



The Surf Club Avoca Beach Bar and Restaurant House Policy

The house policy of The Surf Club Avoca Beach Bar and Restaurant is to create a positive, safe and family-friendly atmosphere for all our guests to enjoy.

Whether you're joining us for a business lunch, a family dinner, or hosting an event, our goal is to provide an exceptional experience for everyone. We are dedicated to reducing alcohol-related incidents within our club and to ensuring a safe, enjoyable environment for all guests.

We will ensure that:

- Team members who work behind the bar are appropriately trained in RSA
- All management will support staff practicing and enforcing their RSA
- No alcohol is sold or supplied to an intoxicated or disorderly person
- We do not supply or sell alcohol to any patron to the point of intoxication
- Intoxicated patrons will be asked to leave the premises
- We will not supply or sell alcohol to minors
- Minors will not purchase anything from the bar
- We will provide free tap water, as well as food at an affordable price to patrons
- All patrons are required to show the correct form of ID

Responsible Service of Alcohol

- All bar team members are trained in a nationally accredited RSA course
- There is a hard copy of RSA of all bartenders that are held with the Licensee and Account Manager
- We will deter patrons from rapidly and excessively consuming liquor
- Alcoholic drinks will be served in a 30ml shot with a mixer unless it is a cocktail which contains 2 x 30ml shots
- We do not sell shots or doubles
- No cocktails will be served after 9pm
- We sell a range of mid-strength and non-alcoholic beverages
- Alcoholic beverages must not be taken off the premises
- We do not sell take-away beverages it is NOT in our license
- We are not a BYO Restaurant



Responsible Hospitality Practices

We will promote responsible drinking and discourage excessive or rapid alcohol consumption by:

- Engaging with each customer while observing their body language, speech, and walking patterns
- Slowing service down by offering water in between alcoholic beverages
- Slowing down service by offering a non-alcoholic beverage
- Offering food which will curb potential intoxication
- Encouraging staff to talk to the manager on duty if they're concerned about a customer becoming intoxicated
- Paying attention if patrons are buying drinks for their friends, if so, team members are to go and check on everyone at the table and monitor their behaviours
- Team members will monitor all patrons and control consumption of liquor

Refusal of service

Any patron who is intoxicated must be refused service of alcohol. When refusing service staff must first:

- Notify the manager on duty
- Ask the patron to come to the other end of the bar away from other patrons and have the manager with them

Then explain to the customer:

- Reason for refusing service – this needs to be done with open body language, calm tone of voice, whilst remaining calm and friendly
- State the house policy and the law
- It is our duty of care

Once a patron has been refused service, they will need to be asked to leave the venue, and we are to help them organise transport from the premises.

Minors

- Minors are not to be served at the bar
- All patrons are to show the correct form of ID and when you are unsure, the key rule is when they look under 25 years of age, ID must be shown
- Any patron found supplying alcoholic drinks to anyone under the age of 18 will be asked to leave the premises



Illicit Drug Use

- Patrons suspected of drug use must be asked to leave the premises and to be ordered safe transport
- Staff will cooperate with the police in any matter relating to illicit drug use taking place

Drunk and Disorderly Behaviour

- Drunk or disorderly patrons will be asked to leave the premises – this is the law
- They will be asked to leave the premises in a professional manner that will not cause conflict
- Staff will direct security to ask any drunk or disorderly patrons to leave the premises

Promotions

- Management will not host any events or hold any promotions that will advertise excess consumption of alcohol
- We strive to provide a venue that is family friendly, relaxed and able to be enjoyed by all our guests

Noise

- All music to cease by 11.30pm and all patrons are to vacate the premises by midnight
- We respect our neighbours and ask staff and patrons to respect them too