



CODE OF CONDUCT

The Victoria Park Xavier Hockey Club Inc, in accordance with guidelines issued by the Director of Liquor Licensing will ensure the responsible service of alcohol at all times.

Controlling Intoxicated Persons:

- Alcohol will not be served to any person who appears intoxicated or drunk.
- Servers will follow RSA training procedures when refusing service.
- Bar staff will manage intoxicated, anti-social or disruptive persons with safe removal from the premises.

Underage Drinking:

- Alcohol will not be served to persons aged under 18.
- Bar staff will ask for proof of age whenever necessary or whenever in doubt and refuse alcohol to the person if an acceptable form of identification cannot be provided.

Resolving Complaints:

- All customer and resident complaints will be acknowledged and directed to the club's Executive Committee as required.

Patron Care:

- Tap water suitable for drinking will be made freely available.
- Low alcohol and non-alcoholic beverages will be available for purchase.
- Excessive or rapid consumption of alcohol will not be encouraged.
- Disorderly behaviour will be discouraged.
- The club will assist customers in arranging safe transport from the premises.

Respect the Neighbours:

- The club will ensure the amenity of the local area by respecting the right of neighbours and by encouraging customers to do the same.

Responsible Server Practices:

- Alcohol will not be promoted as an enticement to attract people to the premises.
- The club will not promote cheap or discounted liquor likely to encourage irresponsible consumption of alcohol.