

## RESPONSIBLE SERVICE OF ALCOHOL

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Captain Cook Cruises, in the best interest of its members, guests and the community, promotes the responsible service of alcohol.

By law it is an offence to sell or supply any liquor to any person who is at that time in a state of intoxication. The state of intoxication can be described as a state in which through intoxicating liquor a person has severely lost the normal control of his/her bodily and mental faculties. It is the policy of Captain Cook Cruises not to allow intoxicated, violent or quarrelsome behaviour in or around Captain Cook Cruises premises. We will deny entry or service to anyone who is already intoxicated.

Our policy at Captain Cook Cruises is very clear. We want all our guests to enjoy themselves. For many people alcohol is a pleasurable part of their daily life and we respect that. We are here to serve people with alcoholic beverages; professionally, in a friendly manner and responsibly. This policy in no way limits people's choice to drink and enjoy themselves. We want all customers to enjoy themselves. What we don't want to do is allow people to drink to excess and place themselves, our other patrons and the community at risk.

Responsible serving of alcohol is vital for legal, health and community reasons. Our society is now less tolerant of the irresponsible use of alcohol that leads to drunkenness drink driving and under-age drinking. We are now far more aware of the serious social problems that are associated with such behaviour. Captain Cook Cruises has adopted the following House Policy, which provides a framework for the "Responsible Service of Alcohol" which will be monitored and modified on an on-going basis:

1. In order to prevent underage access and drinking we will require Proof of Age to be provided when requested. The only proof of age we will accept are: a current photo drivers' license; proof of age card; or passport.
2. Persons who are intoxicated will be refused admission to our premises
3. We will display and refer to intoxication signs in order to support our responsible attitude and meet the requirements of legislation
4. Any patron in Captain Cook Cruises premises will be denied service if they are considered to be intoxicated
5. We will educate our staff and our patrons as part of our duty of care to ensure that they understand the implications and abide by our responsible service of alcohol policy
6. We will support and actively promote initiatives to minimise drink driving in order to safeguard the wellbeing of our patrons

### ALCOHOL AND THE LAW

In NSW various Acts control the sale and service of alcohol. There are four basic points, which are relevant to responsible serving practices.

- A person shall not sell or supply liquor to a person under the age of 18 years
- A licensee shall not permit intoxication or any indecent, violent or quarrelsome conduct on their licensed premises
- A person shall not sell or supply any liquor to any person who is at the time in a state of intoxication
- Where a person is intoxicated on the licensed premises the licensee shall be deemed to have permitted intoxication on the premises unless they and their employees took all reasonable steps to prevent intoxication on the licensed premises

By working together as a team we can create a safe, enjoyable and friendly atmosphere for all.