

# **HOUSE POLICY**

## **OUR COMMITMENT TO OUR GUESTS AND FELLOW STAFF**

*We (the Management and staff of Gilhooleys Irish Pub & Restaurant) are committed to providing you with friendly, responsible service and thus a safe, enjoyable environment. In order to create and protect this environment, we have initiated a House Policy (for the benefit of guests and staff), the key points of which are outlined below.*

### **SERVICE OF ALCOHOL - "NO MORE, ITS THE LAW"**

While it is our business to assist our guests to enjoy themselves, it is our responsibility to ensure that liquor is sold and supplied in a responsible manner. Under the Liquor Act (1992), it is an offence to sell, supply, or allow liquor to be supplied or consumed by "a person under 18 years of age", or "a person who is unduly intoxicated or disorderly". Staff will, and have been instructed to, refuse service of liquor under these circumstances.

### **PROOF OF AGE**

Staff & Security must, as we are obliged to by law, request identification if there is any doubt that a guest is under 18 years of age. To ensure full compliance Gilhooleys policy requires staff & security to request proof of age if a person is suspected to be under 25 years of age. There are 4 forms of acceptable ID as proof of age.

1. Photo drivers license.
2. Proof of age card issued by a Government Department (eg. 18+ card).
3. Australian or foreign passport.
4. Foreign Drivers License (with photo identification)

There are no exceptions and any documents believed to be false, defaced, or in the possession of a person who is not the owner, will be confiscated to be duly forwarded to the relevant Liquor Licensing Authorities.

Gilhooleys reserves the right to use an ID scanner in the checking of patrons ID. Information recorded by the scanner can only be accessed with a formal request from police or Liquor licensing. All information recorded is erased after 1 month unless required by the authorities.

### **MINORS**

Minors are allowed on the premises when they are being "responsibly supervised by a responsible adult", i.e. parent, step-parent, guardian or other adult who has full parental responsibility for the minor, exercising control over the minors behaviour. Minors are not allowed at anytime after 10pm.

### **INTOXICATED AND OR DISORDERLY PERSONS**

We will not serve, supply, or allow liquor to be consumed by unduly intoxicated and or disorderly persons. While we appreciate your patronage, if you are found to be unduly intoxicated and/or disorderly, in the interest of all you will be asked to leave. In this instance we are happy to offer assistance by ordering taxis, contacting family or friends, offering food, water or coffee. It is an offence for unduly intoxicated and or disorderly persons to be on licensed premises.

### **HARASSMENT OR ABUSE OF STAFF MEMBERS AND/OR GUESTS**

The Management is committed to providing a safe and enjoyable environment for their valued employees and guests. Any person involved in any discriminatory practice whether direct or indirect, based on race, age, sex/sexuality, religion, political opinion, parental status, impairment, pre/post natal responsibilities or social origin/practices will be asked to leave the premises or if the situation warrants the matter will be reported to the police. With the same above principle the Management will also not tolerate any abusive (foul) language or violence towards any of their employees, security personnel or guests.

### **SECURITY**

Security/Crowd Controllers are to be professionally trained, licensed and possess a clear understanding of the House Policy. They must at all times be dressed in a manner that clearly distinguishes them from other staff and patrons. They are to behave in a responsible manner in co-operation with management and staff to ensure both a safe environment and the correct application of the House Policy. Patrons and staff are to be treated in a dignified and safe way.

### **PROMOTIONAL ACTIVITIES**

We will not allow promotional activity of any kind that constitutes a risk to the safety and wellbeing of our patrons. Activities that encourage rapid or excessive consumption of alcohol or that involve patrons behaving in an unsafe manner will not be tolerated.

### **NOISE**

The management and staff are committed to ensuring that at all times, the noise emanating from the venue does not exceed the noise limit as stated on the licence. We are also committed to ensuring that the impact of entertainment, patrons and other venue related noise at no time negatively impacts on local residents or businesses.

### **RESPONSIBLE HOSPITALITY PRACTICES**

The management and staff are committed to ensuring responsible hospitality practices are followed at all times. We will always have water freely available, offer free soft drinks to designated drivers, use standard measures, have half measures available, limit the number of drinks being purchased at one time, not allow the purchase of jugs of spirits, not offer alcohol as a promotional prize and have food available.

### **LOCAL BUSINESS AND LIAG GROUPS**

We will at all times where possible liaise with and be a willing participant in local business, community and LIAG groups

### **DRESS REGULATIONS**

Smart Casual Dress and footwear must be worn at all times. Casual dress or clean work gear is acceptable during the day until 7pm. Items of clothing (including jewellery and/or tattoos) that may be deemed to offend the business or other patrons (such as logos, group colours, statements, images etc.) is not permitted. The establishment has the right to determine if someone does not meet the dress regulations and patrons can be asked to leave the premises immediately.

### **REFUSAL OF SERVICE**

Service is refused to patrons in order to protect us all for the following reasons:

- Safety of the patron
- Safety of others
- Provisions of the Liquor Act
- Civil Liability

### **STAFF TRAINING AND DEVELOPMENT**

The management's aim is to continually improve staff training, assist in the development of hospitality careers and develop a positive balanced outlook.

*Service may be refused at any time in compliance with House Policy and MUST be refused to patrons who are minors (without being supervised by a responsible adult) or unduly intoxicated or disorderly. Continued training is undertaken to provide staff with a clear understanding of their responsibilities, enabling them to act in a professional, educated, and responsible manner in accordance with the law.*