



Hazelbrook Bowling & Sporting Club Co-operative Ltd

ABN: 47 002 722 958

Thursday, 4 April 2024

## House Policy

- This Club recognises that it is against the Law to serve any person to intoxication.
- This Club recognises that it is against the Law to serve or supply alcohol to any person under the age of 18.
- This Club recognises that it is against the Law to allow intoxicated, disruptive or violent behaviour to occur on the premises.
- This Club seeks to ensure that no harm comes to patrons as a result of our service of alcohol.
- The following Policies and Procedures have been adopted to ensure the responsible service of Alcohol.
- A range of drinks are offered on these premises. These include a range of non-alcoholic beverages.
- Iced water is provided on a complimentary bases.
- This Club seeks to create an environment that discourages drunken, disruptive or violent behaviour.
- This Club does not seek to encourage rapid or excessive consumption of alcohol through pricing.
- Low alcohol beers and non-alcoholic beverages are stocked and promoted.
- Staff have been acquainted with this House Policy and trained to implement it.
- If a staff member feels that a patron is becoming or has become intoxicated, they will offer a range of options as an alternative to alcohol consumption.
- If such patrons continue to order alcoholic beverages the staff member will contact the senior staff person or director on duty, or if unavailable the venue manager, and alert them to the patron's current or impending state of intoxication.
- The staff person is suitably trained to determine whether or not service should be refused.
- If service is refused the staff person will politely explain to the patron(s) that the Club cannot legally serve alcohol to the point of intoxication and that the intoxicated person(s) must now leave the premises for 24hrs.

Page 1 of 3

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## UNDER AGE DRINKING AND MINORS

- This Club has surveillance procedures designed to detect under age persons seeking to enter the premises.
- If a staff member believes that a person who is ordering or being supplied alcohol is under 18 years of age, they will politely request proof of age (Passport, Photo Proof of age card or Photo Drivers Licence).
- If the person is less than 18 years of age, or refused to produce identification, staff will

refuse service and ask person to leave Club Premises.

- All Minors are to be accompanied and supervised by a responsible adult at all times when within the club's premises and grounds. A responsible adult is generally considered a parent or legal guardian and proof of such may be requested.
- An incident book is maintained to record all occasions on which proof of age identification is required.

## RAPID CONSUMPTION OF ALCOHOL

- Only one drink per person is permitted after 10pm.
- No double shots are permitted.
- No shots are permitted after 10pm, 9pm on band and event nights.

- Staff may request patrons to "sit out a round" and have a glass of water to assist management of their intoxication levels. Failure to comply with this will result in refusal of service.

## DISRUPTIVE, VIOLENT OR INTOXICATED BEHAVIOUR

- This Club does not allow intoxicated persons to enter Club premises.
- If a staff member becomes aware that a person's behaviour is becoming disruptive or violent they will request the behaviour be ceased.

- If the behaviour is not reduced the Staff Member / or designated staff person will require the person(s) to leave Club premises.
- As a last resort Police will be called to remove person(s).

## DRIVING WITH ILLEGAL BLOOD ALCOHOL CONCENTRATION

- The Club offers a number of services designed to discourage drinking and driving. These services include: Making of alternative transport arrangements; holding of car keys in a safe place; and overnight parking facilities.

- Staff members will seek to discourage persons who appear to have a blood alcohol concentration higher than the legal limit from driving.

## REFUSAL OF SERVICE

- If service of alcohol is refused to members or guests the staff members refusing service will emphasise that the individual's patronage is greatly valued. The staff member will then inform the member or guest that further

service of alcohol is illegal and could jeopardise the Club's Liquor Licence.

- Once service of alcohol is refused for any reason, the person or persons who have been

refused service are required to leave the premises immediately and not return for 24hr.

- The staff member refusing service will record the incident in the incident register as soon as possible and before the end of the shift.

- All staff have been informed about this House Policy on responsible service of alcohol and adequately trained to support this policy.

- This Club seeks to publicise and promote its position on Responsible Serving Practices.

Management or board reserve the right to amend this document from time to time or as required in more extreme circumstances.

This house policy was approved at a board meeting on Monday 8<sup>th</sup> of April 2024 to be effective immediately.



Daniel Mackie

Chairman.