



Code of Conduct

Liquor License In accordance with the Liquor Control Act 1988 Management and Staff will always ensure the responsible service of alcohol.

Controlling Intoxicated Persons:

- Bar staff will assist patrons in their decision to drink in moderation.
- Bar staff have the right to refuse service to a Patron who is in a clear state of intoxication.
- Bar staff will not serve alcohol to any patron to the point of intoxication.

Bar staff will interpret signs of intoxication as one or more of the following:

- Dizziness.
- Slurred speech.
- Poor coordination.
- Slower reactions.
- Blurred vision.
- Flushing.
- Loss of inhibitions.
- Aggression.
- Unconsciousness.



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Staff will not serve any patron they suspect may supply alcohol to another person who is intoxicated, or to the point of intoxication.

Controlling Juveniles:

- Bar staff will check the age of a patron who may be under the age of 18 ordering alcoholic drinks.
- Staff will not serve any patron they suspect may supply alcohol to minors.

Bar staff will request valid and recognised identification for suspected minors.

- Current Australian driver license with photo.
- Current passport.
- WA issued Proof of Age Card.

Bar staff will refuse patrons alcohol if one of the above forms of identification cannot be provided.

Patron Care:

- Bar staff will ensure food will always be offered when alcohol is available.
- Bar staff will ensure drinking water will be made freely available.
- Bar staff will ensure low-alcohol and non-alcoholic beverages will be available.



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- Bar staff will ensure excessive or rapid consumption of alcohol is discouraged.
- Bar staff will discourage disorderly behaviour.
- Bar staff will avail themselves of the training and literature given to them by management.
- Bar staff will ensure the effective transport of patrons.

Respect the Neighbours:

- Bar staff will ensure the quiet or good order of a neighbourhood is not frequently disturbed by activity occurring at the licensed premises or by patrons in the vicinity of the premises.

Resolving Complaints:

- Bar staff will manage intoxicated, antisocial or disruptive patrons with safe removal from the premises. All resident complaints will be acknowledged and directed to allocated personnel.

Incident Reports:

- Bar staff will ensure that incident reports are submitted and that records will be kept in an accessible area on the premises.