



DRUMS HOTEL PATRONS' CODE OF CONDUCT

The directors, management and staff of Drums Hotel are dedicated to providing a welcoming, inclusive, respectful, and hospitable environment for all our patrons. All personnel are committed to the principles of **Responsible Service of Alcohol** and ensuring that all reasonable and appropriate steps are taken to minimize any harm that might be caused by the use and/or misuse of alcohol consumption.

We request and expect this same commitment and behavior from all our patrons as well.

INTOXICATION AND OTHER UNACCEPTABLE BEHAVIOUR

In accordance with our legal obligations and responsibilities under The Liquor Control Reform Act 1998 (the Act), you will be refused service if you are intoxicated. Section 3AB of the Act states that a person is in a state of intoxication if “his or her speech, balance, co-ordination or behaviour is noticeably affected and there are reasonable grounds for believing that this is the result of consumption of liquor.

Our Management and Staff will not tolerate any disorderly, disruptive, offensive or anti-social behaviour on these premises at any time and any patron behaving in an unacceptable manner will be asked to leave the premises immediately.

If you feel that you have been offended by the behaviour of any of our patrons, please bring it to the attention of our staff or management. All our staff have completed and are accredited with Responsible Service of Alcohol training and in addition, all our staff involved in the service of alcohol have been briefed on liquor licensing legislation, patron care, responsible service of alcohol and harm minimisation strategies through in-house training and Responsible Service of Alcohol refresher courses as required.

PATRON CARE – DRINK DRIVING

Please do not drink and drive. If you are planning on driving home, or are the “designated driver”, we provide a wide range of non-alcoholic beverages. We also have an excellent menu with food available until late. Further, we are more than happy to call a taxi for you on request.

RESPECTING OUR STAFF

Our staff train and work very hard at being the best at what they do. Our staff are a professional and enthusiastic group of individuals who strive to ensure all our patrons receive the best possible service and leave Drums Hotel having had an enjoyable and safe experience. We will not tolerate any patron acting in a disrespectful manner to any of our staff, or the Hotel's property, either using abusive and inappropriate language, or inappropriate physical contact/interaction. Any patron showing such disrespect to any of our staff and/or property will be asked to leave the premises immediately.

We thank you for your understanding