

FREO.SOCIAL

HOUSE POLICY

Freo.Social Pty Ltd management and staff are committed to minimising liquor related harm to our customers and patrons by the adoption of harm minimisation strategies.

Our policy is to serve customers in a friendly, responsible and professional manner.

Staff will not serve liquor to any person under the age of 18 years, or any person who appears to be intoxicated.

FREQ.SOCIAL

CODE OF CONDUCT

Code of Conduct for Patrons

Patrons attending this establishment must provide an undertaking to:

- consume liquor responsibly and avoid becoming intoxicated.
- behave in a manner that does not place at risk the safety of our staff or other patrons.
- consider the consumption of food while drinking alcoholic beverages or take advantage of the availability of low-alcohol or non-alcoholic drinks as an alternative to alcoholic beverages.
- to avoid drinking and then driving under the influence of alcohol take advantage of the host invitation to arrange for taxis or provide telephone call for alternative safe transport.
- leave the premises upon a request by management or staff member where the patron has become intoxicated or is displaying any behaviour likely to affect the safety or enjoyment of other patrons.
- respect the privacy and rights of other patrons, businesses and residents within the vicinity of these premises when leaving.
- not provide any person nearing intoxication with any alcoholic beverage.
- be of or over 18 years of age if consuming liquor.
- provide acceptable photographic identification if requested.
- treat staff with respect and acknowledge the rights of staff to cease service of alcoholic beverages when intoxication is detected.
- act and behave in a manner that will not occasion a breach of the Liquor Licensing Act.

FREQ.SOCIAL

CODE OF CONDUCT

Code of Conduct for Management & Staff

The management and staff of this establishment is committed to:

- serving and promoting liquor responsibly in accordance with guidelines issued by the Director of Liquor Licensing.
- the use of staff trained in responsible server practices and harm minimisation strategies.
- treating customer complaints seriously and making every effort to resolve complaints.
- ensuring strategies are practised that provide a safe working environment for staff and a safe enjoyable social environment for customers.
- refusing entry and service to and, where necessary, removing, intoxicated persons.
- discouraging and, when detected, acting to prevent the continuation of any behaviour likely to affect the safety or enjoyment of our customers, or the safety to staff.
- ensuring persons under the age of 18 years are not served or permitted to consume liquor.
- providing hot or cold food, low or alcoholic free drinks or water to our customers who wish to avoid intoxication.
- providing the use of phones at no cost to customers who wish to arrange safe departure from our premises.
- encouraging customers to respect the rights of residents within the vicinity of our premises and not cause disturbance to them.
- ensuring measures are in place to disallow the conveyance of liquor into our premises.