



"[Your venue] is committed to the highest levels of responsible service and customer care. We have policies and procedures in place to ensure our staff deliver our services in a manner maximizes customer enjoyment in a social environment and minimizes the potential for harm.

Responsible Service of Alcohol Policy

[Your venue] maintains that the responsible service of alcohol is a responsibility shared by both the venue and the customer.

For our part, we are committed to the service of alcohol to our customers in a professional and responsible manner, complying with all applicable laws and adhering to endorsed Liquor Service Codes of Practice.

We recognize that alcohol abuse and alcohol consumption by minors are serious social issues.

Our staff are trained in Responsible Service of Alcohol and actively promote responsible alcohol consumption by our customers. We also require current valid photographic proof of age identification to be provided by young adults before they are supplied with alcohol at our venue.

Responsible Gambling/Customer Care Policy

Whilst gambling is a social activity enjoyed responsibly by the vast majority of customers, [Your venue] recognizes that problem gambling is a serious social issue and that a small proportion of customers are harmed by their gambling activities.

[Your venue] maintains that the industry, government, community and individual have a shared responsibility for the promotion, development and practice of responsible gambling.

For our part, we are committed to our staff trained in responsible gambling practices to encourage customers to engage with their gambling as a social and recreational activity in a supportive environment.

Our Responsible Gambling Code of Conduct outlines our practices that support our commitment to responsible gambling and customer care."