

# Blanche Bar

Proposed Licensee: Haybar Pty Ltd

## CODE OF CONDUCT

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"This venue and its staff are committed to the principles of responsible service of alcohol and to taking all reasonable steps to minimise the harm caused by the abuse of alcohol. We expect the same commitment from our patrons."

### 1. INTOXICATION AND OTHER NON ACCEPTABLE BEHAVIOUR

As is required under the Liquor Control Act 1988:

- We will not allow you to enter the premises, be served, or otherwise remain on the premises if you are visibly intoxicated.
- We will not tolerate any disorderly, disruptive or offensive behaviour on the premises. If you have been offended by the behaviour of any of our patrons, please bring it to the attention of the approved manager.

### 2. CONTROLLING JUVENILES

As is required under the Liquor Control Act 1988:

- We will not allow you to enter or remain on the premises if you are under the age of 18 years unless you are under the supervision of a responsible adult or on the premises for the purpose of obtaining a meal (or as may otherwise be authorised under the Liquor Control Act 1988).
- We will not serve alcohol to anyone under the age of 18 years. If you are asked to show proof of age, please do not be offended. We have to be very cautious as the penalties under the law for serving juveniles are very severe. We will not serve you if you do not produce the required form of identification.
- You may like to be aware that it is an offence for a juvenile to attempt to buy alcohol, and it is also an offence for any adult to procure alcohol for a juvenile.

### 3. CUSTOMER / RESIDENT COMPLAINTS

We will at all times make ourselves available to respond to the concerns of our patrons and our neighbours. If you have any concerns over the way in which the venue operates please contact the restaurant and ask to speak to the approved manager.

### 4. PATRON CARE

We will provide a range of non and low alcoholic beverages, and free tap water. In addition, we will be more than happy to call a taxi in the event that one of our patrons does become intoxicated and asked to leave the premises.

The Approved Manager will be accredited through the Management of Licensed Premises (MLP1) training course and all staff involved in the service of liquor will be trained in liquor licensing legislation, patron care, Responsible Service of Alcohol (RSA) and harm minimisation strategies. This will be achieved by the staff being required to complete in-house and RSA training, and by reading the Staff Handbook provided to each staff member.

### 5. RESPECT THE NEIGHBOURS

The noise level of the venue will be contained to a reasonable level, and patrons will be encouraged to leave the restaurant in a quiet and orderly manner.

### 6. RESPONSIBLE SERVER PRACTICES

As is required under the Liquor Control Act 1988, we will not allow promotional activity in which drinks are offered free or at heavily reduced prices, or encourages the irresponsible consumption of alcohol.