

House Policy for our Members and Guests

This Policy outlines our commitment to ensure that our members and guests are provided with a safe and welcoming environment whilst they are on our premises. It has been developed in accordance with the NSW Gaming and Liquor best practice guidelines.

PROOF OF IDENTIFICATION

It is a requirement of entry to our Club that all patrons are required to provide acceptable evidence of age where there is any doubt they are under 25. The only acceptable ID is a photographic ID being one of the following:

- Government issued proof of age card (18+ card)
- Drivers licence or permit (digital copy accepted)
- Australian or foreign passport

CONDUCT OF MEMBERS AND GUESTS

All patrons are required to behave in a manner which allows the enjoyment of the facilities by all in attendance while enabling employees to conduct their duties in a lawful manner without intimidation or harassment.

RESPONSIBLE SERVICE OF ALCOHOL

All staff are trained in the responsible service of alcohol (RSA) and management of the Club constantly reinforces responsible service of alcohol principles and practices amongst its members and bar staff.

As part of our responsible hospitality practices:

- We provide water free to all patrons.
- We sell light or mid strength options at cheaper prices than full strength.
- We encourage patrons to monitor and control their consumption of liquor.
- We will deter patrons from rapidly and excessively consuming liquor.
- We will not promote nor allow stock piling of drinks.
- Open containers of liquor may not be taken into or from the premises.
- We will supply liquor in standardised quantities that can be easily recognized by patrons

Management support the decision of staff to refuse service to any patron who in their reasonable view, is intoxicated, disorderly, and/or is intending to supply alcohol to any persons who are under age or have been refused further service.

INTOXICATION

For the purpose of this Policy , patrons displaying one or more of the following behaviours will be regarded as being intoxicated, subject to further investigation and assessment by bar staff :

- Slurred speech.
- Staggering.
- Abusive or threatening language/behaviour.

In determining whether a person is intoxicated staff will ensure that the provisions of the Anti-Discrimination Act are adhered to at all times.

SMOKING

Patrons are required to adhere to the smoking restrictions in place throughout the premises. In the case of this Club smoking is not permitted on the premises and is to be undertaken in designated areas outside the building. Smoking includes use of

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vapes. Persons who smoke in unauthorised areas will be considered to have breached this Policy and may be asked to leave the premises.

DRESS STANDARDS

The dress standard is based on neat and tidy attire (including proper footwear) being adhered to at all times. The level of appropriate attire will be determined by the Club at its discretion. The dress code does not allow :

- Swimwear (uncovered or wet).
- Wet clothing
- Bare feet
- No shirt or top
- Any other clothing deemed not to be neat and tidy by management.

All sand is to be removed before entering the licensed premises on the second floor.

DISORDERLY CONDUCT

For this purpose, patrons displaying the following behaviours will be regarded as disorderly:

- Unruly, abusive or threatening language/behaviour to any member of staff and/ or other patrons.
- Failure to leave the club premises when requested to do so by management
- Property damage.

INCIDENTS REGISTER

Management will maintain an incident register, which is used to record all events and problems involving patron care, such as refusal of service to patrons and situations involving threats or aggression. The club reserves the right to forward such information to the police or the relevant regulatory authority as is deemed appropriate, and/or required by law.

DISCIPLINARY MEASURES

The manager and or the Club staff on duty have the authority to exclude and remove persons from the licensed premise for breaches of this Policy.

MINORS

A minor is a person under the age of 18 years. Under this Policy :

- Minors will not be served alcohol
- A responsible adult must accompany all minors and actively supervise them. A responsible adult is defined as a parent, step parent or guardian, minor's spouse or de facto partner, or a person temporarily standing in as a parent of the minor.
- Individuals purchasing alcoholic drinks for minors will be considered to have breached the Club rules and will be asked to leave the premises.
- Children under the age of 12 using the lift must be accompanied by an adult

PETS

For the safety of our guests and staff, the Club enforces a No Pet Policy in our premises.

This excludes assistance animals as defined by the Disability Discrimination Act 1992 (Cth). Assistance animals are not permitted to enter non-customer areas such as a kitchen, storeroom or other places where food is handled.