



HOUSE POLICY

Two Mates Brewing is committed to the responsible service and consumption of alcohol. Our House Policy outlines our expectations of behaviour for all those who visit or work at Two Mates Brewing.

Two Mates Brewing promotes a safe, healthy, and responsibly managed venue for the enjoyment of all of our guests and staff. Our ethos is to provide a space where people can gather to grow friendships and nurture families, while appreciating the things that the Northern Rivers region is renowned for: great food, good music and cold brews

In visiting our licensed venue, you agree to abide by this policy and understand that any breaches of the approved service of alcohol or inappropriate behaviour that results from excessive consumption of alcohol may result in removal from the premises.

Our Commitment to The Responsible Service of Alcohol

Two Mates Brewing has a firm commitment to the responsible service of alcohol to ensure the safety and well being of every person that visits our venue (and to our loyal staff). Alcohol will be served in accordance with our brand ethos and the requirements of our liquor licence, which includes but is not limited to:

- Alcohol consumption is to only occur within the clearly marked licensed areas, during our permitted trading hours
- No alcohol is to be consumed in the carpark area, our family friendly area and our food service area, or on the surrounding public areas of our venue
- Only beverages purchased within Two Mates can be consumed within the Two Mates venue
- All Two Mates taproom staff will hold mandatory and valid Responsible Service of Alcohol certification.
- Taproom staff will not consume alcohol during working hours
- Free drinking water will be always provided to customers, food will also be made available during all Taphouse opening hours
- Our Liquor Licence will be displayed at the entrance to the premises
- Information regarding the alcohol content of all alcoholic drinks will be displayed and readily information on standard drink sizes readily available
- Two Mates Brewing will not advertise any promotions that encourage excessive consumption of excessive discounting that may result in excessive consumption of alcohol
- Low Alcohol beers and an extensive range of non alcoholic beverages will always be available for patrons
- Two Mates Brewing reserves the right to ask any patrons deemed to be inappropriately dressed, showing signs of intoxication, displaying anti social behaviour or appearing to be under the influence of illegal substances to leave the premises immediately.
- All staff have been acquainted with our House Policy and trained to implement it.
- If a staff member feels that a patron has become intoxicated, they will offer a range of options as an alternative to alcohol consumption
- Staff members can determine whether or not service shall be refused to any patron who is displaying signs of intoxication. If service is refused, the patron will be politely advised that Two Mates cannot legally serve anymore alcohol to the patron. Further action may include being asked to leave the premises.

Unduly Intoxicated and Disorderly Patrons

- Two Mates Brewing does not allow intoxicated persons to enter the venue
- All staff are trained in identifying signs of undue intoxication
- Patrons who display signs of intoxication will be refused service, in a polite manner
- If a staff member becomes aware that a person's behaviour is becoming disruptive, they will notify the Manager. The Manager will politely discuss the behaviour with the patron, and if it persists will require the person to leave the premises
- Failure of patrons to leave the premises when requested by Two Mates staff will result in the Richmond District Police being called to remove the person(s)
- Staff will always assist the patron with safe transportation options if required.
- An incident report will be recorded for all patrons who are refused service or asked to leave the premises

Underage Drinking

- Persons under the age of 18 years are only allowed in the licenced premises if accompanied by a responsible adult
- No alcohol will be sold or supplied to any person aged under 18
- No person under 18 will be served at the Taproom
- Any person seen to be encouraging or supplying alcohol to a person aged under 18 will be asked to leave the premises
- Two Mates Staff can request proof of identification of any person they believe to be aged under 18 years of age. Only Acceptable forms of proof of age identification will be accepted. Those being
 - State Drivers Licence
 - Australian or other country passport
 - Recognised proof of age card
 - Australia Post Keypass
- An incident register is maintained to record all occasions on which proof of identification is requested and refused

Refusal of Service / Barring Policy

- All patrons that are refused service and requested to leave the premises will be noted within the Incident Register
- All patrons who are barred from entering the venue will be noted within the Incident Register, and this will also be communicated to the Lismore Liquor Accord.

Staff Training

- All staff will have current Responsible Service of Alcohol certification
- All staff have read, agreed to and signed off on working according to the House Policy
- Regular staff meetings occur, reviewing
 - Incident registers and any improvements that may be required to manage situations
 - Industry updates for updated training
 - Local Liquor Accord updates, which may include circulars on Barred persons
 - Reinforcement of the Two Mates ethos and TeamMates approach to working together to achieve results

Working with Richmond District Police and Lismore Liquor Accord

- Two Mates Brewing are active members of the Lismore Liquor Accord
- Relevant information is shared throughout the accord
- Two Mates Brewing maintains a healthy relationship with the Police, and regularly speak with the Police regarding situations that require their attention

Our Neighbourhood

- Two Mates Brewing values is relationship with the nearby residents and community.
- At all times Two Mates will be mindful of not disrupting the Neighbourhoods rights to a peaceful environment
- Two Mates will
 - Ensure that patrons do not crowd or loiter in the vicinity of the premises
 - Monitor the manner that patrons enter and leave the premises, to ensure they do not cause undue disturbance to the amenity of the neighbourhood (including but not limited to noise and litter)
 - Record in the Incident Register the full details of any complaints made by the community. Two Mates will respond to any disturbance compliant in a timely and effective manner. All reasonable actions undertaken by Two Mates to resolve such complaints will be recorded in the Incident Register
 - Regular meet with local residents to discuss any potential concerns they may have and discuss any reasonable corrective action that may be required.

A copy of this House Policy is located on our Website and also available at anytime to patrons within the facility. This House Policy will also remain visible to all Patrons and Staff within the premises. All Staff have been provided with a copy of this House Policy.