SANTAE ENTERTAINMENT POLICIES & PROCEDURES

1. COMMUNITY GUIDELINES & CODE OF CONDUCT

Santae Entertainment LLC "Santae" is committed to maintaining **a respectful, inclusive, and safe environment** for all players. These guidelines outline **acceptable behavior, prohibited actions, and expectations** for communication within the community.

1.1 RESPECT & INCLUSIVITY

- Santae Entertainment welcomes **players from all backgrounds** and expects **all members to treat each other with kindness and respect. Harassment, discrimination, and toxic behavior will not be tolerated.**

1.1.1 ZERO TOLERANCE FOR HATE SPEECH & DISCRIMINATION

The following behaviors are strictly prohibited:

- **Hate speech** – Slurs, derogatory language, or targeted attacks based on:

    - Race, ethnicity, or nationality.

    - Gender identity, sexual orientation, or disability.

    - Religious beliefs or political affiliation.

    - **Discrimination** – Treating players unfairly based on protected characteristics.

    - **Encouraging exclusion or harassment** of individuals or groups.

*Violations may result in chat restrictions, temporary bans, or permanent account suspension.

1.1.2 NO HARASSMENT, THREATS, OR BULLYING

The following behaviors will not be tolerated:

- **Personal attacks** – Insulting, belittling, or attacking other players.

- **Threats of violence or real-world harm** – Direct or implied threats of harm toward another user.

- **Cyberbullying** – Repeated targeting, mocking, or encouraging others to harass a user.

- **Public shaming or name-calling** in an attempt to humiliate or pressure another player.

*If you feel unsafe or harassed, report the behavior immediately via a [support ticket](#).

1.1.3 NO TROLLING, EXCESSIVE NEGATIVITY, OR DISRUPTIVE BEHAVIOR

Santae Entertainment encourages **constructive conversations** and **positive interactions.**

- **Trolling** – Deliberately posting inflammatory or off-topic comments to provoke others.
- **Excessive negativity** – Constantly criticizing or complaining without offering solutions.
- **Spreading misinformation or false accusations** to stir controversy.
- **Intentionally disrupting discussions or community events.**

*Trolls and disruptors may receive warnings or chat restrictions. Repeat offenses may result in bans.

1.2 LANGUAGE & COMMUNICATION

- Santae Entertainment values **open and respectful communication.** While players are encouraged to express themselves, certain guidelines apply.

1.2.1 RESPECTFUL COMMUNICATION

- Players should communicate politely across forums, chat, and direct messages.
- Differences of opinion are acceptable, but debates should remain respectful.
- If a disagreement escalates, take a step back and report any rule violations.

1.2.2 MODERATE USE OF CURSING

- **Mild** cursing is allowed in **casual** conversation, but should remain appropriate.
- **Excessive** swearing, especially in an aggressive or insulting manner, is not permitted.
- Directing curse words at another player is **considered** harassment.
- Players who **violate** language guidelines may receive chat restrictions or warnings.

1.2.3 NO SPAMMING, EXCESSIVE CAPS, OR CHAT FLOODING

Spam and disruptive messaging are prohibited in **chat, forums, and direct messages.**

- **Excessive caps lock usage** (e.g., "STOP YELLING IN CHAT!").

- **Repeating** the same message multiple times in a short period.

- **Flooding chat** with long messages or excessive emojis.

- **Violators** will be warned, muted, or temporarily restricted from chat.

1.3 CONFLICT RESOLUTION

- Disagreements happen, but players are expected to **handle conflicts maturely and professionally.**

1.3.1 AVOID PUBLIC DISPUTES

- Try to resolve conflicts **privately** before escalating the situation.

- Do not engage in **public** arguments that disrupt the community.

- Calling out **players** in chat or forums.

- Posting about personal disputes in public spaces.

1.3.2 SUBMITTING A SUPPORT TICKET FOR MODERATOR INTERVENTION

If an issue **cannot be resolved privately,** players should submit a **support ticket**.

- Provide a clear, factual account of the issue.

- Attach screenshots or logs (if applicable).

- Allow moderators time to investigate.

- Do **NOT** spam moderators with repeated complaints.

- Do **NOT** retaliate against other players if an issue is unresolved.

Santae staff will make decisions based on fairness, logs, and policy enforcement.

1.3.3 APPEALS PROCESS

- If you believe a staff decision was unfair, you may submit an appeal through the proper process.

- Appeals must include a clear explanation and any supporting evidence.

- Decisions will be reviewed by Management and TXM Departments and are final unless new evidence is provided.

- Publicly complaining about staff decisions instead of appealing through the correct channels is not permitted.

1.4 PROHIBITED CONTENT

- Santae Entertainment aims to provide a **family-friendly** and **inclusive** environment. The following types of content are **strictly prohibited** across all platforms.

1.4.1 NO NSFW, SEXUALLY EXPLICIT, OR GRAPHICALLY VIOLENT CONTENT

Santae Entertainment is not an 18+ platform. Content that violates this rule will be removed immediately.

- Sexually explicit discussions, images, or roleplay.

- Extreme violence, gore, or disturbing content.

- Implied or suggestive inappropriate behavior.

Users posting NSFW content will face immediate suspension or permanent bans.

1.4.2 NO REAL-WORLD POLITICS & RELIGION DISCUSSIONS

Discussions about real-world politics and religion are **NOT** allowed unless they are part of in-game themes.

- Debates about real-world political figures, events, or ideologies.

- Religious arguments or pushing beliefs onto others.

- Discriminatory or controversial political statements.

- In-game lore about political or religious factions in Santae is allowed.

Off-topic political and religious debates will be removed to maintain a neutral and inclusive environment.

1.4.3 NO DISCUSSION OF BANNED PLAYERS OR DISCIPLINARY ACTIONS

All account bans and disciplinary actions are private matters.

- Publicly discussing or questioning why a player was banned.
- Sharing private moderation discussions or support tickets.
- Encouraging players to harass staff over a ban decision.
- If you have concerns about a ban, you may submit an appeal privately.

Violators will receive a warning, and repeated offenses may lead to further penalties.

Santae Entertainment **Community Guidelines & Code of Conduct** exist to ensure a safe, welcoming, and enjoyable gaming environment for all.

By playing Santae, users agree to follow these rules:

- Violations will be handled through the disciplinary system outlined in the **Terms of Service**.
- If you witness a rule violation, please report it responsibly.
- Failure to comply with these rules may result in chat restrictions, temporary suspensions, or permanent bans.

2. ACCOUNT POLICIES

Santae Entertainment aims to provide a fair and secure environment for all users. The following policies outline how accounts should be created, maintained, and managed. Violations of these policies may result in disciplinary actions, including account suspension or permanent bans.

2.1 ACCOUNT CREATION & MULTI-ACCOUNTING

- To maintain fairness and integrity within Santae, players are expected to **only have one account** unless explicitly approved by staff.

2.1.1 ONE ACCOUNT PER PERSON

- Each player is allowed to **create and maintain one account** to participate in Santae.

- The **only exceptions** are:

  o **Siblings or family members sharing the same household.** These cases must be **approved by staff** via a support ticket.

  o **Users requiring an alternative account due to documented accessibility issues** (e.g., separate accounts for mobile and desktop play, if justified).

2.1.2 MULTI-ACCOUNTING IS STRICTLY FORBIDDEN

Multi-accounting creates an unfair advantage and is prohibited under all circumstances. **Using multiple accounts to gain benefits** will result in immediate action against all linked accounts. Examples of multi-account abuse include:

- **Item farming:** Creating additional accounts to farm items, currency, or event rewards.

- **Artificial trading advantage:** Using multiple accounts to funnel resources to a main account.

- **Bypassing bans:** Creating a new account to avoid an existing suspension or ban.

Penalty for Multi-Accounting

- **First offense:** A warning and potential removal of illegitimate gains.

- **Second offense:** Temporary suspension of all associated accounts.

- **Third offense:** Permanent ban of all accounts involved.

2.1.3 SHARED ACCOUNTS ARE NOT ALLOWED

- Account sharing (allowing someone else to log in and play on your account) is strictly prohibited.

- Santae Entertainment **cannot** provide assistance for issues arising from shared accounts, such as stolen items, lost progress, or disputes.

- **Parents or guardians managing a minor's account** must register the account under their own supervision and ensure compliance with these rules.

Consequences of Account Sharing:

- **First offense:** Warning and account security check.

- **Repeated offenses:** Account restrictions or potential **suspension**.

2.2 INACTIVE ACCOUNTS & DELETION POLICY

- Santae Entertainment periodically reviews inactive accounts to **optimize server space and enhance security**. If a player does not log in for an extended period, their account **may** be flagged for archival or deletion.

2.2.1 ACCOUNT INACTIVITY TIMELINE

- Accounts **inactive for 12 months (or another determined period)** may be marked for inactivity.

- Accounts **inactive for 24 months or more** may be flagged for **deletion** or **archived** (stored for future reactivation).

- Premium or supporter accounts (Kickstarter backers, special supporters) **may receive extended grace periods** before being flagged.

