



HOST RESPONSIBILITY POLICY

MINORS

- All bar staff are familiar with the requirements of the Sale and Supply of Alcohol Act 2012, which prohibits the sale of alcohol to minor (persons under the age of 18 years).
- Signage is displayed on the premises stating minors will not be served.
- Staff may require any person appearing to be under the age of 25 years to produce proof of age identification.
- The accepted forms of identification are a current NZ photo driver's license, current passport, and Kiwi Access Card (HNZ 18+card). They will be requested where any doubt as to age exists.
- Where proof of age cannot be produced and doubt exists as to age, the person concerned may be required to leave the premises.

INTOXICATION

- All staff are aware that the Sale and Supply of Alcohol Act 2012 prohibits the sale of alcohol to intoxicated persons and the presence of intoxicated persons on licensed premises.
- Signage is displayed on the premises stating intoxicated persons will not be served.
- Any person displaying two or more signs that their Speech, Coordination, Appearance or Behaviour is affected will not be served any further alcohol and the duty manager will be called to assess that person. We use the SCAB tool for this purpose.
- Any person displaying signs of intoxication will not be served further alcohol and may be asked to leave.
- Any person displaying signs of intoxication will be taken to a place of safety on the premises, or if safe to do will be asked to leave.
- Alternative drinks and food will be recommended by staff when a person shows signs of being influenced by alcohol.
- Staff undertake training by existing duty manager and shadow them until the manager is confident, they're able to be more unsupervised in their role. Records of training are kept.
- Staff have been trained in how to recognize the signs of intoxication.
- Regular checks will be made of the toilets to prevent and detect persons taking drugs or becoming intoxicated. Alcohol is not permitted in the bathrooms or outside of the licensed area.

FOOD

- Signage is displayed advising the range and nature of food available.
- We will always have available for customers at least 4 different substantial types of food.
- Staff actively promote and encourage the consumption of food to slow the onset of intoxication.

NON-ALCOHOLIC AND LOW-ALCOHOL BEVERAGES

- A wide range of non-alcoholic and low-alcohol beverages is available at the bar.
- Water is provided free of charge and is available at the bar.
- We will ensure that our staff are aware of the options available.

SAFE TRANSPORT OPTIONS

- We will ensure that information on public transport options is available, including an A4 poster displayed in various locations. The poster will include anti-drink driving message.
- A free telephone is available should you wish to call a taxi, Uber or other private transport home.
- We will ensure that our staff are aware of the options available.

SAFE DRINKING ENVIRONMENT

- We will ensure that empty glasses and bottles are cleared promptly.
- Violent, quarrelsome, insulting, or disorderly customers will not be tolerated on the premises and will be removed regardless of whether they are intoxicated or not.
- We will regularly check to ensure that the toilet facilities are kept clean safe and available.
- We will have a roaming staff member on the floor.
- We will always have one Duty Manager on duty when the sale or supply of alcohol is taking place.
- We keep a record of incidents & action behavioural education as it identified.
- Members, guests of members and visiting Clubs are expected to adhere to our Club License conditions, this HRP Policy and our reciprocal rights behaviour agreement.
- Alcohol is not permitted outside of our licensed area, and this includes the changing rooms, green room, carpark or anywhere other than Level 1. Our licensed floor plan is shown next to our Club Licence at the entry to our premises.

AMENITY & GOOD ORDER

- Staff will be instructed to be mindful of the need to manage noise to not disturb our neighbours.
- Staff will slowly disburse patrons when there are more than 80 people present on the premises.
- Bottles will not be emptied into outside rubbish bins at a time that could annoy neighbours.
- The exterior of our premises will be kept clean and tidy.
- We operate a system of staff to patron's ratios and qualified security guards are engaged to manage entry/exit and they will support bar staff by roaming as required.
- We follow a Noise Management Plan.

REGULATORY AGENCIES

Members of the police, compliance officers from the Medical Officer of Health, and licensing inspectors visiting the premises will be given every assistance to conduct their business.

ALCOHOL PROMOTIONS

- No promotions encouraging the rapid consumption of alcohol, or an excessive volume of alcohol will be either initiated or conducted on these premises.

As good hosts our expectation is that you will enjoy your visit to our clubrooms. You are requested to act in a responsible manner whilst on the premises and not disrupt or cause offence to other patrons and staff. Refusal of service should be viewed as an indication we are concerned for your welfare. It is pointed out that staff must comply with their legal obligations under the Sale and Supply of Alcohol Act 2012.

Thank you for your support and patronage