



Disney Lorcana – Community Code

Effective May 10, 2023

Ravensburger and the *Disney Lorcana* Organized Play Team work to provide a welcoming, open, supportive, and safe environment for all *Disney Lorcana* participants. Part of this work includes setting rules and standards for community behavior and providing for solutions when members behave in a way that is inconsistent with these goals. These solutions include temporary or permanent removal of a participant from parts of our community or the community as a whole.

The *Disney Lorcana* Community includes a broad range of people and the locations where they gather. It includes players, collectors, store owners, event managers, social media posters and curators, judges, and many more. The community exists in stores, online, and in other public areas. In all places where the Community gathers to play, trade, or discuss *Disney Lorcana*, everyone is expected to treat each other with courtesy, respect, kindness, and honesty.

Related Documents

Violations of any of these policies, or any other Ravensburger policy, may be considered Community Violations:

- *Disney Lorcana* Hobby Store Program Terms & Conditions
- *Disney Lorcana* Hobby Store Requirements

Prohibited In-person Behavior

This includes any Location running a Disney Lorcana event, a tournament, or casual play, in whole or as part of a larger event. It also includes events not scheduled in the tournament software but advertised, announced, or organized as Lorcana events.

- Distribution or display of materials containing words, symbols, photographs, art, or references (such as web links) with the intent to tolerate, support, or encourage prohibited behaviors
- Display of materials, images, clothing, screen names, and similar that are pornographic or similarly explicit, graphically violent, or otherwise generally considered “adult” material
- Cheating, interfering with gameplay, tournament or event misreporting or fraud, misuse or distribution of organized play materials

Prohibited Online or Electronic Behavior

This includes Disney Lorcana chat rooms, server rooms, online play areas, and other digital areas owned or operated by Ravensburger, or their partners or agents.

- Any digital variation or equivalent of the prohibited in-person behaviors listed in the prior section
- Spamming, trolling, repeated unwanted contact or contact requests, or interference with use of social media or other digital products and services, including Denial of Service activities

Cooperation with Authorities

Some activity is severe enough to warrant notification to legal authorities, site managers, convention managers, social media sites and similar digital spaces, and other business partners, as prescribed by local laws, codes, and regulations. In these instances, Ravensburger will provide, to the extent allowed and required by law, any and all information regarding the following activities:

- Illegal, unauthorized, or inappropriate acquisition, storage, use, or distribution of personal information, including name, date of birth or age, address, phone number, contact information, play locations, social media names/pages, product purchases, text messages, passwords, photographs or likenesses, and all similar or related personally identifiable pieces of information.
 - This does restrict the limited and appropriate collection and use of personal information essential for the purposes of hosting or participating in *Disney Lorcana* Organized Play programs.
- The creation, use, sale, trade, or distribution of counterfeit or unauthorized Ravensburger names or products, including violations of the Marketing Materials Policy
- Impersonation of a Ravensburger employee, contractor, associate, business partner, or any other related role
- Any activity that the *Disney Lorcana* Organized Play Team believes may be illegal

Additional Responsibilities

Store owners, judges, and Ravensburger employees and their partners have additional responsibilities in adhering to and actively upholding this Community Code. Those additional responsibilities are included in the *Disney Lorcana* Hobby Store Program Terms & Conditions and the *Disney Lorcana* Tournament Policy.

Future-Proofing

Because the ways that people can engage in unacceptable behavior changes with time, technology, social shifts, creativity, and personal determination, it is challenging, if not impossible, to detail all actions that might be considered a violation of policy. With that in mind, whether an action is in violation, in letter or spirit, of this or another *Disney Lorcana* or Ravensburger policy, is to be determined at the sole discretion of Ravensburger and the *Disney Lorcana* Organized Play Team.

Correction and Penalty Guidelines

Because the types, severity, and impact of unacceptable behaviors range widely, responses, solutions and penalties are part of a separate document, the Disney Lorcana Correction and Penalty Guidelines.

If you believe you know of a violation of this or any other *Lorcana* Policy, please reach out to us at LorcanaOP@ravensburger.com

We welcome constructive feedback and suggestions regarding this document. Please contact us at LorcanaOP@ravensburger.com to provide yours.