2.2.2 REACTIVATION OF AN INACTIVE ACCOUNT

If an account has been **archived due to inactivity**, users may **request reactivation** by:

1. Submitting a **support ticket** with the **original email and account details.**

2. Verifying their identity (to prevent unauthorized access).

3. Acknowledging and accepting any **updates to Santae's Terms of Service** since their last login.

*Santae **does not guarantee** the restoration of all account data, as some inactive accounts may be permanently deleted.*

*If an account is permanently deleted, **usernames and in-game assets are not recoverable.***

2.3   NAME & USERNAME POLICIES

- Santae Entertainment requires all usernames and display names to be appropriate and follow community guidelines.

2.3.1 USERNAME RESTRICTIONS

Usernames **must not contain** the following:

- **Offensive or inappropriate content:** Vulgar, sexually explicit, or discriminatory terms.

- **Impersonation of staff or other players:** Using names that imply official affiliation (e.g., "SantaeAdmin" or "Moderator").

- **Advertising or promotional material:** References to external brands, products, or websites.

- **Unintended special characters:** Usernames must follow standard character formatting for compatibility.

Username Violation Penalties:

- If a username is flagged, the user **will be required to change it**.

- **Repeated violations** may result in **temporary restrictions or account suspension**.

2.3.2 USERNAME CHANGES & REQUESTS

- Users may request **one (1) free username change per twelve (12) months**.

- Additional username changes **may be available for purchase with in-game currency (SanCash).**

- Username history is **not visible** to other players for privacy reasons.

2.4 ACCOUNT SECURITY & RECOVERY

- Santae Entertainment **takes security seriously** and encourages players to **keep their accounts safe**.

2.4.1 KEEPING YOUR ACCOUNT SECURE

- **Use a strong password** with a combination of letters, numbers, and symbols.

- **Do not share your password** with anyone, including staff. Santae staff will **never** ask for your login credentials.

- **Enable two-factor authentication (2FA)** (when available) for added protection.

- Be wary of **phishing attempts**—Santae will only contact users via official channels.

Compromised Account Policy:

If your account is compromised:

1. **Immediately reset your password.**

2. **Submit a [support ticket](#) for review.**

3. **If fraudulent activity is detected, staff may temporarily lock your account** to prevent further damage.

2.4.2 ACCOUNT RECOVERY PROCESS

- If you **forget your password**, use the **password reset function** on the login page.

- If you **lose access to your email**, submit a **support ticket** with proof of ownership (previous transaction history, account creation date, etc.).

- If your **account is banned and you believe it was a mistake**, file an **appeal via submitting a support ticket**.

2.5 BANNED & SUSPENDED ACCOUNTS

- If an account is banned, the following policies apply:

2.5.1 TYPES OF BANS

- **Temporary Bans**: Last **3 days to 1 month**, depending on the offense.

- **Permanent Bans**: **Issued for serious or repeated violations**.

- **IP Bans**: Used to **block persistent offenders** from rejoining the site.

2.5.2 BAN APPEALS

- Players may **submit one appeal per ban** via the support system.

- Appeals **must be well-reasoned** and include relevant details.

- **Decisions on appeals are final unless new evidence arises.**

Accounts banned for scamming, hacking, or harassment are not eligible for appeal.

3. MODERATION & ENFORCEMENT POLICIES

- The Santae Entertainment moderation team is committed to **ensuring a fair, safe, and enjoyable experience for all players**. These policies outline **how rules are enforced, the disciplinary process, and how users can appeal decisions**.

3.1 WARNING & BAN SYSTEM

- Santae utilizes a **tiered discipline system** to address rule violations **proportionally. Each case is evaluated individually**, and **repeat offenses lead to escalating consequences**.

3.1.1 TIERED DISCIPLINE PROCESS

Step 1: Verbal Warning

- **Issued for minor infractions** (e.g., minor spam, mild inappropriate language, accidental rule-breaking).

- **Delivered via private message** by a Moderator.

- **No record is kept unless repeated behavior occurs**.

Example offenses:

- Posting **off-topic content** in chat/forums.

- **Excessive caps or mild spam** that disrupts conversations.

- **Unintentional rule-breaking** (e.g., first-time minor offense).

Step 2: Official Warning

- If a player **repeats the offense** or **commits a more serious violation**, an **Official Warning** is issued.

- **Logged into the system** for tracking purposes.

- **Further infractions will escalate disciplinary action**.

Example offenses:

- **Disrespectful behavior** (mild personal attacks, passive-aggressive trolling).

- Repeated spam, excessive caps, or intentional minor disruptions.

- Attempting to trade items outside of Santae (cross-game trading).

- Refusing to comply with prior verbal warnings.

Step 3: Temporary Ban (3-14 days)

- If a player **continues violating rules** despite prior warnings, a **temporary suspension is issued**.

- **Duration varies (3 to 14 days)** depending on the **severity of the infraction,** the Admin handling the situation has the final say on the temporary suspension duration.

- **The user is notified via email or support ticket** with details of the suspension.

Example offenses:

- Harassment or bullying of **another user.**

- **Bypassing** chat filters or engaging in inappropriate conversations.

- Attempting to **scam** users in trades or transactions.

- **Abusing** exploits instead of reporting them.

- Excessive **rule violations** over a short period.

Step 4: Permanent Ban

- Permanent account termination is reserved for **severe** or repeated violations.

- Applied when a user poses a **major risk** to the community or game integrity.

- The user loses all access to Santae **permanently**.

Example offenses:

- Hacking, cheating, or use of bots/third-party software.

- Severe or repeated harassment, threats, or personal attacks.

- Scamming users (currency/item theft, fraudulent trades, etc.).

- Multiple accounts used for exploitation or avoiding bans.

- Sharing, leaking, or distributing private information (doxxing).

- Real-world money trading (RMT) of in-game assets.

- Attempting to impersonate staff or commit fraud.

*Some offenses **skip earlier stages** and result in immediate bans based on severity, The Santae Team has the final decision.*

3.2 APPEALS PROCESS

- Santae allows users to **appeal disciplinary actions** if they believe a **mistake was made or they have new evidence**. However, **not all bans are appealable**, especially in cases of **hacking, scamming, or extreme harassment**.

3.2.1 HOW TO SUBMIT AN APPEAL

1. **Go to the [Support Ticket System](#)** and select **"Ban Appeal"** as the category.

2. Include the following details:

   o **Your username and account details.**

   o **The reason for the appeal.**

   o **Any supporting evidence or explanation for the behavior.**

3. **Await a response from the moderation team.** Decisions are **typically reviewed within 24 hours**.

3.2.2 APPEAL REVIEW PROCESS

- Appeals are reviewed by **senior moderators or administrators**.

- If **new evidence supports the appeal**, the **ban may be lifted or reduced**.

- If the appeal is **denied**, **the decision is final** unless **further evidence emerges**.

Appealable Situations:

- **First-time offenses with a legitimate misunderstanding.**

- **Mistaken identity (e.g., flagged for multi-accounting when it was a sibling).**

- **Situations where context was missing in reports.**

Non-Appealable Situations:

- **Permanent bans for hacking, scamming, or real-world money trading.**

- **Multiple offenses with clear warnings leading up to the ban.**

- **Appeals lacking reasonable arguments or evidence.**

3.3 REPORTING VIOLATIONS

- Players play an important role in maintaining a safe environment by reporting rule-breaking behavior.

3.3.1 HOW TO REPORT A VIOLATION

Santae provides **two main ways** to report issues:

In-Game Reporting System:

- Click the **"Report" button** on a user's profile or message.

- Select the **reason for reporting** (spam, harassment, cheating, etc.).

- Submit the report for **moderation review**.

Support Ticket System:

- If the issue **requires more details**, use the **Support Ticket** system.

- Include **screenshots, chat logs, or transaction history** (if applicable).

- **Provide context** so moderators can **investigate fairly**.

3.3.2 FALSE OR MALICIOUS REPORTS

- Submitting false reports to harass other users is strictly prohibited.

- Users who abuse the report system may receive warnings or bans.

- All reports are reviewed carefully, and action is only taken when evidence supports the claim.

Valid reports include:

- Screenshots of a player scamming someone.

- Evidence of harassment, threats, or inappropriate conduct.

- Clear proof of hacking or cheating.

Invalid reports include:

- Reporting someone out of personal dislike.

- Falsifying evidence or taking messages out of context.

- Spam-reporting a user for no reason.

*Players who submit multiple false reports may be temporarily restricted from using the report system.

3.4 MODERATOR & ADMIN EXPECTATIONS & TEAM

- The **Moderator and Admin teams** play a crucial role in maintaining **Santae's safety, fairness, and integrity**. Below are **detailed expectations** for each role, outlining their responsibilities, escalation procedures, and behavior standards.

3.4.1 MODERATOR RESPONSIBILITIES

Moderators (Mods) are **front-line enforcers of Santae's rules**, ensuring a **positive player experience** by monitoring discussions, investigating reports, and escalating critical issues when necessary.

Monitor Community Interactions:

- Review chat, forums, trades, and reports to ensure rule compliance.

- Address trolling, hate speech, harassment, and spam.

Handle Minor Rule Violations:

- Issue verbal warnings and official warnings for low-severity offenses.

- Moderate language use, inappropriate usernames, and disruptive behavior.

Monitor Trade Interactions & Escalate as Needed:

- Ensure fair trading by investigating reported scams, fraudulent transactions, or suspicious trading behavior.

- Moderators cannot reverse trades but must escalate cases requiring administrative action.

