



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.