

## Esports Code of Conduct

At Playfly Esports, we are a team of passionate esports enthusiasts. It is our desire to create a community of equally passionate individuals who wish to compete in and/or watch esports events. To do so, we aspire to create esports events, tournaments, and leagues (“Competitions”) that are engaging, fun, and welcoming to all players, coaches, and spectators.

As the esports world is ever changing, this document will continue to evolve. Any changes to this document will be posted online. Your continued participation in any Competition, either as a player, coach, or spectator, means that you consent to the rules below, and any updates as they are posted. We encourage you to review the Esports Code of Conduct (the “Code”) regularly to ensure you are aware of your rights and responsibilities.

The following Code applies to all online and live Competitions operated by Playfly Esports.

The Code is meant as a guide to ensure that all Team Members compete in a fair and sportsmanlike manner, and that Team Members and Spectators demonstrate appropriate social behavior. Anyone actively participating in, or watching a Competition, is bound by the Code, and may be asked to leave the venue (online and live) and/or be disqualified or prohibited from participating in future Competitions if they fail to abide by it.

***A “Team Member” is defined as any Player, Coach, Director, Manager, Broadcaster, or anyone else otherwise associated directly with a Team.***

### The following rules apply to Team Members participating in a Competition (each a “Participant”).

All Participants are expected to conduct themselves in a manner that reflects positively on the Competition, including all individuals and organizations affiliated with the Competition.

#### ■ **Competition:**

- Players are expected to compete to the best of their ability at all times during the Competition, and must at all times act in accordance with the rules of the Competition, including any direction given by League Officials or anyone acting on their behalf.
- **Cheating** is defined as any act that gives one Team a competitive advantage over another. Examples of cheating include, but are not limited to:
  - Collusion and Match Fixing, defined as any agreement between two (2) or more Players to disadvantage opposing players
  - Hacking or modifying the game
  - Using a prohibited hero, class, team, item, or action during a game
  - Spectating an opposing Players’ monitor or live streams
  - Using restricted hardware or equipment during a game
  - Using any Player that was not registered during registration or is not eligible to participate
  - Intentionally disconnecting from any game prior to its official conclusion

- Exploiting known in-game bugs, glitches, and unintended game features to disadvantage opposing players

■ **Sportsmanship:**

- We are committed to providing Participants with a competitive environment that is free of harassment and discrimination. To that end:
  - Participants may not use language in relation to the Competition that is deemed by League Officials to be obscene, foul, vulgar, insulting, threatening, abusive, or otherwise offensive or objectionable.
  - Participants may not engage in the harassment of a country, private person or group of people through contemptuous or discriminatory words or actions on account of race, skin color, ethnic, national or social origin, ability, gender, language, religion, political opinion or any other opinion, financial status, birth or any other status, sexual orientation or any other reason.

■ **Prohibited Content:**

We encourage Teams to wear their own uniforms (if applicable) and to create unique Team names and Player/Coach nicknames; however, uniforms, Team names and Player/Coach nicknames containing the following are prohibited, and may not be worn or used during any stage of the Competition, including but not limited to; game play, media appearances/ interviews, other public appearances, or any other event where the Participants are appearing on behalf of or representing the Competition:

- Sponsorship categories including but not limited to, drugs, alcohol or tobacco, legal or otherwise, pornography, or R rated content, firearms, political or religious organizations, hazardous products or services, gambling related products or services, products or services that represent trade with countries subject to embargoes or trade sanctions by Canada and/or the United States;
- Language that is obscene, foul, vulgar, insulting, threatening, abusive, or otherwise offensive or objectionable;
- Language that espouses insults, hate or harassment, or is demeaning towards individuals or groups; or
- Content that may infringe the rights of any third party, including but not limited to intellectual property rights, or rights of a person, including parodies or satirical references to third party intellectual property.

