



Customer Code of Conduct

CityArts enforces a Code of Conduct in order to provide a safe and pleasant environment for patrons, as well as staff. This Code is applicable to all CityArts property. A patron whose activity, conduct, or behavior is incompatible and inconsistent with CityArts' proper use or safe operation as enumerated in the Wichita Police Department Code of Conduct will be required to leave the facility property immediately.

It is the policy of the City of Wichita that all individuals have the right to participate in employment, programs, and activities operated by the City of Wichita regardless of race, color, national origin, sex, religion, disability, age or any other protected status.

Serious Offenses

No person shall engage in any conduct that violates federal and state statutes or local ordinances or that creates a safety threat to other people, including but not restricted to the following:

- Threatening, physically harming, or interfering with staff or customers
- Bringing guns, knives or other weapons into CityArts in any manner other than as allowed by local ordinance or state statute
- Illegal use of controlled substances and possession of controlled substances, paraphernalia or simulated controlled substances
- Unauthorized consumption of alcoholic beverages in CityArts
- Stealing CityArts materials
- Damaging, defacing or destroying CityArts property, or disrupting services
- Bringing an explosive or dangerous biological or chemical agent into CityArts
- Obscene behavior in public such as urinating, defecating, exposing of genitals, etc.
- Engaging in harassment, disruptive or disorderly behavior in violation of any federal, state, or local laws, including but not limited to: obscene, threatening, or insulting language or gestures, or other menacing behavior
- Trespassing, or refusing to leave the property when ordered to do so by Administrative Staff
- Entering or remaining on the property other than during posted hours of operation in an area not open to the public
- Leaving a child age ten or under unattended in the galleries or classrooms without the supervision of an adult
- Smoking or tobacco use in the facility, including the use of electronic cigarettes or vape pens
- Engaging in disruptive or disorderly behavior (at the discretion of staff) due to being in a state of intoxication or under the influence of: an alcoholic beverage, illegal drug, controlled substance, or another substance

- Committing any act defined as a felony under the laws of the State of Kansas or of the United States
- Leaving any packages, backpacks, luggage, or other personal items unattended while the owner, or some other person designated by the owner to be present and look after the items, is not in the immediate area of the item
- Utilizing CityArts property, or engaging in any commercial activity on the property, without written authorization from the City

When a customer is observed to engage in any of these offenses, the police may be contacted and criminal charges may be filed. CityArts reserves the right to temporarily or permanently ban customers regardless of potential criminal proceedings. Refund of program fees will not be issued when removal from the program or facility is a result of non-compliance with the Code of Conduct.

If a student under the age of 18 has violated the CityArts Code of Conduct, a parent or guardian will be notified of such violation in writing. In the event that a child must be removed from a program or facility, the parent and/or guardian will be contacted and required to pick up the child immediately.

Unacceptable Behavior

The following behavior by a member of the public is not allowed in CityArts as it disrupts the smooth and proper function of the facility:

- Use of profanity, abusive or intimidating language or gestures to other customers or staff members
- Behavior that is willfully annoying, harassing, or threatening to another person, including, but not limited to, staring at another person with the intent to annoy that person, following another person about the building with the intent to annoy that person, or displaying print or non-print materials of an offensive nature to others by behaving in a manner that can be reasonably expected to disturb others
- Speaking at volumes that are unnecessarily too loud or making other loud noises that are disruptive to the work of other customers, including, but not limited to, singing or talking loudly to others or in monologues
- Failing to obtain releases and permissions from persons being filmed or photographed
- Eating or drink in areas of CityArts where food and/or beverages are not allowed
- Bringing vehicles into CityArts, except as required as an ADA accommodation
- Campaigning, petitioning, interviewing, canvassing, or surveying customers or staff inside CityArts
- Failing to wear a shirt, shoes, and/or pants
- Misusing the restrooms (graffiti, or bathing)
- Failing to keep personal belongings to oneself. CityArts is not responsible for lost or stolen property. CityArts shall not be used for storage of personal belongings unless the student is enrolled in a current class and a space has been designated for their tools/work to be stored. Items left unattended are subject to removal and discard.
- Any behavior or activity which disrupt use of CityArts

All items brought into CityArts are subject to inspection.

Customers observed behaving in ways identified as unacceptable in this Code of Conduct will be instructed to cease the behavior or leave CityArts. Failure to observe these rules by refusing to change conduct when asked will result in loss of CityArts privileges, including the right to visit the facility property. Banning will vary based on the circumstances of the offense.

Permanent or long term banning for serious offenses and unacceptable behavior must be authorized by the Director or their designee and will be used when attempts to correct unacceptable behavior have failed or serious offenses have occurred.

Request for Reinstatement

Any customer whose behavior violates the CityArts Code of Conduct may be subject to sanctions. Sanctions include an order to immediately leave the premises, and/or long term banning from the premises for a time period of up to one year. Notice of a violation of this Code of Conduct that results in suspension of use of the CityArts facility for more than one day shall be provide to the customer in writing, either by hand delivering a copy of the notice to the patron or by depositing such notice in the United States Mail address to the customer at the most recent address on file in any City record.

A customer may appeal the decision of the CityArts Director or the Director's designee regarding any sanction and/or request reinstatement of privileges lost due to behavior in conflict with the CityArts Code of Conduct. Such appeal or request must be submitted in writing to the City Manager at the City Manager's Office.

Effective Date

This Code of Conduct and the terms and conditions set forth therein is approved by the CityArts Administrative Staff and shall be effective as of the 23rd day of August, 2021.

Alisha Gridley

Alisha Gridley, Interim Director