Investigate Reports & Apply Tiered Enforcement:

- Review player-submitted reports and evaluate evidence carefully.

- Take appropriate action based on Santae's Warning & Ban System.

- Flag unresolved or complex cases for Admin review.

Prevent & Address Exploit Abuses:

- If a bug/exploit is being abused, moderators must collect evidence and escalate to Admins for review.

- Players who knowingly abuse exploits may be penalized.

Maintain Professionalism & Unbiased Judgment:

- Mods must act impartially and avoid favoritism or personal biases.

- Staff should never engage in arguments with players publicly.

Assist with Player Inquiries:

- Provide basic guidance on game mechanics, rules, and policies.

- Redirect technical issues or disputes requiring higher authority to Admins.

Escalate Serious Offenses to Admins:

- **Moderators CANNOT:**

    o Reverse trades or recover lost items.

    o Issue permanent bans (Admin authorization required).

    o Access private user data (e.g., IP logs, emails).

- If an issue **requires admin intervention**, mods should **document findings** and escalate the case.

3.4.2 ADMIN RESPONSIBILITIES

Administrators (Admins) have **higher-level access and decision-making authority** for enforcing **Santae's rules, handling escalations, and reviewing disciplinary actions.**

Admin Duties:

Handle Trade Scams & Item Recovery Cases:

- Review evidence of fraudulent trades and scams.

- Manually reverse trades or restore lost/stolen items (if justified).

- Ban repeat offenders who abuse trading mechanics.

Review & Approve Permanent Bans:

- Permanent bans require Admin approval to ensure fairness.

- Admins review ban appeals and determine outcomes.

Investigate Reports Escalated by Moderators:

- If a case is complex, involves legal concerns, or impacts game integrity, Admins conduct deeper investigations.

- This includes major account disputes, serious harassment cases, and security breaches.

Monitor Site-Wide Behavior & Enforce Consistency:

- Ensure consistent rule enforcement across all staff.

- Address gray-area situations that require case-by-case judgment.

Manage IP & Multi-Account Investigations:

- Detect and handle alt account abuse or ban evasion attempts.

- Apply IP bans if necessary to prevent repeated infractions.

Provide Final Rulings on Appeals:

- Players can appeal temporary bans via the **support ticket system**.

- Admins conduct final appeal reviews and determine if a ban should be reduced or lifted.

- Cases without sufficient justification remain upheld.

Assist in Game Security & Policy Updates:

- **Work with developers** to improve security measures against bots, exploits, and hacking.

- Regularly **review and update policies** to adapt to emerging issues.

3.4.3 MODERATOR & ADMIN CODE OF CONDUCT

All staff members must **adhere to the following ethical standards** while performing their duties:

Professionalism & Fairness

- **Never abuse power** for personal gain or retaliate against players.

- **Maintain neutrality**—do not engage in favoritism.

- **Avoid conflicts of interest** (e.g., participating in game economy while enforcing trade rules).

Confidentiality & Data Protection

- Staff must never share internal discussions or player data.

- Any breach of confidentiality is grounds for immediate removal.

Staff Accountability

- All actions (bans, warnings, trade interventions) must be documented.

- If a staff member abuses their role, Admins can revoke privileges or remove them.

- Admins must hold each other accountable to ensure fair enforcement.

3.4.4 ESCALATION GUIDELINES

To ensure **efficient moderation**, cases are **escalated in stages**:

- **Minor Issues** → Moderators handle with **warnings or temporary chat restrictions**.

- **Repeat Offenders** → Mods issue **temporary bans (3-14 days)** and log reports.

- **Trade Scam or Fraudulent Activity** → Mods **investigate** and **escalate to Admins** if intervention is required.

- **Hacking, Exploits, or Game Integrity Threats** → **Admins conduct full investigations** and issue **permanent bans or security actions**.

4. GAME ECONOMY & VIRTUAL GOODS POLICIES

- Santae's **in-game economy is designed to be fair and balanced**, ensuring that **all players have an equal opportunity** to engage with the game's market. These policies govern **the use of virtual currency, trading, market behavior, and payment-related disputes.**

4.1 SANCASH & VIRTUAL CURRENCY

- SanCash (**sC**) is **Santae's premium in-game currency**, which can be earned **through gameplay or purchased with real money**. To maintain fairness and prevent exploitation, the following rules apply:

4.1.1 SANCASH HAS NO REAL-WORLD VALUE

- SanCash (sC) is a virtual currency and **cannot** be exchanged for real money.

- Players do not own SanCash; rather, they have a **limited** license to use it in Santae.

- SanCash **cannot** be converted, refunded, or transferred to another game or platform.

4.1.2 PROHIBITION ON SELLING, TRADING, OR EXCHANGING SANCASH FOR REAL MONEY

It is strictly forbidden to:

- Sell, buy, or exchange SanCash (sC) for real-world money or external goods.

- Use third-party services, PayPal, or cryptocurrency to sell or purchase SanCash.

- Offer in-game items, pets, or accounts for real money.

Allowed transactions:

- Buying SanCash through Santae's official payment system.

- Spending SanCash within Santae's marketplace, shops, or events.

Violations will result in:

- Immediate account suspension or termination.

- SanCash removal from all involved accounts.

- Potential permanent ban for repeat offenses.

4.2 ITEM TRADING & MARKET RULES

- Trading is a **core feature of Santae's economy**, allowing players to exchange items fairly. However, **certain trading behaviors are prohibited to prevent fraud, exploitation, and market abuse.**

4.2.1 ALL IN-GAME TRADES ARE FINAL

- Once a trade is **confirmed**, it **cannot be undone**, unless **evidence of scamming is provided**.

- **Santae staff will not reverse trades** unless:

  o A scam has occurred (**verified through reports and logs**).

  o A system error caused an **unintended trade outcome**.

- **Trade with caution**—always double-check before confirming!

4.2.2 CROSS-GAME TRADING IS PROHIBITED

Cross-game trading refers to **trading Santae items, pets, or currency for assets in other games.** This is **not allowed** due to **security risks, scamming potential, and legal concerns.**

Examples of Prohibited Cross-Game Trades:

- Trading a **Santae pet** for an item in another virtual pet site.

- Swapping **Santae currency** for game currency in another MMO.

- Exchanging **Santae account access** for an account in another game.

Punishment for Cross-Game Trading:

- **First offense:** Warning and trade reversal.

- **Second offense:** Temporary suspension.

- **Third offense: Permanent ban.**

4.2.3 MARKET MANIPULATION & UNFAIR TRADING SCHEMES

Market manipulation **disrupts fair trading** and **creates an unfair economy**. The following actions are **prohibited**:

- **Price Fixing** – Coordinating with others to **artificially inflate or lower** item prices.

- **Monopoly Hoarding** – Buying out all copies of an item to **control availability and resale price**.

- **Insider Trading** – Using **staff information** (e.g., future item releases) to **gain an unfair market advantage**.

- **Trade Circles** – Coordinating with **multiple users to exchange items repeatedly to artificially increase item value**.

Punishment for Market Manipulation:

- **First offense:** Warning and potential market restrictions.

- **Second offense:** Market suspension for **7 Days**.

- **Severe cases: Permanent market bans** or account suspensions.

Fair Market Practices Include:

- Selling and trading **at competitive, reasonable rates**.

- Pricing items **based on fair demand and supply.**

- Offering **open and transparent trades** in the marketplace.

4.3 REFUNDS & CHARGEBACKS

- All purchases in Santae **are final**, and refunds **are only issued in rare cases** where **a billing error has occurred.**

4.3.1 NO REFUND POLICY

- **All purchases of SanCash, premium items, and digital goods are non-refundable.**

- Players **must confirm all transactions before completing a purchase.**

- **Refunds are only granted in cases of:**

    o **Duplicate charges.**

    o **Billing system errors (e.g., overcharged amounts).**

○ **Unauthorized transactions (must be reported within 7 days).**

Refunds will NOT be given for:

- **Regret purchases** – Players changing their minds after purchasing SanCash or an item.

- **Accidental purchases** – Double-check before confirming!

- **Item or currency losses due to player error**.

4.3.2 CHARGEBACK POLICY (DISPUTED PAYMENTS)

A **chargeback** occurs when a player **files a dispute with their bank or payment provider** to reverse a Santae transaction. **Chargebacks are treated as a serious violation.**

If a chargeback is initiated:

- The player's account will be **immediately suspended** until the issue is resolved.

- All SanCash, premium items, or affected purchases may be **revoked**.

- If the chargeback is proven to be fraudulent, the account will be **permanently banned**.

How to resolve a chargeback:

1. Contact **Santae support immediately** if you **accidentally filed a chargeback.**

2. Provide **proof of payment and a statement confirming resolution.**

3. If the chargeback was a **billing error**, Santae staff **will verify and work with the payment provider.**

Preventing Chargeback Issues:

- Use verified payment methods when purchasing SanCash.

- Do not make purchases on shared accounts.

- Review purchase details carefully before confirming.

4.4 FRAUD PREVENTION & ACCOUNT SECURITY IN TRADING

- Santae prioritizes **player safety** and **implements fraud prevention measures** to **protect users from scams, phishing attempts, and fraudulent trades.**

4.4.1 IDENTIFYING & REPORTING TRADE SCAMS

Signs of a scam:

- **Too-good-to-be-true deals** (e.g., rare items offered at unrealistically low prices).

