



# Gillen Club

your club, our community

## HOUSE POLICY

The Gillen Club has developed the following House Rules to provide an outline for members and visitors to help understand the acceptable behaviours when visiting our venue. This policy also assists us in maintaining our obligations with Responsible Service of Alcohol (RSA) and ensure full compliance with Northern Territory Liquor Licensing Laws.

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

### CLUB ENTRY & PROOF OF IDENTIFICATION

It is a requirement of entry to the Gillen Club that:

- All Members are required to present their membership card at Reception. If you have misplaced or forgotten your card ID will be required to verify your membership.
- Guests of Members must sign in at Reception with ID
- Bona-fide visitors must sign in at Reception with ID & proof of address
- All Members & Guests are required to provide ID on request to verify identity and membership

Acceptable forms of ID include:

- Australian Drivers License
- Passport
- Evidence of age card (18+ Card)
- Firearms Licence
- NT Ochre Card
- Australia Post Key pass Card

### PATRON CODE OF CONDUCT

All Members and Guests of the Gillen Club are required to behave in a manner that is conducive to the enjoyment of the facilities by all members and guests, 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 will not be accepted in the Club at any time:

- Stained, torn dirty or excessively frayed clothing
- Clothing with obscene or offensive slogans or pictures, drug use or drug paraphernalia
- Unpleasant levels of personal hygiene which are offensive to others
- Excessively dirty/stained work attire of any description
- Wearing or displaying any body markings, patches or insignia of any outlaw motorcycle gang will be asked to remove these prior to entering the Gillen Club
- Any other clothing deemed not to be presentable, neat and tidy by Management

### RESPONSIBLE PROVISION OF GAMBLING

All gaming staff undertake a Responsible Gambling Services as soon as possible after starting work at the Gillen Club. Management constantly reinforce Responsible Gaming Code of Practice principles and practices in everyday trade.

### INTOXICATED OR DISORDERLY PATRONS

If you are deemed to be intoxicated or disorderly by any member of staff you will:

- Be refused entry to all areas of the Gillen Club
- Be refused service and asked to leave the venue immediately
- Be refused all services provided by the venue, including Gaming. Staff will offer you water & call a taxi for you if required

#### PATRONS WHO:

- Harass, discriminate or assault staff or security will be removed and banned from the venue
- Do not comply with directions given by staff or security will be removed from the venue
- Wear head gear/ hoodies ect concealing their face will be asked to remove them, this is to provide a safe environment where any patron entering the Gillen Club can be easily identified.
- Consume alcohol in an unlicensed area of the Gillen Club such as the carpark will be refused entry

Customers refusing to leave the premises when asked to do so or continue to act in an unruly, disorderly or repeatably objectional manner will be referred to Police & may receive an "on the spot" fine. Management will also take what ever action is deemed necessary including a ban from the Club.

#### GILLEN CLUB STAFF ARE:

- Aware of the licence conditions and 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 the ID of any patron they deem to be under the age of 25 years. If acceptable ID cannot be produced, the person will be refused entry and asked to leave the premise.
- Staff and security are required to record an incident report for all issues pertaining to Responsible Service of Alcohol policies in the Gillen Clubs Incident Register.
- Not permitted to serve or allow minors to consume or be supplied with alcohol at any time
- Required to ensure all contracted or employed security are fully licensed and endorsed under the relevant security providers laws and hold a valid RSA.
- Are fully aware of Fire and Emergency evacuation plans
- Are only to provide alcohol in standard measured quantities.

#### NOISE AND AMENITY

As part of our local community, the Gillen Club and its patrons have a range of responsibilities.

- Be respectful of our neighbours
- We monitor entertainment and patron noise to comply with our noise restrictions
- We scrutinise behaviour in and around the premises
- We maintain an incident register, recording all incidents in and around the premises
- We are more than happy to organise a taxi for you should you require transport
- We have appropriate lighting around the venue for your comfort and safety
- We have a fire safety plan which is maintained and reviewed regularly

#### MINORS

A minor is a person who has not yet turned 18 years old. Minors must be accompanied at all times by a responsible adult. A responsible adult is deemed as:

- A parent
- Step parent
- Legal Guardian
- A person who has Parental Rights and Responsibilities
- A spouse who has attained the age of 18

I have read and understand the Gillen Club House Policy. I understand that my membership may be cancelled for any breaches of the above.

Name: \_\_\_\_\_ Date: \_\_\_\_\_ Member number: \_\_\_\_\_

Signature: \_\_\_\_\_