House policy on The Responsible Service of Alcohol (RSA)

This Club recognises that it is against the law to serve any person who is intoxicated.

- 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.
- This Club will not serve more than one nip (30ml) of spirits per glass.
- This Club discourages excessive drinking "shots". Straight drinks of spirits/liquors will be served with ice at the managers/supervisors discretion.
- This Club will only serve TWO drinks per customer after 10pm at Manager/Supervisors discretion.
- Iced water is provided (Free) end of Bar and on request.
- 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 training to implement it.
- If a staff member feels that a patron has become intoxicated they will be asked to leave……It's the LAW.
- If such patrons fail to leave the Police will be called and patrons may be fined.
- The senior duty staff person will determine whether or not service should be refused.
- If service is refused the senior duty staff person will politely explain to the patron(s) that the Club cannot legally serve alcohol to the point of intoxication.

Underage drinking

- 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, RTA Photo 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 request Senior Duty Staff Member to ask person to leave Club Premises.

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 notify the Senior Duty Staff person.
- If the behaviour is not reduced the Senior Duty 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 an illegal Blood Alcohol Concentration

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

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 and the Patron will have to leave the premises.
- All staff have been informed about this policy on responsible service of alcohol and adequately trained to support this policy.
- This Club seeks to publicise and promote its position on Responsible Service Practise.

Excluded Persons

- You are required by law to move more than 50 metres away from our premised.
- You can not return to our venue for at least 24 hours.
- You are not permitted to return to the vicinity within 6 hours.
- If you fail to comply you are committing an offence and police may take action.

Responsible Adult – Definition

- A Parent, Step-Parent or Guardian
- The Minors Spouse or De-facto partner (Same Address stated on Licence)
- An adult standing in as the parent i.e Teacher/Relative.

Crescent Head Country Club staff has been advised that a Responsible Adult is classed as a person 25 years or older or at staffs discretion. Staff have been advised to use their discretion when allowing siblings to bring minors onto the club premises.

Risk Based Licencing

The club now has to pay a risk based licencing Annual fee; this fee is calculated using the following model:

- A Base fee, Plus
- Risk based loading that reflects levels of risk posed to the venue.

The risk based loadings are calculated according to:

- Trading
- Compliance History
- Patron Capacity
- Venue location.

CHCC licence's states:

Prohibit the sale/supply of liquor:

- Between Midnight & 5am on any day of the week.

The Condition does NOT apply:

- Between Midnight & 2am on the 1st of January of each year

When liquor is authorised to be sold or supplied under a multi-occasion extended trading authorised under section 49B of the Liquor Act 2007

The Authorities can impose conditions to our licence which could lead to closure.

Take Away Alcohol Hours

Monday – Saturday -10pm

Sunday – 8pm

Trading Hours

Sunday -10am – 10pm

Monday -10am – 10pm

Tuesday -10am – 10pm

Wednesday & Thursday -11am – 11pm

Friday -11am – 12am

Saturday -10am – 12am

- **Note:** Hours are subject to change at the discretion of the Duty Manager - these hours only act as a guide.

HOUSE POLICY ON THE RESPONSIBLE SERVICE OF ALCOHOL (RSA)

"Incorporating the policies of the Macleay Valley Liquor Accord"

NO ID = NO ENTRY

Acceptable ID are:

Current Drivers Licence

RMS Photo Card

Passport

Key Pass Identification