- **Users requesting items first** without offering proof of trade reliability.

- **Players promising "future payment" or "IOU" agreements** without collateral.

- **Fake moderator impersonation** (Santae staff will NEVER request items or currency from players).

What to do if you get scammed:

1. **Gather evidence** (screenshots, chat logs, trade history).

2. **Report the scam** using the in-game reporting system or a **support ticket**.

3. **Avoid engaging further** with the scammer.

Scammers will face:

- Immediate trade suspension pending investigation.

- Possible item confiscation or permanent ban if proven guilty.

Safe Trading Practices:

- Always double-check trade details before confirming.

- Use Santae's official trading system—never trade outside of the game.

- Be cautious of new or unverified users offering high-value trades.

5. PRIVACY & DATA PROTECTION POLICIES

Santae is committed to **protecting user privacy** and ensuring **secure handling of personal data**. These policies outline **how data is collected, stored, used, and protected** in compliance with global privacy standards, including:

General Data Protection Regulation (GDPR)
Children's Online Privacy Protection Act (COPPA)
California Consumer Privacy Act (CCPA)

For detailed information on privacy rights, data handling, and compliance policies, please review our:

Privacy Policy
Terms of Service & Policy

5.1 DATA SECURITY & PROTECTION MEASURES

- To safeguard **user accounts, personal information, and transaction data**, Santae enforces **strict security measures.**

5.1.1 GDPR & COPPA COMPLIANCE

- Santae **fully complies with GDPR**, ensuring **transparent data collection and user control over personal data. ~ General Data Protection Regulation (GDPR)**

- Santae **complies with COPPA**, meaning users **under the age of 13 must have parental consent** to register and use the platform. **~ Children's Online Privacy Protection Act (COPPA)**

- **Users have the right to request access to their personal data, corrections, or deletion.**

5.1.2 HOW SANTAE PROTECTS YOUR DATA

Santae implements **robust security measures** to prevent **data breaches, unauthorized access, and fraud.**

Encryption & Secure Storage:

- All personal data, including passwords and payment details, is encrypted and stored on secure servers.

- Sensitive information is never stored in plaintext.

Limited Data Access:

- Only authorized Santae staff can access necessary user information (e.g., for support requests).

- Staff cannot view passwords and will never ask for them.

Account Protection & Monitoring:

- Automated fraud detection monitors for suspicious activity (e.g., unauthorized logins).

- Users may receive alerts if unusual account activity is detected.

Third-Party Data Protection:

- Santae never sells or shares personal data with third parties for advertising purposes.

- External services (e.g., payment processors) must comply with strict data protection agreements.

5.2 USER DATA COLLECTION & USAGE

- Santae **only collects data necessary for gameplay, security, and community engagement.**

5.2.1 WHAT DATA DOES SANTAE COLLECT?

Santae collects the following types of **user data:**

Account Information:

- Username, email, IP address (for security & moderation purposes).

- Passwords (encrypted).

Gameplay Data:

- In-game progress, trade history, marketplace transactions.

- Event participation and item ownership.

Communication Data:

- Support tickets, forum messages, in-game chat logs (for moderation).

Purchase Data:

- Payment transaction details (**Santae does not store full payment information**—handled by third-party processors).

Cookies & Tracking:

- Santae **uses cookies to improve user experience** (e.g., saving login sessions).

- **Tracking for personalized in-game recommendations** (NOT for external advertising).

Santae does NOT collect:

- Real-world address or phone numbers.

- Biometric or health-related data.

- Any personal data beyond what is required for game functionality.

5.3 USER RIGHTS & DATA CONTROL

- Users have **full control over their personal data** and can request **data access, correction, or deletion.**

5.3.1 ACCESSING & UPDATING PERSONAL DATA

- Users can **update account information (email, username, password) in settings.**

- If users need assistance updating their data, they can **submit a support ticket.**

5.3.2 REQUESTING ACCOUNT DELETION

Users have the **right to request full account deletion** if they choose to stop using Santae.

How to request deletion:

1. **Submit a support ticket** under "Account Deletion Request."

2. Confirm identity (**email verification required**).

3. Santae will **process the deletion within 14 business days** (as per GDPR regulations).

What happens after deletion?

- **All personal data will be erased permanently.**

- **Gameplay progress, items, currency, and forum posts will be deleted or anonymized.**

- **Deleted accounts cannot be recovered.**

*Exception: Some transactional data (e.g., past purchases) **may be retained for legal purposes (e.g., fraud prevention).***

5.4 SECURITY BEST PRACTICES FOR USERS

To ensure **maximum account security**, users should follow **these guidelines:**

5.4.1 PASSWORD SECURITY

- **Use a strong password** with a mix of uppercase/lowercase letters, numbers, and symbols.

- **Do NOT reuse passwords from other sites.**

- **Change your password regularly** to prevent unauthorized access.

- **Enable two-factor authentication (2FA) when available.**

*Santae Staff will NEVER ask for your password! If someone claims to be staff and asks for your password, **report them immediately.***

5.4.2 PROTECTING AGAINST PHISHING & SCAMS

- **Only enter login details on Santae's official website (https://www.santae.net).**
- **Do NOT click on suspicious links** in emails, Discord, or other platforms.
- If unsure about an email from Santae, contact support for verification.

5.4.3 WHAT TO DO IF YOUR ACCOUNT IS COMPROMISED

If you suspect unauthorized access to your account:

1. Immediately change your password.
2. Check for unusual trades or missing items.
3. Submit a support ticket for further investigation.

*Santae may temporarily suspend compromised accounts to prevent further damage while investigating.

5.5 DATA SHARING & THIRD-PARTY SERVICES

Santae **does not share user data with external advertisers** but may use **third-party services for essential functions** (e.g., payment processing, analytics).

Secure Payment Processing:

- Payments are handled by **trusted third-party payment processors** (e.g., PayPal, Stripe).
- Santae **never stores full credit card details.**

Internal Analytics & Anti-Fraud Measures:

- Santae may collect **game analytics** (e.g., login times, item transactions) to **improve gameplay balance**.
- **Fraud detection systems monitor suspicious behavior.**

*Santae will never sell user data or allow third-party tracking beyond essential services.

5.6 BREACH NOTIFICATION POLICY

Although Santae employs **high-level security measures**, **data breaches** may still occur.

In the event of a breach:

- **Santae will notify affected users via email ASAP** (as required by GDPR).

- Steps will be **taken to secure compromised accounts** (e.g., forced password resets).

- Affected users **will be advised on additional security measures.**

Santae is **committed to protecting user privacy** and ensuring **a secure, transparent, and fair gaming environment.**

We will NEVER:

- Sell your data to third parties.

- Ask for your password.

- Store unnecessary personal information.

You have full control over your data and can request:

- **Access to account data**.

- **Corrections to your information**.

- **Permanent deletion of your account**.

6. EVENT & CONTEST POLICIES

Santae hosts a variety of **events, contests, and giveaways** designed to **engage the community, encourage creativity, and reward players.** These policies ensure **fair play, prevent abuse, and provide clear guidelines for participation** in both **official and user-hosted events.**

6.1 GIVEAWAYS & PRIZES

- Santae **offers both official site-run giveaways and user-hosted contests**. To protect players from **fraud, unfair advantages, or misleading promotions,** the following guidelines must be followed.

6.1.1 OFFICIAL SANTAE EVENTS & GIVEAWAYS

Santae periodically runs **official giveaways, raffles, and competitions**, offering **in-game rewards, exclusive items, or event currencies.**

Rules for Official Santae Giveaways:

- **Completely free to enter**—players are not required to pay real money, SanCash, or items to participate.

- **Guaranteed prizes**—all rewards come directly from Santae's staff and are **distributed fairly.**
- **Transparent winners list**—winners are publicly announced or contacted through **official channels.**
- **Equal chance for all players**—entry is **not influenced by account age, donor status, or purchases.**

Official giveaway rewards may include:

- **In-game currency** (SanCash or event currencies).

- **Limited edition items** or **event-themed cosmetics.**

- **Unique pets or minimals** not available elsewhere.

- **Leaderboard-based rewards** for performance-driven events.

- **Special badges or trophies** for participation or achievements.

What Santae Staff Will NEVER Do in Giveaways:

- Ask players for money or external payments to enter.

- Request personal information beyond what is needed for the game.

- Offer prizes that **don't exist** or **cannot be legitimately won.**

- Contact players outside of official Santae communication channels.

If a giveaway claims to be an "Official Santae Event" but does not follow these rules, report it immediately.

6.1.2 USER-HOSTED GIVEAWAYS & CONTEST RULES

Players are allowed to **host their own giveaways** for **fun, engagement, or community appreciation.**

However, **certain rules must be followed** to **prevent abuse and ensure fairness.**

Permitted User Giveaway Rules:

- **SanCash can be given away, but cannot be required as entry into a raffle or contest.**

- **Clear start & end times** must be provided before the giveaway begins.

