

DISCOVERY ARENA

HOUSE RULES & FREQUENTLY ASKED QUESTIONS (FAQ)



ACCESS & PAYMENT

What are the opening hours?

We are here for your gaming marathons! Discovery Arena operates **[Insert schedule here, e.g., 24/7 / 10:00 AM - 06:00 AM]**. If you plan to secure a spot at a PC or terrace console in the evening, we highly recommend a quick reservation.

How do I pay?

Simple and fast. We accept **card payments (contactless)**, **cash**, or account top-ups through our internal system. You can choose promotional hour bundles (valid for both PC and PS5) or standard hourly pricing.

Is there an age limit?

Gaming has no age limit, but late nights do:

- **During the day:** Anyone is welcome in the arena.
- **After 10:00 PM (22:00):** Minors under 16 years old are only allowed if accompanied by a parent or if they present a signed written parental consent form.



PS5 & TERRACE ZONE

Can we play PS5 on the terrace? What are the rules?

Yes! The console area on the terrace is perfect for FC (FIFA), Mortal Kombat, or UFC matches with friends. However, since it is a semi-open space, protecting the equipment and maintaining the atmosphere are priorities. DualSense controllers must be kept firmly in hand, never thrown out of frustration, and no drinks should be placed on the console tables.

What about shouting on the terrace after 10:00 PM?

We are extremely strict about this: After 10:00 PM, please keep your volume to a minimum in real life. We understand that a 90th-minute goal brings a lot of hype, but **screaming, shouting, swearing, and loud outbursts on the terrace after 10:00 PM are STRICTLY PROHIBITED**. We must respect public peace and our neighbors. If the staff warns you and you continue to be loud, your gaming session will be terminated immediately with no refund.

Can I hit or slam the PS5 DualSense controllers?

Absolutely not. If you conceded a goal, take your revenge in the next round, not on the hardware. PS5 controllers are expensive and sensitive pieces of equipment. Any controller slammed, thrown, or broken due to rage **must be paid for in full** by the person who damaged it.

GENERAL BEHAVIOR (ZERO TOLERANCE ZONE)

Can I behave aggressively or scream inside the arena?

We understand high-pressure moments in ranked matches, but **constant shouting, swearing, and verbal or physical aggression** toward other players will result in an immediate account block and eviction from the venue. Be competitive, not toxic.

FOOD, DRINKS & SMOKING

Can I bring outside food/drinks or order delivery?

We have our own bar fully stocked with everything you need. **Outside food and drinks are not allowed.** If you use delivery apps for food, it must be consumed exclusively in the designated reception area. Eating pizza, burgers, or other food at the PCs or on the PS5 couches is strictly forbidden (sauces and crumbs ruin the equipment and materials).

Is smoking allowed on the terrace while playing PS5?

Smoking is permitted on the open terrace, **BUT with great care:** ashes or lit cigarettes must never come close to the couches, cables, or controllers. Any damage caused by cigarettes (burns) will be treated and charged as vandalism. Inside the venue (PC area), smoking of any kind (including Vape/IQOS/Glo) is strictly prohibited.

HARDWARE & HYGIENE

Can I touch the cables or move the peripherals (headset, mouse, keyboard)?

No. Everything is professionally connected and optimized. **It is strictly forbidden to move, unplug, or swap headsets, mice, or keyboards from any PC or console without notifying the staff beforehand.** If a console/PC does not boot up, or if you want to use your personal peripherals, ask a team member for assistance. Anyone moving cables or equipment from their place on their own assumes full financial responsibility for any eventual damages.

Are there hygiene rules?

Yes, out of respect for the next gamer. Please use the provided wet wipes and avoid eating over the keyboards. Personal hygiene is essential when sharing a common space.

MANAGEMENT & SAFETY

Do we reserve the right to select our clientele?

Yes. We reserve the right to refuse entry to individuals under the influence of alcohol or prohibited substances, those displaying aggressive behavior, or anyone who refuses to abide by basic rules of conduct.

What happens if I break the rules?

The system is simple: a warning for the first minor offense. If the issue persists or the action is severe (vandalism, dangerous behavior), your account will be permanently banned and you will be asked to leave the premises.

Is there video surveillance?

Yes, the venue is under 24/7 video surveillance (indoor + terrace). Cameras are installed solely for your safety, the staff's security, and the protection of the equipment. All data is fully secured in compliance with GDPR regulations.