■ **General:**

- Participants are expected to respond to requests from League Officials in a timely manner. Participants may not disclose any confidential information provided by League Officials or any parties related to the Competition, by any method of communication, including all social media channels.
- In addition to the Code, Participants may be obligated to comply with any rules or regulations imposed on them by the game publisher or platform/equipment providers (i.e. terms and conditions associated with third-party game accounts required for participation in any given Competition, streaming platforms, etc.).

■ **No Drugs or Alcohol:**

- o Use of drugs or alcohol, legal or otherwise, may lead to disruptive behavior. Players believed to be under the influence of drugs or alcohol may be suspended or disqualified from the Competition at the sole discretion of League Officials.

## **The following additional rules apply specifically to Coaches and Coordinators:**

It is the responsibility of each Team's Coach or Coordinator (in the absence of a designated Team Member a Team Captain may fill this role) to:

- Ensure all affiliated Teams and Players follow the Competition Rulebooks and this Esports Code of Conduct, and communicate applicable details to Team Members as needed. It is the Coach's/Coordinator's responsibility to manage Team Member behavior inside and outside of gameplay.
- Be respectful to all other Players, Coaches, Coordinators, League Officials, and anyone otherwise associated with the Competition
- Be available during all scheduled Matches of affiliated Teams
- Communicate exclusively with other Coaches/Coordinators or League Officials; Coaches should not engage with Players from another Team/School
- Maintain open and frequent communication with opposing Coaches or League Officials regarding all details associated with the Competition - coordinating a match, reschedule requests or forfeits, technical issues, etc.
- Provide accurate contact information with current email and Discord Name (if applicable), and be available before, during, and after all Matches as needed
- Provide screenshots or other substantiating evidence when reporting Match results or Code violations.
- Be accountable for all affiliated Team Members and associated Players, ensuring that all Players involved in the Competition are eligible and behave in a sportsmanlike manner.

## **Reporting a Violation:**

By entering and participating in any Competition, all Players, Coaches, and all other associated Team Administration (managers, trainers, etc.) agree to adhere to and be bound by the Code.

**Violations of the Code should be reported immediately to League Officials using the form [here](#).**

League Officials will investigate all claims of unsportsmanlike conduct. Claims should include as much detail as possible and must be accompanied by video or photographic evidence (i.e. screenshots of hateful language being used repeatedly in in-game chat, Match Chat, Discord, etc.), or other documentation to validate the claim.

## **Violation Levels:**

All complaints will be handled on a case-by-case basis. Repeated violations will be subject to escalating penalties up to, and including, disqualification from future participation in the Competition, and particularly severe violations will be subject to harsher penalties up front. Upon confirmation of any Code violation, and depending on the frequency and severity of the violation, League Officials may in their reasonable discretion impose any of the following penalties:

- **Level 1 - Minor Violation**
  - Written Warning; potential violations include but are not limited to:
    - Not showing up for a Match
    - Inappropriate behavior or communication between Players, Teams, or towards League Officials or anyone otherwise associated with the Competition
    - Usage of Prohibited Content
- **Level 2 - Major Violation**
  - Game or Match forfeiture, Player Suspension (minor); potential violations include but are not limited to:
    - Repeated Level 1 violations
    - Particularly egregious behavior or communication between Players, Teams, or towards League Officials or anyone otherwise associated with the Competition
    - Cheating of any kind
- **Level 3 - Severe Violation**
  - Player Suspension (major), Team Disqualification and forfeiture of all Matches, School Ban; potential violations include but are not limited to:
    - Repeated Level 2 violations
    - Particularly egregious cheating

## **The following rules apply to individuals watching a Competition broadcast (each a “Spectators”).**

All Spectators must abide by Twitch’s [Community Guidelines](#) when viewing a Competition broadcast. These have been included below for reference, and will be enforced at the discretion of League Officials.

### **Community Guidelines**

At Twitch, our mission is to provide the best shared social video experience created by our growing community where creators and communities can interact safely. To achieve this goal, we ask that all users participate in such a way that promotes a friendly, positive experience for our global community.