- **Prizes must be given to the announced winner(s).**

- **Randomized selection methods must be fair and transparent.**

- Hosts **must not edit giveaway conditions after it starts.**

Prohibited User Giveaway Practices:

- **No "Pay-to-Enter" Giveaways**—users **CANNOT** require real money, SanCash, or items as an entry fee.
- **No Scams**—failure to distribute promised prizes may result in **loss of giveaway privileges.**
- **No Misleading Giveaways**—giveaways must be **clear and truthful in description.**
- **No External Site Promotions**—giveaways cannot **promote third-party websites, services, or unrelated games.**

*Users who fail to deliver prizes or violate giveaway rules may be banned from future event participation.

*Players may report fraudulent giveaways via the support system.

6.2 STAFF PARTICIPATION

Santae staff members are **allowed to participate in both official and user-hosted events** with **strict fairness guidelines.**

6.2.1 OFFICIAL SANTAE CONTESTS & EVENTS

Unlike giveaways, **official Santae contests** are **skill-based or performance-driven** (e.g., **art contests, writing challenges, or leaderboard competitions**).

Staff Participation in Official Contests

- **Staff are allowed to enter official Santae contests, but have NO advantage over other players.**
- **Entries are judged fairly**, based on set criteria, with **no bias toward staff entries.**
- **Staff members may participate in community leaderboard challenges.**
- If a contest requires **judging**, staff members who are judging **CANNOT** enter.

What Staff CANNOT Do in Official Contests:

- Use moderator or admin privileges to **gain an advantage.**
- Access event data that **regular players cannot see.**

- Change contest rules, manipulate results, or alter scoring.
- Enter **contests they personally help manage or judge.**

*If a staff member wins a contest, it is because they followed the same rules and competed fairly.

*Any allegations of unfair staff participation will be investigated thoroughly.

6.2.2 USER-HOSTED CONTESTS & EVENTS

Since user-hosted contests **are community-driven**, staff members **are allowed to participate freely** under the same conditions as regular players.

Staff Participation in User Contests:

- Must follow the same entry rules as everyone else.
- Cannot use their position to pressure a host into giving them advantages.
- Can participate in raffles, creative contests, and giveaways hosted by community members.

*If a staff member is found abusing their role in a user contest (e.g., using influence for unfair treatment), they may be restricted from participating in future community events.

6.3 FAIR PLAY & CHEATING IN EVENTS

- Santae **takes fairness seriously** and enforces **strict anti-cheating policies** in all events. Players **caught using unfair methods** will **face penalties.**

6.3.1 TYPES OF CHEATING

- **Exploits & Glitches** – Abusing unintended game mechanics to gain an advantage.
- **Botting & Automation** – Using auto-clickers or scripts to farm event rewards.
- **Multi-Accounting** – Entering an event multiple times using alt accounts.
- **Collusion & Match Fixing** – Working with others to **manipulate leaderboard scores.**
- **False Reports** – Falsely reporting players to **eliminate competition.**

Cheating Consequences:

- **Immediate disqualification from the event.**

- **Removal of any rewards earned through unfair play.**

- **Temporary or permanent bans for repeat offenders.**

*Players can report suspected cheaters via the in-game reporting tool or support ticket system.

6.4 REPORTING EVENT & CONTEST VIOLATIONS

If a player believes **an event rule was broken**, they can report it to Santae staff:

- **Via the in-game reporting system** (for rule violations during active gameplay).

- **Through a support ticket** (for giveaway fraud, cheating, or contest manipulation).

- **Directly to event hosts** (for community-run events).

False reports will result in penalties.

7. CUSTOMER SUPPORT & BUG REPORTING

Santae is committed to **providing timely assistance** to players who experience **technical issues, account concerns, or rule disputes.** The support system allows **efficient resolution of problems** while maintaining **a fair and secure environment** for all users.

7.1 SUPPORT TICKET SYSTEM

The **support ticket system** is the primary way for players to **report issues and request assistance** from Santae staff.

7.1.1 WHEN TO SUBMIT A SUPPORT TICKET

Players should submit a **support ticket** if they experience:

Billing Issues

- Unauthorized charges or payment concerns.
- Duplicate purchases or accidental transactions.

- Failed SanCash purchases (e.g., funds deducted but no currency received).
- Refund requests (only valid under refund policy conditions).

Account Recovery

- Forgotten password issues.
- Locked or suspended accounts (requesting review).
- Compromised accounts due to hacking attempts.
- Requests to update account email (if access to the original email is lost).

Rule Violations & Disputes

- Reporting a user for harassment, scamming, or inappropriate behavior.
- Disputing a penalty or requesting an appeal.
- Requesting investigation into a trade dispute.
- Requesting moderation action on a forum or chat violation.

Bug Reports & Game Issues

- Glitches affecting gameplay or causing crashes.
- Visual or UI errors (broken images, missing buttons, etc.).
- Issues with gathering, herding, or pet interactions.
- Errors in item descriptions, quest rewards, or event mechanics.

*Support tickets should include as much detail as possible, including screenshots, timestamps, and a description of the issue.

7.1.2 EXPECTED RESPONSE TIME

Staff will typically respond to support tickets **within 1 business days** (depending on staff availability and ticket volume).

- **High-priority issues** (e.g., account security, billing errors) are handled **first.**
- **Moderate issues** (e.g., trade disputes, rule violations) may take **longer to investigate.**
- **Low-priority issues** (e.g., cosmetic bugs, minor UI errors) are reviewed **as time permits.**

Players should NOT spam multiple tickets for the same issue. Doing so **may delay response time.**

If no response is received within the expected timeframe, players can submit a follow-up inquiry.

1.2 BUG REPORTING & EXPLOIT PREVENTION

- Santae relies on **player reports to identify and resolve game bugs**. Players are encouraged to **report all bugs immediately**, especially if they could impact game balance.

1.2.1 HOW TO REPORT BUGS

To report a bug, players can:

- Use the in-game bug report function (if available).
- Submit a **support ticket** under "Bug Report."
- Post in the designated bug report forum (if applicable).

Bug reports should include:

- A clear **description of the bug** (what happened and when).
- **Steps to reproduce** the issue (if known).
- **Screenshots or video proof** (if applicable).
- Information about **the browser, device, or operating system used.**

1.2.2 BUG EXPLOITS & ABUSE

Knowingly abusing a bug instead of reporting it may result in account penalties.

Examples of Exploit Abuse:

- Using a glitch to duplicate items or currency.
- Gaining unintended bonuses in events or leaderboards.
- Bypassing trade restrictions to gain an unfair advantage.
- Exploiting UI bugs to access features not yet released.

Consequences for Bug Exploits:

- **First Offense:** Warning + removal of exploited gains.

- **Repeat Offenses:** Temporary suspension.

- **Severe Cases:** Permanent ban.

*If a player discovers a major exploit, they should report it immediately and refrain from using it.

7.3 CONTACTING CUSTOMER SUPPORT

Santae offers **multiple ways to contact support** depending on the type of issue:

- **Support Ticket System** – For all **billing, account, rule violation, and bug reports.**

- **Bug Report Forum** (if available) – For **general gameplay bugs and UI issues.**

- **Discord (if supported)** – For **quick, non-account-related questions or community feedback.**

Do NOT attempt to contact staff via personal messages for support issues. All requests must go through **official channels to ensure proper tracking and resolution.*

*By following these policies, players help Santae maintain a smooth, fair, and enjoyable experience for all users.

8. STAFF ROLES, POLICIES & EXPECTATIONS

Santae's staff plays a **critical role in maintaining a fair, welcoming, and well-functioning community.** To ensure that **moderators and admins uphold the highest standards of integrity and professionalism**, the following policies define their **responsibilities, conduct, and activity expectations.**

8.1 ROLES & RESPONSIBILITIES

Santae has two primary staff teams: **The Front-End Teams and Development Teams.** Each role has **specific duties**, and all staff members are expected to **work together efficiently** to handle player concerns. Together we create the magic that is Santae.

8.1.1 MODERATOR TEAM

Moderators (**also referred to as Mods**) are the **frontline staff members** responsible for **enforcing rules, investigating reports, and ensuring a positive player experience.**

Community Management

- Monitor **forums, chat, and community interactions** for rule violations.
- Assist players with **basic questions and concerns** regarding gameplay and policies.

Rule Enforcement

- Issue **warnings, temporary chat mutes, or minor suspensions** for infractions.
- Investigate **rule violations**, including harassment, scamming, and cheating.
- **Escalate serious cases** (e.g., major disputes, account theft) to Admins.

Trade & Economy Monitoring

- Watch for **fraudulent trades, price manipulation, and SanCash scams.**
- Assist players with **trade disputes** (but cannot reverse trades).

Bug Reporting & Exploit Management

- Assist in identifying and documenting **gameplay bugs and potential exploits.**
- Encourage players to report bugs instead of abusing them.

Documentation & Transparency

- Keep detailed records of reports, warnings, and moderation actions.

Moderators do NOT have access to:

- I. Player passwords or financial information.
- II. Item or currency restoration functions.
- III. Permanent bans (only Admins can approve these).

Moderator Expectations

- **Remain neutral, professional, and fair** when enforcing **rules**.
- **Engage positively with the community** without engaging in favoritism.
- **Escalate serious cases to Admins** instead of handling them alone.
- **Respect confidentiality of reports** and avoid public disputes.

8.1.2 ADMINISTRATIVE "ADMIN" TEAM

Admins **(Administrators)** have **higher-level access** and are responsible for handling **technical support, major disputes, and game security.**

Support Ticket Management

- **Review and resolve support tickets** related to **billing issues, account recovery, and technical problems.**

- **Investigate major player disputes** that require advanced verification (e.g., trade scams).

