

# LIQUOR HOUSE POLICY

## PURPOSE

Mosman Club is committed to the responsible service of alcohol and providing a safe, welcoming and enjoyable environment for members, guests, visitors and employees.

Responsible service of alcohol is a shared responsibility between the Club, its employees and its patrons. The Club believes that responsible service is fundamental to providing a safe, welcoming and enjoyable environment for everyone who visits Mosman Club.

This House Policy supports compliance with the Liquor Act 2007 (NSW), promotes harm minimisation and reflects the Club's vision of providing **"The Best Social Experience in Mosman."**

## OUR COMMITMENT

Mosman Club is committed to:

- serving alcohol responsibly and lawfully;
- preventing alcohol-related harm;
- maintaining a safe and respectful environment;
- supporting responsible gambling practices;
- protecting the wellbeing of members, guests, employees and the wider community;
- complying with all liquor licensing laws and licence conditions.

## RESPONSIBLE SERVICE OF ALCOHOL

The Club and its employees will:

- only serve alcohol in accordance with the Liquor Act 2007 (NSW);
- ensure all employees involved in the sale or supply of alcohol hold a current Responsible Service of Alcohol (RSA) competency where required;
- monitor patrons for signs of intoxication;
- refuse the sale or supply of alcohol to intoxicated persons;
- refuse service where required by law;
- offer free drinking water;
- make food available during trading hours in accordance with the Club's licence;
- encourage responsible consumption of alcohol;
- discourage rapid or excessive consumption of alcohol;
- offer low and non-alcoholic beverage options where appropriate.

## INTOXICATION

Employees are trained to recognise signs of intoxication.

Where a patron appears intoxicated, the Club may:

- refuse further alcohol service;
- provide water or food where appropriate;
- where appropriate, encourage the patron to remain in a safe area until suitable transport can be arranged;
- arrange or recommend safe transport where practical;
- ask the patron to leave the premises;
- contact Police if necessary.

The safety of the patron, other patrons and employees will always take priority.

### **MINORS AND IDENTIFICATION AND ACCESS**

Mosman Club takes the prevention of underage drinking and gambling seriously. The Club does not sell or supply alcohol to persons under 18 years of age.

The Club applies an **Under 25 ID checking standard**. Patrons who appear under 25 may be required to produce acceptable proof-of-age identification. Where there is doubt about a person's age, identity or the authenticity of identification presented, the Club may request digital or secondary identification and may refuse entry or service if not satisfied.

Acceptable identification includes forms of proof of age recognised under NSW liquor laws.

### **Minors entering the Club**

Minors may only enter and remain in permitted areas of Mosman Club in accordance with liquor licensing requirements and the Club's House Policy.

The Club applies a stricter House Policy than the minimum requirements applying to responsible adults under NSW liquor laws. For admission to Mosman Club, a minor must be accompanied by their parent, stepparent or guardian who is 30 years of age or older.

The responsible adult must adequately supervise the minor and remain in the immediate vicinity of the minor while on Club premises.

### **Restricted areas**

Under Mosman Club House Policy, minors must not:

- enter or remain in the Gaming Lounge;
- enter or remain in the TAB Lounge;
- come within two metres of any bar;
- approach or stand at a bar for any purpose;
- purchase, order or collect drinks from a bar, including non-alcoholic drinks;
- consume or be supplied alcohol; or
- participate in any form of gambling.

Non-alcoholic drinks for minors may be purchased by the responsible adult and provided to the minor away from the bar.

Failure by a responsible adult to adequately supervise a minor or comply with these requirements may result in the minor and responsible adult being required to leave the Club.

### **EXPECTED STANDARDS OF BEHAVIOUR**

All patrons are expected to behave in a respectful and responsible manner.

Patrons must not:

- become intoxicated;
- behave aggressively or violently;
- threaten or abuse employees or other patrons;
- use offensive, intimidating or discriminatory language;
- interfere with the enjoyment of other patrons;
- damage Club property;
- possess or use prohibited drugs on Club premises;
- engage in illegal activity;
- fail to comply with lawful directions from Club employees;
- consume alcohol not purchased from the Club unless authorised by law.

The Club may refuse entry, refuse service or require a person to leave where their behaviour adversely affects the safety, comfort or enjoyment of others.

### **RESPONSIBLE GAMBLING**

Mosman Club is committed to responsible gambling.

Employees may consider a patron's gambling behaviour when assessing whether continued alcohol service is appropriate.

The Club does not permit:

- soliciting or borrowing money for gambling purposes;
- lending money for gambling within the Club;
- encouraging another person to gamble beyond their means;
- behaviour that may encourage irresponsible gambling or place vulnerable persons at risk.

Employees may intervene where responsible gambling concerns are identified.

### **LIQUOR SELF EXCLUSION**

The Club offers Liquor Self-Exclusion assistance. The Customer Service Managers are available to assist any patron in undertaking the Liquor Self-Exclusion program.

### **SAFETY OF MEMBERS, GUESTS AND EMPLOYEES**

The Club is committed to maintaining a safe environment.

Employees may take reasonable steps to:

- de-escalate conflict;
- refuse service;
- remove alcoholic beverages;
- refuse entry;
- request patrons leave the premises;
- seek assistance from security or Police where necessary.

Violence, threats, harassment or abusive behaviour towards employees or patrons will not be tolerated.

### **AUTHORITY OF CLUB EMPLOYEES**

Employees act under the authority of the Club's licence and applicable legislation.

Patrons are expected to comply with reasonable directions given by employees relating to:

- responsible service of alcohol;
- patron behaviour;
- identification requirements;
- safety;
- liquor licensing compliance.

Failure to comply may result in refusal of service, removal from the premises or further action by the Club.

### **CONTINUOUS IMPROVEMENT**

The Club regularly reviews its responsible service practices to ensure compliance with legislation and industry best practice.

Employees receive ongoing RSA training as required. Management actively monitors compliance with this Policy and will review it periodically to ensure it remains consistent with legislative requirements and industry best practice.

### **RELATED POLICIES**

- Responsible Gambling Policy
- Gaming House Rules
- Employee Code of Conduct
- Workplace Standards and Performance Policy
- Workplace Health and Safety Policy
- Disciplinary Policy
- Privacy Policy