



# Code of Conduct for the Texas Pinball Festival

## Purpose

The Texas Pinball Festival is committed to creating a fun, inclusive, and respectful environment for all attendees, participants, volunteers, and staff. This Code of Conduct outlines the expectations for all operations personal to ensure a positive experience while upholding our core values of community, inclusivity, and passion for pinball.

### 1. Professionalism and Respect

- Treat all attendees, participants, fellow volunteers, and staff with courtesy, respect, and dignity, regardless of age, gender, race, ethnicity, sexual orientation, disability, skill level, or background.
- Maintain a professional demeanor when representing the festival, whether interacting in person, online, or through official communications.
- Avoid any form of harassment, discrimination, or inappropriate behavior, including offensive language, gestures, or actions.

### 2. Inclusivity and Welcoming Environment

- Foster a welcoming atmosphere by being approachable, helpful, and encouraging to all festival participants.
- Actively support diversity and inclusion, ensuring everyone feels valued and included in the pinball community.
- Be mindful of your language and actions to avoid excluding or alienating others.

### 3. Safety and Responsibility

- Prioritize the safety of all festival attendees by adhering to venue rules, safety protocols, and emergency procedures.
- Report any unsafe conditions, incidents, or concerns to festival organizers immediately.
- Handle pinball machines and festival equipment with care, following proper usage and maintenance guidelines.

### 4. Teamwork and Communication

- Collaborate effectively with other volunteers and staff, supporting each other to ensure smooth festival operations.
- Communicate clearly and respectfully with team members, organizers, and attendees, addressing issues promptly and constructively.
- Follow instructions from festival organizers and supervisors, and ask for clarification if unsure about tasks or responsibilities.

## 5. Integrity and Accountability

- Act with honesty and transparency in all festival-related duties, including handling tickets, merchandise, or donations.
- Take responsibility for your actions and address any mistakes promptly, seeking guidance from organizers as needed.
- Avoid conflicts of interest, such as favoritism in tournaments or misuse of festival resources.

## 6. Commitment to Festival Goals

- Embrace the festival's mission to celebrate pinball culture, promote community, and provide a fun, first class experience.
- Be punctual, reliable, and prepared for your assigned shifts and responsibilities.
- Engage enthusiastically with attendees to enhance their festival experience and share your passion for pinball.

## 7. Conflicts of Interest

All participants, organizers, volunteers, vendors, and sponsors of the Texas Pinball Festival are expected to act in the best interests of the festival and its community. A conflict of interest arises when an individual's personal, financial, or professional interests could improperly influence, or appear to influence, their decisions or actions related to the festival.

Disclosure: Any actual, potential, or perceived conflict of interest must be promptly disclosed to the festival organizers. Examples include, but are not limited to:

- Financial or personal relationships with vendors, sponsors, or competitors that could affect impartiality.

- Participation in tournament judging, scoring, or organization while also competing in the same event.
- Promoting personal businesses or products in a way that undermines the festival's goals or fairness.

## **8: Confidentiality and privacy:**

Safeguard confidential and proprietary information, protecting personal data, and respecting privacy rights.

## **9: Handling Violations**

- If you witness or experience behavior that violates this Code of Conduct, report it to a festival organizer immediately.
- Violations may result in corrective action, including verbal warnings, removal from duties, or dismissal from the festival, depending on the severity of the infraction.
- Organizers will handle all reports confidentially and fairly, ensuring a safe resolution for all parties involved.