High-Level Rule Enforcement

- Approve **permanent bans** for serious offenses (e.g., hacking, repeated harassment).

- **Monitor IP bans and alternative account detection** for ban evasions.

Game & Economy Oversight

- Handle **SanCash fraud investigations** and **high-value trade disputes.**

- Monitor **market manipulation or rule-breaking in trading.**

- Work with developers to **patch exploits and prevent abuse.**

Game Integrity & Market Oversight

- Monitor trading, economy manipulation, and fraudulent activity.

- Work with Developers & Artists to patch exploits.

Privacy & Data Security Compliance

- Ensure GDPR, COPPA, and Alabama privacy laws are upheld.

- Maintain confidentiality in all moderation and user-related cases.

Admins do NOT:

- Reveal private player data to other users.

- Reverse disciplinary actions without proper review.

- Accept bribes, favors, or influence from players for decisions.

Admin Expectations

- Uphold fairness and transparency in all enforcement actions.

- Maintain professionalism when handling escalations.

- Ensure staff confidentiality and data privacy compliance.

- Support and guide Moderators without overstepping boundaries.

8.1.3 TALENT EXPERIENCE MANAGER

The **Talent Experience Manager (TXM)** is responsible for managing **staff experience, morale, training, and internal operations** to ensure Santae's workforce is supported and thriving.

Talent Experience Manager Responsibilities

- **Recruitment & Onboarding**

  o Assist in **hiring & onboarding** new staff members.

  o Provide **clear documentation** on roles, policies, and responsibilities.

- **Staff Training & Development**

  o Organize **training sessions** for team members.

  o Ensure staff understands **game mechanics, community guidelines, and responsibilities**.

- **Workplace Culture & Conflict Resolution**

  o Act as a **neutral mediator** in disputes between staff members.

  o Ensure **a positive and inclusive workplace culture**.

  o Address staff **concerns, burnout, or workplace conflicts** professionally.

- **Performance Monitoring & Feedback**

  o Provide **regular feedback & performance evaluations** to improve efficiency.

  o Identify **areas of improvement and strengths** for each staff member.

  o Ensure all **staff follow policies & guidelines** while maintaining a productive work environment.

Talent Experience Manager Expectations

- Maintain **confidentiality** in all staff-related matters.

- Encourage **team growth and collaboration** across departments.

- Ensure Santae's **core values (Kindness, Compassion, Love, and Understanding) are upheld** in the workplace.

8.1.4 COMMUNITY MANAGER

The **Community Manager (CM)** is responsible for **bridging the gap between Santae's team and its player base**. This role **ensures engagement, communication, and conflict resolution** between staff and the community.

Community Manager Responsibilities

- **Player Engagement & Feedback**

    o Act as **the primary point of contact** for community inquiries and concerns.

    o Gather **feedback, suggestions, and concerns** from players to improve the game.

    o Implement **strategies to increase community engagement**.

- **Communication & Announcements**

    o Post **official game updates, event announcements, and community news**.

    o Maintain **consistent communication between players and Santae's development team**.

    o Respond to **FAQs, concerns, and reports professionally**.

- **Conflict Resolution & Moderation Support**

    o Mediate **community conflicts** when necessary.

    o Ensure **disputes are handled maturely and in compliance with guidelines**.

    o Assist **Moderators & Admins** with ensuring a safe, welcoming space.

- **Event Organization & Player Engagement Initiatives**

    o Plan **in-game & community events** to encourage participation.

    o Work alongside **the Community Engagement Team & Writers** to create **engaging lore-driven events**.

Community Manager Expectations

- Maintain **a friendly, approachable, and professional presence**.

- Actively **listen to player concerns** and advocate for solutions.

- Ensure **Santae's community remains a welcoming and positive space**.

8.1.5 COMMUNITY ENGAGEMENT TEAM

The **Community Engagement Team** focuses on **interacting with the player base, fostering engagement, and creating fun experiences**.

Community Engagement Team Responsibilities

- **Player Interaction & Support**

  o Welcome **new players** and introduce them to the game.

  o Encourage **forum & Discord activity** by starting discussions.

- **Community Content & Social Media Presence**

  o Manage **social media accounts (Discord, Twitter, etc.)** to keep players updated.

  o Create **weekly posts, polls, and interactive content** for players.

- **Live Events & Competitions**

  o Host **game nights, art contests, and community challenges**.

  o Encourage participation in **site-wide events & seasonal celebrations**.

- **Engagement Metrics & Reporting**

  o Track **player engagement and participation trends**.

  o Provide **feedback to the Development Team & Community Manager** to improve experiences.

Community Engagement Team Expectations

- Foster **a fun, inclusive, and active community**.

- Encourage **constructive and positive discussions**.

- Ensure **players feel welcomed and heard**.

8.1.6 DEVELOPMENT TEAM

The **Development Team** is responsible for designing, coding, testing, and implementing features that **enhance gameplay, improve site functionality, and ensure system security**.

Development Team Responsibilities

- **Game Development & Coding**

  - Develop and maintain core **game mechanics**.

  - Write **clean, efficient, and maintainable code** in accordance with Santae's infrastructure.

  - Ensure **bug-free** implementation of all site features.

  - Optimize **site speed, server efficiency, and security measures**.

- **Feature Implementation & Updates**

  - Develop and implement **new gameplay features** based on Santae's roadmap.

  - Improve **UI/UX** for ease of navigation and accessibility.

  - Regularly update and maintain **existing mechanics**.

- **Bug Fixing & Security Enhancements**

  - Identify and fix **bugs, glitches, and system vulnerabilities**.

  - Ensure compliance with **security best practices** to prevent unauthorized access, hacking, and data breaches.

- **Collaboration with Other Departments**

  - Work alongside **Community Engagement & Writers** for **lore integration into gameplay**.

  - Coordinate with **Artists & UI Designers** to implement **visual assets** into the game.

  - Regularly communicate with **Moderators & Admins** to address technical issues affecting players.

Development Team Code of Conduct

- Maintain **professionalism** and **collaboration** with other teams.

- Follow **best coding practices** and maintain **documentation** for future reference.

- Adhere to **Santae's privacy & security policies** regarding data protection and encryption.

- Submit **development progress reports** for transparency and accountability.

8.1.7 OFFICIAL SANTAE WRITER TEAM

The **Writer Team** is responsible for **creating compelling lore, in-game content, and narratives** that bring Santae's world to life.

Writer Team Responsibilities

- **Lore & Story Development**
    - Expand **Santae's world-building, character backstories, and event narratives**.
    - Ensure **lore remains consistent across game mechanics and events**.

- **Quest Writing & Dialogue**
    - Create **engaging, well-written quests that integrate with the game's mechanics**.
    - Develop **interactive and immersive NPC dialogues**.

- **Item & Location Descriptions**
    - Write **flavor text for items, pets, locations, and collectibles**.
    - Ensure **descriptions align with Santae's tone, theme, and world-building**.

- **Event Storylines & Seasonal Content**
    - Develop **seasonal and limited-time event stories**.
    - Work with the **Community Engagement Team** to create **engaging roleplay-style events**.

Writer Team Expectations

- Maintain **consistent and high-quality writing**.
- Ensure **lore is immersive, balanced, and integrated with game features**.
- Collaborate **with developers, artists, and event planners** to ensure seamless execution of game content.

8.1.8 OFFICIAL SANTAE ARTIST TEAM

The **Artist Team** is responsible for creating **high-quality visual assets** that align with Santae's world, ensuring consistency and artistic integrity in all game elements.

Artist Responsibilities

- **Game Asset Creation**
    - Design **pets, minimals, NPCs, backgrounds, items, and wardrobe pieces**.
    - Ensure **art meets Santae's quality standards and stylistic consistency**.
- **Collaboration & Revisions**
    - Accept **feedback and revisions from the Senior Clothing Artist or Art Director**.
    - Collaborate with **Writers & Developers** to ensure accurate art representation.
- **Deadline Management**
    - Meet **art deadlines for game updates, events, and releases**.
    - Report **delays or roadblocks to the Art Director promptly**.
- **Art Submission & Approval Process**
    - Upload assets in **correct formats, resolutions, and layering**.
    - Ensure **artwork follows established guidelines for shading, color balance, and composition**.

Artist Expectations

- Accept and apply **constructive feedback professionally**.
- Maintain **strict confidentiality on unreleased assets**.
- Communicate **clearly and proactively** with the Art Director.

8.1.9 SENIOR CLOTHING ARTIST

The **Senior Clothing Artist** oversees all wardrobe and fashion-related assets while ensuring designs align with Santae's visual style.

Senior Clothing Artist Responsibilities

- **Design & Review Clothing Items**

- o Create detailed, layered wardrobe assets for character customization.

- o Maintain consistency across clothing sets, hairstyles, and accessories.

- **Guidance & Mentorship**

  - o Provide feedback to junior artists working on wardrobe pieces.

  - o Ensure color palettes, shading, and materials are consistent.

- **Collaboration with the Art Director & Development Team**

  - o Work closely with Developers to ensure proper item layering.

  - o Collaborate with the Community Team for fashion-based events or contests.

