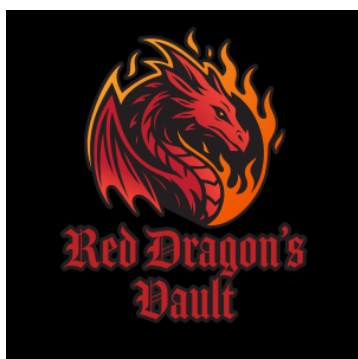




Red Dragon's Vault Community Code of Conduct & Store Rules

Our Community First Approach

Red Dragon's Vault exists to provide a safe, welcoming, inclusive, and enjoyable space for players of all ages and experience levels. We are a community-first venue built on respect, fairness, and shared passion for tabletop gaming.

Our goal is always to resolve issues fairly, calmly, and with the best interests of the wider community in mind. We believe most problems can be solved through communication, mutual respect, and clear expectations.

These rules are designed to protect players, staff, and the overall experience for everyone in the store.

1. Respect for Others

All customers, players, visitors, and staff are expected to treat others with respect at all times.

This includes:

- Being polite and courteous
- Welcoming new players and helping where possible
- Avoiding harassment, bullying, intimidation, or discrimination
- Respecting differences in age, experience, identity, and playstyle
- Accepting staff decisions professionally

Friendly banter is welcome. Threats, personal attacks, abusive behaviour, or targeted hostility are not.

Harassment, discrimination, hate speech, or threatening behaviour will not be tolerated under any circumstances.

2. Community Support & Helping New Players

We welcome players of all experience levels, including complete beginners.

Regular players are expected to help create an inclusive environment by:

- Explaining cards or rules when appropriate
- Assisting new players with game flow
- Supporting fair and enjoyable gameplay
- Encouraging learning rather than gatekeeping

We grow stronger as a community when new players feel welcome.

3. Personal Hygiene Standards

As a shared community gaming space, personal hygiene is essential for the comfort of all customers and staff.

We understand that many customers attend directly after work, college, or school, and we aim to be fair and practical in maintaining a comfortable environment for everyone.

All attendees are expected to:

- Have bathed or showered within the previous 24 hours where reasonably possible
- Wear clean clothing
- Maintain a reasonable standard of personal hygiene during attendance

A free sanitary and hygiene station is available in-store for all players to use at any time.

If a member of staff asks a customer to make use of the hygiene station, this must be done.

Persistent hygiene issues may result in staff intervention and, where necessary, refusal of entry.

4. Player Conduct & Fair Play

Games are meant to be enjoyable, fair, and competitive where appropriate.

The following are expected at all times:

- Honest gameplay
- Clear communication
- Respectful concessions
- Fair sportsmanship
- Appropriate pace of play

The following are not permitted:

- Cheating or rules manipulation
- Deliberate slow play
- Unsporting conduct
- Excessive salt, abusive reactions, or aggressive behaviour
- Attempts to pressure players into unfair concessions

Conceding is allowed and sometimes necessary. Conceding respectfully is expected.

5. Full Event Attendance Requirement

For organised events, tournaments, prereleases, leagues, and similar structured play, full attendance is required in order to receive the stated event products, participation rewards, or prize support.

Leaving early without staff approval may result in:

- Loss of prize eligibility
- Loss of participation rewards
- Ineligibility for similar future events

Repeated failure to complete events may result in refusal of entry to future events of a similar nature.

This protects event integrity and ensures fairness for all attendees.

6. Family-Friendly Environment

Red Dragon's Vault is a family-friendly venue.

While casual language may happen naturally, all customers are expected to ensure that:

- Conversations remain suitable for mixed age groups
- Excessive swearing is avoided around younger players
- Topics remain appropriate for a public gaming space

Staff may intervene where behaviour becomes inappropriate for the environment.

7. Respect for Property

Please respect other people's belongings, store property, and gaming materials.

This includes:

- Asking permission before handling another player's cards, models, dice, or personal belongings
- Respecting personal boundaries
- Not touching store stock unnecessarily
- Treating tables, chairs, terrain, and all store equipment responsibly

Damage caused through negligence, misuse, or misconduct may result in replacement costs being charged.

8. Food, Drink & Cleanliness

No outside food or drink is permitted unless agreed by staff.

Please:

- Use bins provided
- Keep gaming areas clean
- Respect shared tables and play spaces
- Clean up after yourself

We all share responsibility for maintaining a pleasant environment.

9. Animals

Dogs and other animals are not permitted inside the store unless they are trained and verified assistance/service animals.

We love furry companions, but customer safety and store accessibility must come first.

10. Children & Guardians

Children attending the store remain the responsibility of their parent or guardian at all times.

Parents and guardians are expected to remain present for all events involving anyone under the age of 16.

While Red Dragon's Vault staff are DBS checked and safeguarding is taken seriously, staff are not babysitters and are not responsible for childcare or supervision outside of normal event operation.

Customers under 16 should not be left unattended in-store.

11. Staff Authority

Store staff are responsible for maintaining a safe and fair environment.

Staff may intervene where necessary regarding:

- Behaviour
- Hygiene
- Event integrity
- Safety concerns
- Rule enforcement
- Customer disputes

Staff decisions are made in the best interests of the wider community and must be respected.

Where necessary, management decisions are final.

12. Progressive Discipline & Ban Procedure

Red Dragon's Vault aims to resolve issues fairly and proportionately.

First Offence — Informal Reminder

A discreet private conversation with a staff member to explain the issue and remind the customer of the relevant expectations.

Second Offence — Written Warning

A formal written warning issued and recorded on file for 12 months.

Third Offence — Temporary Store Ban

A 14-day ban from:

- In-store access
- Organised play events
- External events run by or representing Red Dragon's Vault
- Relevant official store communities

This is confirmed in writing and remains on file for 12 months.

Fourth Offence — Permanent Ban

A permanent ban from Red Dragon's Vault will be issued and confirmed in writing.

This may include permanent exclusion from:

- Physical store access
- Organised events
- Store-supported external events
- Official store communities
- Removal from the official Red Dragon's Vault Discord server

Serious Misconduct

Red Dragon's Vault reserves the right to skip stages and issue immediate temporary or permanent bans in cases of serious misconduct, including:

- Threatening behaviour
- Harassment or discrimination
- Theft or fraud
- Physical aggression
- Deliberate cheating
- Serious safeguarding concerns
- Repeated intimidation of staff or customers

Management decisions regarding bans are final.

Final Rule

Be excellent to each other.

This community works because of the people in it. Respect, fairness, and shared enjoyment come first. If everyone helps protect that, everyone wins.