



House Policies

OUR VISION

We will continually endeavour to create an environment, which is safe for both patrons and staff. It is our legal and moral responsibility to ensure that liquor is served responsibly and we comply with all legislation affecting our service to our customers. We pride ourselves on being a responsible local community business and expect our staff and patrons to share the same vision, values and belief in our House Policy.

OUR CUSTOMERS

We are committed to providing an enjoyable experience. We will serve our customers in a friendly, professional and responsible manner at all times. Should this not be the case, as customers please contact a staff member or management at the restaurant outlet.

TRAINING

Our company has employed a Corporate Trainer who's focus is to ensure staff are trained in RSA. The principles learned will be constantly reinforced and monitored throughout service and at regular staff review meetings.

OUR SERVICE

We are aware of our responsibilities under the Licensee agreement and will ensure the following requirements are enacted:

MINORS

Minors will not be permitted entry to the premises, in accordance with license arrangement. Where minors are allowed on premises, at no time will they be served alcohol.

If patrons are found procuring drinks for minors, they will be respectfully removed from the premises. Patrons will be required to provide acceptable ID at a manager or staff members request. Only three forms of identification are acceptable as proof of age. These are photographic Australian driver's licence, a proof of age card issued by a Government Department or approved entity (eg, Card 18+) or an Australian or foreign passport.

INTOXICATED AND DISORDERLY PATRONS

Intoxicated patrons will not be served liquor. If patrons are intoxicated, they will not be able to enter our premises. Disorderly or intoxicated patrons will be asked to leave. If a patron is becoming intoxicated all assistance will be given by offering water, coffee, juices, food or non-alcoholic drinks.

SAFETY AND SECURITY

We are dedicated to the safety and security of everyone who enters or works on our premises. There are a number of security cameras to help monitor and record work activities and patrons behaviour. We also employ security guards where appropriate.

The company will request the aid of security or local police to respectfully request intoxicated or disorderly patrons to leave the premises and we will organize a taxi if required.

We have 24-hour maintenance facilities and strive towards ensuring the lighting, fire safety standards, premises environment and entertainment noise levels are appropriate, professionally maintained and reviewed on a regular basis.