Senior Clothing Artist Expectations

- Ensure high-quality and detailed wardrobe assets.

- Provide constructive feedback to artists without overstepping boundaries.

- Adhere to Santae's design standards and deadlines.

8.1.10 ART DIRECTOR

The **Art Director** oversees all visual assets, provides final approvals, and ensures consistency across Santae's artistic direction.

Art Director Responsibilities

- **Quality Control & Final Approvals**

  - o Review all game assets before implementation.

  - o Ensure artwork aligns with Santae's theme, shading style, and quality standards.

- **Mentorship & Guidance**

  - o Provide feedback, redlines, and professional critique to artists.

  - o Maintain artistic consistency across pets, minimals, NPCs, and environments.

- **Creative Direction & Aesthetic Standards**

o   Set artistic guidelines for new assets and future expansions.

o   Work with Developers & Writers to ensure assets complement game lore.

Artwork Management & Oversight

- Review and approve all game assets, including pets, items, NPCs, backgrounds, and environments.

- Ensure all artwork meets Santae's established artistic standards and stylistic consistency.

- Provide detailed feedback, redlines, and guidance to improve quality before submission.

- Maintain high-level artistic direction for new releases, ensuring that artwork aligns with game themes and lore.

Task Assignment & Project Coordination

- Assign and manage art tasks to artists based on project needs and individual strengths.

- Ensure deadlines are met and coordinate workflow to prevent bottlenecks.

- Collaborate with **Management** to plan long-term artistic goals and prioritize workload effectively.

- Address project delays and offer solutions to keep production on track.

Collaboration & Applicant Review

- Work closely with **Santae Management** to review applications for new artists, ensuring that candidates meet artistic and stylistic requirements.

- Participate in the hiring process by evaluating applicant portfolios and providing feedback to Management.

- Assist in onboarding new artists, offering training and mentorship to help them integrate into the team.

Leadership & Mentorship

- Act as the primary point of contact for artists seeking feedback or technical assistance.

- Maintain a positive and constructive work environment that fosters artistic growth.

- Encourage innovation while ensuring that all creative assets align with Santae's vision.

- Promote communication between artists, writers, and developers to ensure seamless integration of art into gameplay.

Art Director Expectations

- Enforce high-quality standards while fostering a positive art team environment.

- Ensure all visual elements remain cohesive and polished.

- Offer constructive feedback with clear improvement points.

8.2 PROFESSIONALISM & CONDUCT

Santae's staff **represents the game and its values.** All staff members **must adhere to high ethical standards**, **treat players fairly**, and **act professionally at all times.**

8.2.1 STAFF CODE OF CONDUCT

- **Remain Neutral & Unbiased** – Treat all players equally, regardless of personal relationships.

- **Be Respectful & Professional** – Interact with players and other staff politely, even in conflict **situations.**

- **Follow Internal Policies** – Enforce rules consistently and as written.

- **Maintain Confidentiality** – Do not share private staff discussions, player data, or ongoing investigations.

Staff members CANNOT:

- Use their role to intimidate, threaten, or belittle players.

- Give themselves or their friends unfair advantages in events or trades.

- Engage in favoritism or biased decision-making.

- Share or leak private staff discussions.

Failure to meet professionalism standards may result in staff demotion or removal.

8.2.2 ABUSE OF POWER

Santae **does not tolerate staff members abusing their authority.** Any staff member caught misusing their role will **face consequences.**

Abuse of Power Includes:

- Banning or muting players unfairly due to personal disagreements.

- Editing or deleting posts to cover up mistakes.

- Threatening players with staff actions outside of proper procedure.

- Using inside information to gain in-game advantages.

Consequences for Staff Misconduct:

- **First Offense:** Formal warning and review by Admins.

- **Second Offense:** Removal from moderator/admin team.

- **Severe Cases:** Immediate dismissal and potential in-game penalties.

All abuse reports will be investigated, and staff members will be held accountable.

8.3 ACTIVITY & PERFORMANCE REQUIREMENTS

Staff members **must be active and engaged** to remain on the team.

8.3.1 MINIMUM ACTIVITY REQUIREMENTS

- Moderators must contribute at least 5 hours per week actively moderating.

- Admins must log in regularly to handle tickets and escalated cases.

- Extended inactivity (without notice) may result in staff removal.

If any staff member needs time off, they should inform the Management team in advance.

8.3.2 STAFF PERFORMANCE REVIEWS

Santae evaluates staff members regularly to ensure they meet expectations.

- Moderators and Admins receive periodic performance reviews from senior staff.

- Players can submit anonymous feedback about staff behavior.

- Poor performance, lack of activity, or repeated mistakes may lead to reassignment or removal.

If a staff member repeatedly fails to meet expectations, they may be removed from their role.

8.4 CONFLICT RESOLUTION BETWEEN STAFF & PLAYERS

If a player believes a staff member has **acted unfairly or abused their role**, they may:

- Submit a **support ticket** under "Staff Conduct Complaint."

- Provide evidence (screenshots, chat logs, etc.) to support the claim.

- Wait for an Admin review—staff misconduct is taken very seriously.

False accusations against staff may result in penalties.

Santae aims for transparency and will investigate staff complaints fairly.

8.5 CHAIN OF COMMAND POLICY

To ensure clear communication and efficient problem resolution, Santae follows a structured chain of command. All staff members are expected to follow these steps when seeking guidance, reporting issues, or escalating concerns.

8.5.1 GENERAL STAFF CHAIN OF COMMAND

1. **Report to Your Senior First** – Moderators, artists, writers, developers, and other department members should first bring their concerns, questions, or issues to their **Senior** or **Lead**. The Senior is responsible for providing guidance and addressing routine matters within their department.

2. **Escalate to the Talent Experience Manager (TXM)** – If the issue cannot be resolved by a Senior, it should be taken to the **Talent Experience Manager**, who is responsible for staff support, guidance, and conflict resolution, and ensuring a healthy work environment.

3. **Escalate to Santae Management** – If the Talent Experience Manager is unable to resolve the matter or if the issue involves high-level decisions, policies, or significant concerns impacting the platform, it should be escalated to **Santae Management (Admin Team/Owner)**.

8.5.2 MANAGEMENT CHAIN OF COMMAND

1. Management should go to Seniors First – When handling department-specific matters, Santae Management should consult with Senior Staff before implementing changes. Seniors provide critical insights into their respective teams and help streamline decision-making processes.

2. Final Decision by Ownership/Leadership – If an issue requires final approval, it will be reviewed by the Owner or Executive Team. This applies to policy changes, high-impact game modifications, financial decisions, and disciplinary actions affecting multiple staff members or users.

8.5.3 FOLLOWING PROPER CHANNELS

- Staff members should avoid bypassing the chain of command unless the situation is urgent, involves a direct conflict of interest, or requires immediate intervention from higher management.
- If an issue involves serious misconduct, harassment, or violations of company policies, it should be reported directly to the Talent Experience Manager or Santae Management, bypassing direct supervisors if necessary.
- Any concerns regarding a Senior's conduct should be directed to the Talent Experience Manager for review before escalating further.
- If a staff member repeatedly bypasses the chain of command without valid reasoning, they may receive guidance on proper escalation procedures.
- Clear and documented communication is encouraged at all stages to ensure transparency and accountability.

The Chain of Command Policy is in place to ensure that issues are handled at the appropriate level and to maintain an organized and professional work environment.

9. ADDITIONAL POLICIES

Santae maintains strict policies against prohibited activities to ensure a safe, fair, and enjoyable experience for all players. These policies cover scamming, hacking, third-party software use, AI-generated content, and game modifications. Violations will result in account suspensions, permanent bans, or legal action if necessary.

9.1 PROHIBITED ACTIVITIES

The following actions **violate Santae's** Terms of Service and will **result in immediate suspension or a permanent ban.** In severe cases, Santae **reserves the right to escalate matters legally.**

9.1.1 SCAMMING & FRAUD

Scamming is strictly prohibited and includes:

- Fake trades – Promising items, currency, or services and failing to deliver.
- Chargeback fraud – Purchasing SanCash or items, then forcing a refund through PayPal or banks.
- Impersonating staff – Pretending to be a Moderator or Admin to trick players.
- Lying about trades or marketplace offers to manipulate others.

If a scam occurs:

- Victims should report it via a **support ticket** immediately.
- Santae staff will investigate using trade logs.
- Scammers will face permanent bans if found guilty.

9.1.2 HACKING, SCRIPTING & UNAUTHORIZED THIRD-PARTY SOFTWARE

Any form of hacking, scripting, or unauthorized automation is a serious offense.

- Using third-party software to gain an unfair advantage (e.g., bots, macro scripts).
- Modifying or injecting unauthorized code into the game.
- Using cheat programs to alter stats, currency, or item values.
- Exploiting system vulnerabilities to manipulate the game.

Consequences for Hacking & Automation:

- Immediate permanent ban upon detection.

- Forfeit of all in-game items, currency, and progress.

- IP bans may be applied to prevent repeated abuse.

*Santae regularly monitors for suspicious activity and uses anti-cheat measures to detect hacking attempts.

9.1.3 UNAUTHORIZED ACCOUNT ACCESS & SECURITY VIOLATIONS

Attempting to access another user's account or bypass security measures is a serious offense.

- Guessing passwords or using leaked credentials to log into other accounts.

