



Toorak Burnside Bowling Club

RESPONSIBLE SERVICE OF ALCOHOL POLICY

Toorak Burnside Bowling Club (TBBC) believes that individuals have the right to choose to consume alcohol in our venue as a form of social activity. As the operator of this venue we have a responsibility to help minimise the risk of harm to individuals, our staff, our members, other consumers and the wider community.

We have a responsibility to demonstrate best practice in terms of our service of alcohol and to set a positive example to our members and customers by complying with both the letter and spirit of relevant compliance regulations.

Ethics in Practice

- TBBC does not promote any practice which may encourage rapid or excessive consumption of alcohol
- TBBC recognises that it is against the law to serve any person who is intoxicated
- TBBC recognises that it is against the law to serve or supply alcohol to any person under the age of 18
- TBBC recognises that it is against the law to allow intoxicated, disruptive or violent behaviour to occur on the premises
- TBBC seeks to ensure that no harm comes to patrons as a result of service of alcohol

TBBC Responsible Service of Alcohol Policy

- TBBC is committed to conducting all aspects of alcohol service in a professional and responsible manner, complying with all applicable laws and endorsed Liquor Service Codes of Practice
- Management and staff are aware of and adhere to all the rules and regulations applicable to responsible service of alcohol
- TBBC endeavours to provide a safe and friendly environment in which all customers can socialise and enjoy themselves
- TBBC does not sanction or approve of any promotions that may encourage the rapid or excessive consumption of alcohol in our Club premises. Management and employees are required to encourage and promote responsible consumption of alcohol
- TBBC acknowledges that drunkenness, underage drinking and alcoholism are serious social issues and therefore supports initiatives that assist in addressing and preventing these issues
- Our staff endeavour to prevent underage drinking at our venue by requiring valid proof of age from young adults to be presented in the form of an Australian driver's licence, passport or other proof of age permitted under applicable State law
- TBBC will ensure all bar staff have the Responsible Service of Alcohol qualification

Driving with Illegal Blood Alcohol Concentration

- TBBC will actively seek to discourage persons who appear to have a blood alcohol concentration higher than the legal limit from driving
- TBBC will take steps to provide alternative forms of transport in these cases.

Licensed Hours

- Monday to Saturday - 5.00am to 12.00 midnight
- Sunday - 8.00am to 12.00 midnight

Bar Service

- Regular opening hours are displayed behind the bar
- 15 minutes notice will be provided to patrons before the bar closes
- For members, the bar will generally close at 7.00pm; the exception to this is if the bar person considers there is sufficient business to warrant keeping the bar open later, in which case the bar person can keep serving until 8.00pm at the latest
- For functions, the bar will close 11.30pm at the latest
- For night owls, the bar will close at 10.30pm at the latest
- The regular opening hours may be changed on an ad hoc basis **provided** there is an RSA qualified person on site; service will cease at the call of the RSA person but will not be later than 8.00pm
- Once the bar is closed there will be no further supply of alcohol
- All patrons must leave the Club grounds by 12.00 midnight
- It is expected that all persons working behind the bar will conduct themselves in an appropriate manner in terms of their own consumption of alcohol
- Members will not serve themselves while there is a bar person on duty

BYO Wine

- Wine is the only alcohol allowed for BYO to the Club
- There is a cover charge for BYO wine which is determined by the Bar Manager
- BYO wine is only permitted if the alcohol has been brought into the Club for consumption with, or ancillary to, a meal, i.e. Tiger Patrol and functions where a meal is provided
- Any unconsumed portion is allowed to be taken away in its original container

Clubroom Usage By Members During Functions

- Where possible, an area will be made available for members when the Club is hired out for private functions
- The Function Manager will make a decision on which area is available and will specify arrangements for access to the bar
- Areas may include:
 - Lounge bar
 - South-eastern outdoor area
 - Western lawn area near large shed - a table and stools will be provided

Refusal of Service

- If a staff member feels that a patron has become intoxicated that patron will be refused further service of alcohol
- If service is refused, the staff member will politely explain to the patron that the Club cannot legally serve alcohol to an intoxicated person and that further service contravenes the Club's responsible service of alcohol principles
- If the patron's behaviour deems it, they will be asked to leave the Club and if they fail to leave the police will be called and the patron may be fined
- TBBC will maintain a register of undesirable customers