Guest Code of Conduct

We are committed to providing a safe, comfortable and enjoyable entertainment experience for our guests. To achieve this goal, we ask that our guests conduct themselves respectfully and in accordance with the terms of this Code of Conduct.

For the enjoyment and safety of all, the following behaviours are prohibited:

- Failing to follow the instructions of, or verbally or physically harassing, employees;
- Carrying, displaying, or using: (i) any real weapons, except as may be permitted by law; (ii) any simulated weapons not affixed to, or part of, the games owned by this establishment; (iii) any items which may jeopardize the safety of guests or staff;
- Loitering or behaving in a way that is: (i) unruly, disruptive or harmful; (ii) in violation of mall regulations (where this business is part of a mall); or (iii) in violation of any laws or regulations;
- Using abusive language or obscene gestures;
- Bringing, using, or charging recreational electric mobility devices (including e-bikes, e-scooters, electric skateboards, electric unicycles, and similar devices) or their batteries on the premises. Accessibility-related mobility devices are permitted;
- Using any unauthorized recording or communication device;
- Smoking tobacco, cannabis, or any other substance anywhere within the premises or outside the premises, as may be prohibited by applicable municipal by-laws or mall policies. This includes the use of electronic cigarettes or vapourizers;
- Impairment related to drug or alcohol consumption;
- Possessing or consuming alcohol not purchased on the premises, in contravention of our alcohol policies or contrary to applicable laws;
- Damaging our property or premises (including surrounding property or premises such as the parking areas);
- For ticketed movies and events in auditoriums, failing to produce a ticket upon request, or sitting in an unassigned seat or location; and
- Failing to respect or observe our accessibility policies, including the refusal to relocate from companion seating to accommodate guests with disabilities or their companion(s).

We will not tolerate the use of threatening behaviour, abusive language, verbal harassment, or disorderly conduct towards staff or guests. We will not tolerate the taking of video or still images of our staff or guests that is unauthorized, unsolicited, or defamatory. Anyone engaged in these types of activities will be required to leave the premises.

Please ensure you have all of your belongings before leaving the premises. We are not responsible for lost or stolen items. Outside food or drink are prohibited. Guests will be required to wear appropriate clothing and footwear for their own safety. Any apparel that displays offensive or profane materials, or is intended to disguise a guest's identity, is prohibited.

We reserve the right to inspect guests' parcels, backpacks and bags, and to request the contact information of the parents and/or legal guardians of guests below the age of majority. Where such requests are refused, we may contact authorities, including but not limited to the police, for assistance where deemed necessary. Violation of this Code of Conduct may result in removal from, or refusal of admission to, these premises, without a refund or compensation. We may also pursue any remedies available upon violation of this Code of Conduct.

WE THANK OUR GUESTS IN ADVANCE FOR COMPLYING WITH THIS CODE OF CONDUCT