



PALMERSTON
GOLF & COUNTRY CLUB
— NORTHERN TERRITORY —

House Policy

Cazalys Palmerston Club & The Palmerston Golf & Country Club have developed the following House Rules to provide a framework for members and visitors to understand the acceptable behaviours when visiting our venues as well as assisting us to maintain our obligations with Responsible Service of Alcohol and ensure full compliance with the liquor licensing laws.

The House Rules outline our commitment to ensure that our Members and Guests are provided with a safe and comfortable environment whilst they are on our premises.

CLUB ENTRY & PROOF OF IDENTIFICATION

It is a requirement of entry to the Clubs Premises that:

- All Members are required to show/swipe their membership card at Reception, and or the Sports Bar/Gaming Bar entry.
- Members must produce their membership card for all and any transactions at the Bottle Shop.
- Guests of members must sign the visitor register, at Reception, and or the Sports Bar entry.
- Bona-fide visitors must sign the visitor register, at Reception, and or the Sports Bar/Gaming Bar entry, and be able to provide valid government ID.
- All patrons are required to provide acceptable evidence of age where there is any doubt they are under 25.

CODE OF CONDUCT FROM PATRONS

All Patrons of the Club are required to behave in a manner that is conducive to the enjoyment of the facilities by all patrons while enabling employees to conduct their duties in a lawful manner without intimidation or harassment.

DRESS STANDARDS

The dress standard requirement is based on neat and tidy attire (including proper footwear) with an appropriate level of personal hygiene being adhered to at all times. The level of appropriate attire and standard of personal hygiene will be determined by the Club at its sole discretion.

The following are not permitted at any time within the Club.

- Stained, torn, dirty, ripped or excessively frayed clothing
- Clothing with obscene or offensive slogans or pictures
- Beachwear or swim suits
- Hats, caps or beanies (except for medical or religious reasons)
- Unpleasant levels of personal hygiene which are offensive to others



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- Excessively dirty/stained outdoor work attire of any description
- Any other clothing deemed not to be neat and tidy by Management

RESPONSIBLE PROVISION OF GAMBLING

All gaming staff undertake a Responsible Gambling Services course as soon as possible after commencement of employment, Management constantly reinforce Responsible Gaming Code of Practice principles and practices in everyday trade.

Intoxicated or Disorderly Patrons Will:

- Be refused entry to all areas of the premises.
- Be refused service and asked to leave the premise immediately.
- Be refused all services provided by the venue, including Gaming, offered water and a taxi called if required.

Patrons Who:

- Harass, Discriminate or assault staff will be removed and banned from the venue.
- Do not comply with the directions of staff or Crowd Controllers will be removed from the premises.
- Wear hats or headgear concealing their face will be asked to remove them – this is to provide a safe environment where any patron entering the club can be easily identified.
- Wear jackets, clothing, accessories or any visible body markings, patches or insignia of any outlaw motorcycle gang will asked to remove these prior to entering the club.
- Consume alcohol in an unlicensed area such as the carpark will not be permitted to enter the club.

Customers refusing to leave the premise when asked to do so or continue to act in an unruly, disorderly or repeatably objectionable manner will be referred to Police & may be subject to “on the spot” fines. Management will also take what action is deemed necessary including a ban from the club.

Team Members Are:

- Aware of the licence conditions and the ‘Club Policies’ regarding Responsible Service of Alcohol.
- Trained and accredited in ‘Responsible Service of Alcohol’.
- Aware of their obligations under the relevant liquor licensing laws.
- Aware of patron ‘Duty of Care’ including drink spiking, violence, and harassment policies & issues.
- Required to check Identification from persons appearing to be under the age of 25yrs. If acceptable ID cannot be produced that person will be refused entry and requested to leave the premise.
- Required to record all incidents and issues pertaining to Responsible Service of Alcohol policies in the Venue’s Incident Register.
- Not permitted to serve or allow minors to consume or be supplied with alcohol on the licensed premise at any time.



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- Required to ensure all contracted or employed security are fully licensed and endorsed under the relevant security providers laws and have completed an accredited RSA training course.
- Are fully aware of Fire and Emergency evacuation plans.
- Required to only provide alcohol in standard measured quantities.

NOISE AND AMENITY

As part of the local community, the Club and its patrons have a range of responsibilities including:

- We respect our neighbours and ask you to respect them too;
- We monitor entertainment and patron noise to comply with all prescribed noise levels;
- We scrutinise behaviour in and around the vicinity of the premises;
- We maintain an incident register recording all incidents on or around the premises;
- We can organise taxis if you require transport;
- We have provided appropriate lighting around the venue for your comfort and safety;
- We have a fire safety plan which is maintained and reviewed on a regular basis; and
- We ensure all patrons are off the premises ½ hour after closing.

MINORS

A Minor is a person who has not attained the age of 18 years. Minors, must be in the accompaniment of a responsible adult at all times. A responsible adult for the purpose of this policy is as follows:

Parent, Step Parent, Legal Guardian, A person who has Parental Rights & Responsibilities, A spouse who has attained the age of 18 years.

Minors are not permitted to be on the premises after 10:30pm at night, *unless* they are attending a function and accompanied by a responsible adult (eg: Parent/guardian) in which case they can stay until midnight.