

# LAKES ENTRANCE BOWLS CLUB

# HOUSE POLICY

## FOR THE RESPONSIBLE SERVING OF ALCOHOL AND RESPONSIBLE CONDUCT OF GAMING



The Lakes Entrance Bowls Club aims to serve our members and guests in a responsible, friendly and professional manner. To ensure we provide a safe and relaxed social environment for all staff, members and guests to enjoy.

It is a condition of entry to this club that all patrons are signed in and or carry a form of membership identification whilst utilising the facilities of the club.

The only forms of age and residential identification we accept in this club are as follows:

Current Australian Drivers Licence  
Current Passport with photo

Current Key pass  
Current Victorian proof of age card

Any staff member on duty has the right to request patron identification in any area of the venue as per club rules and regulations.

All staff employed in the bar and gaming areas of this club have successfully obtained their Victorian Responsible Service of Alcohol and Responsible service of Gaming certificates.

It is against the law to serve or supply alcohol to any person under the age of 18 years. We do not allow anyone under the age of 18 years to consume alcohol on premise for any reason. Persons under the age of 18 are not permitted within the defined tiled area surrounding the bar and will not be served at the bar under any circumstance.

This venue does not serve consecutive shots of spirits or liqueurs. This venue does not serve double nips of spirits or liqueurs.

Persons under the age of 18 are not permitted in gaming / sports bar wing of clubhouse. Persons who are responsible for a minor found to wilfully or knowingly breach this policy will be asked to leave the premises.

Staff will ask for the identification of any person who in their judgement appears younger than 21 years of age in this venue.

Our club operates a self-exclusion programme to assist customers with alcohol and gambling related problems. Patrons are able to voluntarily self-exclude themselves from gaming services within this venue.

We have established relationships with local counselling service providers who are readily available to counsel anyone requiring assistance for alcohol or gambling addiction.

Any individual gaming machine win higher than the amount of \$1000 will be payable by cheque. Any wagering (Keno / TAB) amount won may be paid in cash up to \$2000, any amount thereafter will be paid by cheque.

Any patron may request payment by cheque for any gaming or wagering win in this venue regardless of the amount won.

The Lakes Entrance Bowls Club and staff are not responsible for lost, stolen or unplaced wagering bets in this venue. Staff may assist patrons with wagering however they are not responsible for unplaced bets, this responsibility lies with the person placing or paying for the bet.

Our staff do not condone unruly or disruptive behaviour from any person whilst on club premises, especially if it endangers or threatens other patrons and staff.

This club supports and is an active member of the local liquor accord. If a person is banned from another venue who is a member of the liquor accord then they are also banned from this club until the liquor accord has reviewed and lifted the ban.