.3.1 This includes being removed from the Arena for any reason.
- 2.4 Refunds are **NOT** guaranteed, they are reviewed on a case-by-case basis.
- 2.5 Time 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 Discretion of Arena Staff and the manager

## 3 Equipment Check Out

- 3.1 Gaming equipment is available for check out at the reception desk.
  - 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 CatCard 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 lockbox at the front desk.
    - 3.1.2.2 ID #, first name, last name, equipment ID, and time of check in and check out will be recorded by Arena Staff in our systems.

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- 3.1.2.3 IDs can ONLY be returned to the original owner. Do NOT give your ID to friends to check out or return equipment.

#### 4 Food and Drink

- 4.1 Food is not allowed at the individual gaming stations.
  - 4.1.1 Snacks are ok to eat while in the lounge areas, but full meals are not allowed.
- 4.2 Drinks will only be allowed in fully sealable cups and must be placed on the left side of the desks to avoid accidental spills when using the mouse.
- 4.3 Arena Staff may warn customers if the policy is not being followed.
  - 4.3.1 If damages occur as a result of a customer not following this policy, a fine may be issued as the discretion of the manager. (Section 7)

#### 5 Usage and Facility Restrictions

- 5.1 Customers pay-per-hour to use the gaming systems. 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 Station use is for gaming. Schoolwork can be done for free at OSCR Labs.
  - 5.1.2 Time will start as soon as the customer logs into their account.
  - 5.1.3 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 later.
  - 5.1.4 Customers who choose to play on the consoles will be charged for 1 full hour at a time. They may still buy the bundles if they create an account with us.
- 5.2 General use of the gaming stations is not assigned. Stations are on a first come first serve basis.
  - 5.2.1 Events or varsity team use may restrict availability of some stations.
    - 5.2.1.1 The Arizona Esports Arena has a limited number of RTX 3070 stations available. Varsity teams will use these stations and customers will be asked to move is seated there. (Section 9.2)
  - 5.2.2 Reserving stations for friends is prohibited, all players must be present.
  - 5.2.3 When the Esports Arena has 10 or more active players, new groups of 2+ people should avoid leaving a 1-station gap between other people. This will allow space for other groups to sit together.
- 5.3 At peak times, the Arizona Esports Arena may hit 100% capacity. If this occurs, a waitlist will be created.
- 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.

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- 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 on any system on any account is prohibited. Violations will be investigated by the Esports Arena. A permanent ban will be placed on the individual who was found to be cheating and fines may be charged.
  - 5.5 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 game management software will result in immediate removal.
    - 5.6.1 Attempting to bypass is defined as the intentional actions by a customer whose goal is to break through the program 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 issues that need attention.
    - 5.7.2 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 Customers are not allowed to bring in their own systems and play games in the lounging areas for free. Due to the pay-per-hour model, all gaming must be done at a station that has been paid for.
    - 5.8.1 Exceptions may include events or special circumstances that are planned in advance.
    - 5.8.2 Refer to Section 6.4 for personal Nintendo Switch use.
  - 5.9 Climbing on the pipes, pillars, or supports of the Arena is strictly prohibited.
    - 5.9.1 Violators will be asked to immediately leave.
  - 5.10 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>
    - 5.10.1 Any customers violating this policy will be issued an immediate warning and on 2<sup>nd</sup> offense asked to leave.
  - 5.11 Skateboarding, rollerblading, or hoverboarding is prohibited.

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## 6 Consoles

- 6.1 Console hours may be purchased without an account with us, but **ONLY** in 1-hour increments.
  - 6.1.1 Console time purchased in this way does not roll over. Once you purchase an hour, if you leave early the time is lost.
- 6.2 Hours are sold per station, i.e., 4 people on 1 Switch is the same hourly rate of 1 person on 1 Switch.
- 6.3 Customers may bring in their own games/peripherals/controllers or check ours out at no additional cost.
  - 6.3.1 Customers may only check out 1 game per station at a time. Games are given out at a first come first serve basis.
- 6.4 For Nintendo Switch, customers may bring in their own Switch and dock with our station. However, the hourly rate still applies.
  - 6.4.1 Any delays caused by doing this will not be time adjusted.
  - 6.4.2 Customers are **NOT** eligible to check out games while docking their own switch.
  - 6.4.3 Customers are responsible for any and all damage caused to our dock stations.
- 6.5 For Xbox and PlayStation, physical copies of our games may have updates. We will extend out your time at the station to cover the updating time for the game.

## 7 Damages

- 7.1 Customers are not liable for any damages that could reasonably be caused by typical daily use of the stations.
- 7.2 Throwing, breaking, or improper use of equipment is prohibited.
  - 7.2.1 Depending on severity of the incident, Arena Staff may ask the parties involved to immediately leave or issue a warning.
  - 7.2.2 If misuse of equipment or facility is intentionally violent, UAPD will be called.
- 7.3 Customers found to be intentionally, purposely, or repeatedly breaking or damaging any Arizona Esports Arena property will be liable for replacing that property.
  - 7.3.1 In the event this occurs, staff will obtain the name of the customer, their ID number (DL # or Cat Card #), and contact information. Cost of replacement will be determined by the manager.

## 8 Lost and Found

- 8.1 Lost and found items, included lost CatCards, will be kept in the back office for a period of 24 hours.

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8.1.1 After 24 hours, lost items will be turned in to the Information Desk near the Arizona Market.

8.2 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.

8.2.1 ID will be requested at time of pick up.

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

8.3 All CatCards or IDs that are lost will be contacted via UA email if possible after 24 hours.

8.3.1 After 24 hours, CatCards will be turned into the CatCard offices instead of the Information Desk.

## **9 Varsity Teams and Events**

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

9.1.1 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 and approved by management.

9.2 If an event or varsity team requires specific stations or configurations, all affected customers will be given a 1-hour notice to move stations.

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

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

9.2.2.1 Customers who refuse to forfeit their stations may have their session remotely shut down at the time of need.