In addition to our [Terms of Service](#), we provide the following guidelines for our community. These guidelines fall under a common sense philosophy and apply to all user generated content and activity on our services. This is considered a living document that we regularly update based on the evolution of the Twitch community and service. Additional guidelines or specific exceptions may be applicable for certain services or properties under the Twitch Service.

To protect the integrity of our community, as the provider of the service, we at Twitch reserve the right to suspend any account at any time for any conduct that we determine to be inappropriate or harmful. Such actions may include: removal of content, a strike on the account, and/or suspension of account(s). Please refer to this page for more detail: [About Suspensions](#).

### **Breaking the Law**

You must respect all applicable local, national, and international laws while using our services. Any content or activity featuring, encouraging, offering, or soliciting illegal activity is prohibited.

This includes committing or aiding in the malicious destruction, defacement, or theft of public or another person's private property without permission on stream.

### **Suspension Evasion**

All suspensions are binding until expiration or removal upon successful appeal. Any attempt to circumvent an account suspension or chat ban by using other accounts, identities, or by appearing on another user's account will also result in an additional enforcement against your accounts, up to an indefinite suspension.

In addition, it is prohibited to use your channel to knowingly feature or advertise a suspended user. We understand that there may be instances where suspended users may appear on your stream due to circumstances beyond your control, such as through third-party gaming tournaments, but we expect that you make a good faith effort to remove them from your broadcast, mute them, or otherwise limit their interactions with your stream.

### **Self-Destructive Behavior**

Any activity that may endanger your life or lead to your physical harm is prohibited. This includes, but is not limited to: suicide threats, intentional physical trauma, illegal use of drugs, illegal or dangerous consumption of alcohol, and dangerous or distracted driving. We do not make exceptions for self destructive behavior performed as a stunt or gag made in jest, or meant to entertain, when the behavior could reasonably be expected to cause physical injury.

### **Violence and Threats**

Acts and threats of violence will be taken seriously and are considered zero-tolerance violations and all accounts associated with such activities will be indefinitely suspended. This includes, but is not limited to:

- Attempts or threats to physically harm or kill others
- Attempts or threats to hack, DDOS, or SWAT others
- Use of weapons to physically threaten, intimidate, harm, or kill others

Twitch does not allow content that depicts, glorifies, encourages, or supports terrorism, or violent extremist actors or acts. This includes threatening to or encouraging others to commit acts that would result in serious physical harm to groups of people or significant property destruction. You may not display or link terrorist or extremist propaganda, including graphic pictures or footage of terrorist or extremist violence, even for the purposes of denouncing such content.

In situations where a user has lost control of their broadcast due to severe injury, medical emergency, police action, or being targeted with serious violence, we will temporarily remove the channel and associated content.

### **Hateful Conduct and Harassment**

Hateful conduct and harassment are not allowed on Twitch. Hateful conduct is any content or activity that promotes or encourages discrimination, denigration, harassment, or violence based on the following protected characteristics: race, ethnicity, color, caste, national origin, immigration status, religion, sex, gender, gender identity, sexual orientation, disability, serious medical condition, and veteran status. We also provide certain protections for age. Twitch has zero tolerance for hateful conduct, meaning we act on every valid reported instance of hateful conduct. We afford every user equal protections under this policy, regardless of their particular characteristics.

Harassment has many manifestations, including stalking, personal attacks, promotion of physical harm, hostile raids, and malicious false report brigading. Sexual harassment, specifically, can take the form of unwelcome sexual advances and solicitations, sexual objectification, or degrading attacks relating to a person's perceived sexual practices.

We will take action on all instances of hateful conduct and harassment, with an increasing severity of enforcement when the behavior is targeted, personal, graphic, or repeated/prolonged, incites further abuse, or involves threats of violence or coercion. The most egregious violations may result in an indefinite suspension on the first offense.

[Learn more](#) about our hateful conduct and harassment policies and enforcement.

