

## Guest Code of Conduct

REAL, and any third-party contracted security personnel, have the right to address inappropriate behaviour. Unacceptable behaviour includes but is not limited to:

- Intoxication or other signs of alcohol or drug impairment;
- Any attempt to bring outside alcohol into a venue and consume alcohol in an unlicensed area;
- Smoking or attempt to smoke inside a venue or in an undesignated area;
- Disruption of an event including but not limited to throwing objects onto field of play or performance area, as well as trespassing into restricted areas;
- Obscene, offensive or abusive language or actions;
- Verbal or physical harassment/abuse of any athlete/artist, fellow guest, or personnel;
- Behaviour that is dangerous or illegal in nature;
- Wearing obscene or indecent clothing;
- Use of invalid or stolen ticket(s);
- Interference with security procedures and/or failing to follow instructions of event personnel;
- Non-compliance to active Public Health Orders such as social distancing and mask compliance, when applicable

Guests who violate any of the above provisions will be subject to ejection or refused entry by security personnel without refund and may face the loss of ticket/access privileges for future events in any REAL campus facility.

## Prohibited Items

Prohibited items include any legal or illegal items, where possession is restricted from entry into a venue by Federal, Provincial, or Municipal Law, Regulations or REAL Policy.

### Water Bottles

Sealed water bottles up to 1 litre are permitted into the Brandt Centre and Mosaic Stadium and are subject to inspection at entry. Empty water bottles up to 1 litre are also allowed and can be filled with water at drinking fountains located on the main concourse. Bottled water can also be purchased from the concessions.

## Costumes & Masks

Costumes (including items that may be deemed potentially hazardous to other guests) may be subject to enhanced inspection upon entry.

## **Admittance & Re-Entry Policy**

Guest entering a venue for a ticketed event will be required to participate in the event's screening procedure which may include the use of metal detectors/wands. Failure to participate in a screening procedure will result in denial of entry. REAL, and any other involved authorities, will effectively communicate what guests are asked to observe before arrival, such as:

- ensure electronic tickets are downloaded to a mobile device and available to scan before entry;
- minimize the number of personal items in their possession;
- leave bags at home if possible and that only clear bags and small purses will be permitted. Bags or purses larger than the allowable size will not be permitted and permitted bags will be subject to search;
- allow for extra time for entry to the venue, and follow the directive of venue staff;
- at entry, place objects such as purses and permitted bags on the table before metal detector/wanding.
- after the screening is complete, guests can collect their belongings; and
- if a metal detector/wand is activated, guests will be required to participate in a secondary screening before entering.

## **Age of Admittance**

If an event promoter stipulates an age restriction, REAL will enforce that age restriction accordingly.

Allowing children to attend a ticketed event without supervision is at the discretion of a parent/guardian. There is no minimum age requirement and no special service offered to children watching independently.

If a child appears "unreasonably young" to be alone, REAL will intervene and inquire if the parent/guardian is nearby; if not, staff may take steps to contact a parent or guardian to help

ensure that child's safety and/or activate lost child procedures. NOTE: Activation of the lost child procedure may result in contact with Regina Police Services and the Ministry of Social Services.

### **Guest Re-Entry**

No re-entry is permitted after a guest exits a ticketed event at Mosaic Stadium or the Brandt Centre. There are no in-and-out privileges. If a guest leaves the venue, they must purchase a new ticket to return to the event/game.

In the case of a medical emergency, guests can be issued a medical pass by First Aid or security staff and re-enter at any time before the end of the event/game.