

SEIANIME

Customer & Guest Policy Guide

Creating a fun, safe, and welcoming space for everyone!

1. CUSTOMER EXPERIENCE

Respect & Courtesy

We ask all guests to treat others—customers, staff, and the space itself—with respect and kindness.

Need Help?

Our team is here to assist! Don't hesitate to ask for product recommendations, event info, or general assistance.

2. HEALTH & SAFETY

Cleanliness

Please use hand sanitizer if available and avoid visiting if you're feeling unwell.

Safe Behavior

No running, roughhousing, or blocking walkways. Please be mindful of others and your surroundings.

3. COSPLAY & DRESS GUIDELINES

Cosplay is Welcome!

We love seeing your creativity! Just make sure:

- Outfits are appropriate for a family-friendly setting, unless the event is stated for an audience 18+.
 - You aren't wearing anything that may offend or discriminate against others.
 - No real or realistic weapons (prop weapons must clearly be non-functional)
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4. STORE POLICIES

Returns & Exchanges

Ask staff for our current return/exchange policies. Some items may be final sale such as opened figurines.

Food & Drinks

Keep food and beverages sealed and away from merchandise in retail stores but food purchased at events are otherwise permitted at events in the event space.

Photos

Photography is allowed, but please be courteous. Get permission before photographing staff or other guests.

To maintain a welcoming and inclusive environment, we kindly ask that guests refrain from taking photos or videos that mock, target, or discriminate against others in any way. [Store Name] is a judgment-free space, and such behavior will not be tolerated.

5. HARASSMENT-FREE ZONE

Zero Tolerance

Harassment of any kind will not be tolerated—this includes:

- Inappropriate jokes or comments
- Unwanted touching
- Guests must not take or share photos of individuals without their consent, especially if the intent is to mock, embarrass, or cause harm. Respect for others' privacy and dignity is expected at all times in our space.
- Behavior that makes others feel unsafe

Report Issues

Speak to a staff member immediately if something concerns you. All reports are taken seriously and handled discreetly.

6. STORE ACCESS & BEHAVIOR

Children

Guests under 13 must be accompanied by an adult at all times.

Lost or Damaged Items

We are not responsible for lost, stolen, or damaged personal property.

Store Property

Guests are responsible for damage to merchandise or displays.

7. EVENTS & RAFFLES**Event Participation**

Please follow all posted rules for raffles, contests, or store events. Disruptive behavior may result in removal from participation.

Age Restrictions

Some events (like dances) may have age minimums. Please check in advance or ask staff for details.

8. RIGHT TO REFUSE SERVICE

We reserve the right to refuse service or ask any guest to leave if they violate store policies or create an unsafe/disruptive environment.