### **Unauthorized Sharing of Private Information**

Do not invade the privacy of others. It is prohibited to share content that may reveal private personal information about individuals, or their private property, without permission. This includes but is not limited to:

- Sharing personally identifiable information (such as real name, location, or ID)
- Sharing restricted or protected social profiles or any information from those profiles
- Sharing content that violates another's reasonable expectation of privacy, for example streaming from a private space, without permission

### **Impersonation**

Content or activity meant to impersonate an individual or organization is prohibited. Any attempts to misrepresent yourself as a member of Twitch representatives is a zero-tolerance violation and will result in indefinite suspension.

### **Spam, Scams, and Other Malicious Conduct**

Any content or activity that disrupts, interrupts, harms, or otherwise violates the integrity of Twitch services or another user's experience or devices is prohibited. Such activity includes:

- Posting large amounts of repetitive, unwanted messages or user reports
- Distributing unauthorized advertisements
- Phishing

- Defrauding others
- Spreading malware or viruses
- Misinformation (such as feigning distress, posting misleading metadata, or intentional channel miscategorization)
- Tampering (such as artificially inflating follow or live viewer stats)
- Selling or sharing user accounts
- Reselling Twitch services or features (such as channel Moderator status)
- Defacing, or attempting to deface, website pages or other Twitch services (such as uploading inappropriate or malicious content)
- Cheating a Twitch rewards system (such as the Drops or channel points systems)

### **Nudity, Pornography, and Other Sexual Content**

Nudity and sexually explicit content or activities, such as pornography, sexual acts or intercourse, and sexual services, are prohibited.

Content or activities that threaten or promote sexual violence or exploitation are strictly prohibited and may be reported to law enforcement. Child exploitation will be reported to authorities via the National Center for Missing & Exploited Children.

Sexually suggestive content or activities are also prohibited, although they may be allowed in educational contexts or for pre-approved licensed content, in each case subject to additional restrictions.

[Learn more](#) about our sexual content policies and enforcement.

### **Extreme Violence, Gore, and Other Obscene Conduct**

Content that exclusively focuses on extreme or gratuitous gore and violence is prohibited.

### **Intellectual Property Rights**

You should only share content on your Twitch channel that you own, or that you otherwise have rights to or are authorized to share on Twitch. If you share content on your Twitch channel that you do not own or otherwise do not have the rights to share on Twitch, you may be infringing another person's intellectual property rights. This includes any third party content included in your content, derivative creations, or performances of others' copyrighted content. We encourage you to assess your content for adherence to applicable intellectual property laws and the proper application of principles such as fair use, and to secure all appropriate rights needed, before sharing your content on Twitch.

Any unauthorized content you share on Twitch may be subject to a takedown by the rights holder(s) to remove the infringing content from Twitch, and is a violation of our Terms of Service and Community Guidelines. Multiple violations of our policies may lead to a permanent suspension of your account.

Examples of content you should not share on Twitch without permission from the copyright owners or unless otherwise permitted by law include:

- Other Twitch creators' content

- Pirated games or content from unauthorized private servers
- Content from other sites
- Movies, television shows, or sports matches
- Music you do not own or do not have the rights to share

[Learn more](#) about our policies regarding including music in your Twitch channel.

### **Content Labeling**

You are expected to accurately label your content to the best of your ability. When choosing a category or tag, please choose whichever best describes your content. Deliberate or extensive misuse of titles, tags, games/categories, or other metadata are prohibited.

### **Additional Gaming Content Guidelines**

#### **Cheating in Online Games**

Any activity, such as cheating, hacking, botting, or tampering, that gives the account owner an unfair advantage in an online multiplayer game, is prohibited. This also includes exploiting another broadcaster's live broadcast in order to harass them in-game, such as stream sniping.

#### **Closed Alphas/Betas and Pre-Release Games**

We ask that you respect all publisher/developer-enforced release dates, embargoes, and NDAs by waiting to broadcast these games until everyone else gets to. Unless given prior approval, your channel may be subject to DMCA takedown by a rights holder. Rights holders should report violations in accordance with our [DMCA Guidelines](#). We ask that users refrain from reporting possible violations via the user report tool.

All decisions regarding the enforcement of the Code are at the discretion of League Officials and are final and binding.

Dated: June 21, 2022