



# HOUSE POLICY

## WELCOME TO WESTNAM UNITED SOCCER CLUB INC.

### Clubrooms at Shelvock Park, Shelvock Crescent, Koondoola

The Management Committee wish to advise you that the following policies relate to these Premises.

All patrons will be dealt with politely and courteously at all times. Patrons should also treat staff of these Premises with courtesy.

Disorderly and anti-social behaviour will not be tolerated at any time and these behaviours will contravene our Club Liquor Licence and offenders will be evicted from the Premises.

**All patrons must provide on demand photographic identification of their age.**

The Management Committee reserves the right to refuse entry.

**(Current Australian Photographic Motor Driver's Licence, valid passport, proof of age card).**

#### **SMOKING**

The Premises is strictly a no smoking venue.

#### **DRESS CODE**

Neat casual dress and footwear to be worn at all times inside the Premises.



# CODE OF CONDUCT

## Westnam United Clubrooms

### CONTROLLING INTOXICATED PERSONS

The Management Committee abides by the Liquor Control Act 1988. All intoxicated persons shall not be allowed to remain on the Premises or be served alcohol.

**Any person caught supplying alcohol to an intoxicated person shall be removed from the Premises.**

### JUVENILES

Anybody under the age of 18 years is not permitted inside the Premises without expressed consent from Management Committee. Juveniles must be accompanied by a responsible adult.

**All persons entering these Premises must produce on demand photographic identification.**

**(Current WA Photographic Motor Driver's Licence, Valid Passport, Proof of Age card).**

### COMPLAINT FROM RESIDENTS

The Management Committee at all times listen to any complaints from residents and neighbours. If, after meeting, a resolution cannot be obtained the complaint is welcome to lodge a formal complaint with relevant authorities.



# CODE OF CONDUCT

## Westnam United Clubrooms

### **PATRON CARE**

In keeping with the obligations of responsible service initiatives, the Management Committee encourages food, non-alcoholic beverages or a free call for a taxi. This Premises strives to provide a friendly atmosphere by 'No Tolerance' of disorderly behaviour. Patrons will be provided with tap water at no charge. All staff on this Premises have received formal and in house training to this effect.

### **RESPECT THE NEIGHBOURS**

Please realise that this area is also residential and that excessive noise from exiting patrons has an adverse effect on our relationship with these neighbours.

### **RESPONSIBLE SERVICE PRACTICES**

This Premises is a responsible server and does not encourage excessive or rapid consumption of alcohol. We ask that all the liquor is consumed in a responsible way so as to not cause harm to the person or other persons at the Premises. Our staff have been trained to deal with these matters and responsible service makes for a more enjoyable experience.



# **MANAGEMENT PLAN**

## **Westnam United Clubrooms**

### **MANAGEMENT COMMITMENT**

The Management Committee is committed to abiding by the Liquor Control Act 1988.

The Management Committee is committed to harm minimisation.

The Licensee must and have completed the approved Course in the Management of Licensed Premises and must and have obtained the appropriate approval from the licensing authority.

### **DISPLAY OF HOUSE POLICY, CODE OF CONDUCT & MANAGEMENT PLAN**

These House Policy, Code of Conduct and Management Plan will be displayed and kept on the Premises at all times.

### **STAFF TRAINING**

All staff will be made aware, trained and have knowledge of the House Policy, the Code of Conduct and the Management Plan.



# MANAGEMENT PLAN

## Westnam United Clubrooms

### **JUVENILES**

Anybody under the age of 18 years is not permitted inside without expressed consent from Management Committee. Juveniles must be accompanied by a responsible adult.

### **COMPLAINT FROM RESIDENTS**

The Management Committee at all times listen to any complaints from residents and neighbours. If, after meeting, a resolution cannot be obtained the complaint is welcome to lodge a formal complaint with relevant authorities.

### **CONTROLLING INTOXICATED PERSONS**

The Management Committee abides by the Liquor Control Act 1988 in that intoxicated persons shall not be allowed to remain on the Premises or be served alcohol.