- Phishing or social engineering to steal login information.

- Using another player's account without permission (even if voluntarily shared).

- Attempting to bypass security systems, such as multi-factor authentication.

Consequences for Unauthorized Account Access:

- Immediate account suspension and investigation.

- Permanent ban for proven hacking attempts.

- Legal action may be pursued in severe cases.

*Players are advised to enable Two-Factor Authentication (2FA) to enhance account security.

9.1.4 DOXXING, STALKING & THREATENING REAL-WORLD HARM

Any behavior that endangers real-world safety is taken extremely seriously.

- Doxxing – Sharing someone's real name, address, phone number, or other personal details without consent.

- Stalking – Repeatedly harassing or monitoring someone across Santae or external platforms.

- Threats of real-world harm – Encouraging or implying physical violence, self-harm, or illegal activity.

- Encouraging others to harass or target a specific player.

Consequences for Doxxing & Threats:

- Permanent ban from Santae.

- Immediate reporting to law enforcement if necessary.

- Legal action may be pursued against severe offenders.

*Players should report harassment immediately via a support ticket.

9.2 THIRD-PARTY SERVICES & AI POLICY

Santae has **strict no ai-generated content guidelines** regarding the **use of third-party tools, AI-generated content, and automation.**

9.2.1 AI-GENERATED CONTENT POLICY

Santae does not allow AI-generated artwork for official content due to legal concerns.

- AI-generated images, item designs, or pets will NOT be used for official site artwork.
- AI-generated art submissions for contests, commissions, or in-game use are NOT allowed.
- Players attempting to submit AI-generated art as their own may face penalties.

Why AI Art is Not Allowed for Official Content:

- Copyright concerns – AI-generated art is trained on unlicensed images.
- Quality control – AI-generated images do not meet Santae's artistic standards.
- Fairness – AI use can give unfair advantages in community events.

*All art used in Santae is created by professional human artists and staff members.

9.2.2 PROHIBITED THIRD-PARTY TOOLS & AUTOMATION

Third-party tools that give an unfair advantage are strictly forbidden.

- Auto-clickers and macro programs – Used to automate gameplay (e.g., farming items)
- Bots that perform in-game actions – Gathering, battling, or trading automatically.
- VPNs or Proxies to bypass bans – Attempting to evade detection through location masking.
- External software that modifies Santae's data or files.

Consequences for Using Third-Party Tools:

- Temporary or permanent bans, depending on severity.

- Item/currency rollbacks if gains were achieved unfairly.

- IP bans for repeat offenders.

If you are unsure whether a tool is allowed, contact Santae Support by submitting a support ticket

before using it.

9.3 GAME MODIFICATION & EXTERNAL TOOLS

Modifying Santae's game files or attempting to **alter gameplay through external means is strictly forbidden.**

9.3.1 FORBIDDEN GAME MODIFICATIONS

Players cannot modify or alter Santae's files, data, or gameplay elements.

- Editing game assets to change visuals, stats, or mechanics.
- Attempting to reverse-engineer Santae's code.
- Creating or distributing unofficial tools or mods.
- Using game files for external commercial purposes.

Consequences for Game Modification:

- Immediate permanent ban upon detection.
- Possible legal action for unauthorized distribution of game assets.

Santae reserves the right to take action against any modification that affects gameplay integrity.

9.4 REPORTING PROHIBITED ACTIVITIES

Players **can report prohibited activities** through the support ticket **system**:

- Select the appropriate category (scamming, hacking, threats, etc.).
- Provide clear evidence (screenshots, transaction logs, chat history).
- Wait for staff investigation – Reports are handled confidentially.

False reporting to target another player is also punishable.

10. TERMS OF SERVICE & LEGAL POLICIES

Santae's **Terms of Service** (ToS) and Legal Policies establish the rights, responsibilities, and limitations of both players and the Santae team. By using Santae, players agree to abide by all rules and policies, ensuring a fair and safe experience for all users.

10.1 TERMS OF SERVICE OVERVIEW

By registering an account and playing Santae, users **agree to follow the Terms of Service (ToS), Privacy Policy, and Community Guidelines.** Failure to comply may result in account restrictions, temporary bans, or permanent suspensions.

10.1.1 SANTAE'S RIGHT TO UPDATE POLICIES

Santae reserves the right to modify policies at any time for:

- Compliance with new laws or regulations.
- Adjustments to game mechanics, security, or economy.
- Player safety enhancements or addressing unforeseen issues.

Policy updates will be announced through:

- Official Santae news posts.
- In-game notifications or email alerts.
- The official Santae forums and Discord.

Players are responsible for staying informed of updates. Continued use of Santae after an update implies acceptance of new policies.

10.2 USER AGREEMENT & RESPONSIBILITIES

By playing Santae, users **agree to abide by all site rules** and assume **responsibility for their actions.**

10.2.1 USER CONDUCT AGREEMENT

Players must follow all policies, including:

- Community guidelines (respect, fair play, and rule enforcement).

- Trade, economy, and marketplace rules.

- Prohibited activities (hacking, scamming, harassment, etc.).

Players must keep their accounts secure by:

- Not sharing passwords or account details.

- Enabling two-factor authentication (2FA) when available.

- Using a strong password and only logging in via official Santae URLs.

*Santae is not responsible for account losses due to negligence or unauthorized access.

10.3 SANTAE'S LIMITATIONS OF LIABILITY

Santae **provides its services "as is," meaning that the site and game may experience unexpected technical issues or external interference.**

10.3.1 NO LIABILITY FOR DOWNTIME OR DATA LOSS

Santae is NOT responsible for:

- Temporary or extended downtime due to maintenance, server issues, or external attacks.

- Loss of in-game progress, items, or currency due to technical errors, rollbacks, or unintentional bugs.

- Lost account data if the user fails to secure their credentials.

Santae will make reasonable efforts to:

- Prevent extended downtime and restore service as quickly as possible.

- Investigate major data loss cases and attempt recovery if possible.

- Compensate users for extreme cases of widespread data loss at Santae's discretion.

*Players are responsible for regularly backing up important information, such as trade histories or transaction logs.

10.3.2 NO RESPONSIBILITY FOR EXTERNAL PLAYER INTERACTIONS

Santae cannot be held liable for disputes, trades, or interactions between players.

Santae is NOT responsible for:

- Player-run giveaways, contests, or promises.

- Off-site transactions involving Santae items, pets, or currency.

- Disputes over trades or agreements made outside of official trade systems.

*Players are encouraged to report scams, fraud, or harassment to staff.

*Players engaging in cross-game trading, real-world money transactions, or unauthorized sales assume all risks and may face account penalties.

10.4 CONSEQUENCES FOR VIOLATING TERMS OF SERVICE

Failure to comply with **Santae's policies** may result in:

10.4.1 ACCOUNT PENALTIES & RESTRICTIONS

Depending on the severity of the violation, actions may include:

- Verbal or official warnings (for minor infractions).

- Temporary suspensions (for repeated or moderate offenses).

- Permanent bans (for severe or repeated rule-breaking).

*All bans and suspensions are documented and may be appealed through the proper process.

*Santae reserves the right to remove access to accounts that violate policies without prior notice.

10.5 USER RIGHTS & DISPUTE RESOLUTION

Santae aims to provide a fair and transparent dispute resolution process.

10.5.1 RIGHT TO APPEAL BANS & SUSPENSIONS

Players can submit a support ticket for appeals within **14 days of disciplinary action.**
Appeals must include:

- A detailed reason for reconsideration.

- Any supporting evidence or explanations.

- Acknowledgment of previous violations (if applicable).

Decisions are final unless new evidence is presented.

10.5.2 NO LEGAL CLAIMS AGAINST SANTAE

By using Santae, players agree not to take legal action against the platform for:

- Lost items, currency, or accounts.

- Bans or disciplinary actions taken in accordance with policies.

- Service downtime or gameplay disruptions.

Santae's liability is limited to ensuring reasonable service availability and addressing verified game issues.

Any legal disputes must be resolved through mediation before legal action is considered.

10.6 ACCOUNT OWNERSHIP & DATA RIGHTS

By creating an account, players acknowledge that all in-game assets, items, and accounts remain the property of Santae Entertainment, LLC.

10.6.1 OWNERSHIP OF VIRTUAL GOODS

- Players do NOT own in-game items, currency, or accounts.

- Santae reserves the right to modify, remove, or alter virtual goods.

- Accounts cannot be transferred, sold, or traded.

Attempting to sell or transfer accounts may result in permanent bans.

10.6.2 DATA RETENTION & PRIVACY

- User data is protected under **GDPR**, **CCPA**, and **COPPA** compliance.

- Players can request data deletion via the **support ticket** system.

- Some data (e.g., transaction history) may be retained for legal purposes.

*For full privacy details, refer to Santae's **Privacy Policy**.*

10.7 POLICY ENFORCEMENT & FINAL AUTHORITY

Santae Entertainment, LLC **reserves the right to enforce policies at its discretion** and take action when needed to **protect the integrity of the game itself, the staff team and the community.**

- Final decisions rest with Santae's Management Team.

- Santae may deny access to services at any time for violations of **Terms of Service**.

- Staff members must follow policy enforcement guidelines consistently.

Players who attempt to bypass bans or restrictions will face additional penalties.

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