



## HOUSE RULES

- The Royal Hotel was re-established in 2012 for the enjoyment of the Queanbeyan community, its friends and visitors. It is our aim to offer an environment for everybody to enjoy; where families and friends can meet for a drink and a meal in a safe, friendly and relaxed environment.
- By entering our premises, all customers are expected to comply with The House Rules, reasonable directions from management and security, and all applicable NSW laws and liquor licence conditions.
- Those who do not want to follow the house rules are asked not to enter.

### RESPECT OUR STAFF AND PATRONS

- We have zero tolerance for:
  - Verbal abuse, threats or intimidation.
  - Physical violence or aggressive behaviour.
  - Harassment, bullying or discriminatory behaviour.
  - Offensive, indecent or inappropriate conduct.
  - Deliberately disrupting the enjoyment or safety of other patrons.
  - Abuse or intimidation of staff, security or management.

**Treat our staff and fellow patrons with respect at all times.**

### RESPONSIBLE SERVICE OF ALCOHOL

- Alcohol will be served responsibly and in accordance with NSW liquor laws.
- Our staff may refuse alcohol service where required by law or where management considers it necessary for the safety and good order of the venue.
- We will not serve alcohol to:
  - Intoxicated persons
  - Persons under 18.
  - Persons behaving violently or disorderly.
  - Persons purchasing alcohol for an intoxicated or underage person where prohibited.
  - Any person where service would breach NSW liquor laws or the conditions of our liquor licence.
  - Anyone affected by drugs
  - Anyone carrying prohibited items.
  - Anyone who is suspected of intending to engage in unlawful activity.
- We do not serve:
  - Double shots, shooters or premixed drinks over 6.5% ABV
- Customers who become intoxicated may be required to leave the premises.
- The possession or taking of illicit drugs on these premises is strictly prohibited.
- Free drinking water and appropriate non-alcoholic and low-alcohol options are encouraged as part of responsible drinking practices.

### MINORS & ALCOHOL

- Minors are not allowed in the bar areas and must be under direct supervision at all times. NSW law places specific restrictions on the sale and supply of liquor to minors.
  - You must be 18 years or older to purchase alcohol.
  - Valid identification may be requested at any time.
  - Customers must comply with reasonable requests for identification.
  - Fake, altered or fraudulent identification will not be accepted.
  - Alcohol must not be purchased or supplied to a minor.
  - Customers attempting to obtain alcohol for a minor may be refused service and/or removed from the premises.

### CHILDREN & YOUNG PEOPLE

- Children and young people must comply with all applicable NSW liquor laws and venue conditions.
- Parents, guardians and accompanying adults are responsible for appropriate supervision where children are permitted.
- Children and minors are not permitted in restricted areas where prohibited by law or venue conditions.

### SMOKING & VAPING

- Smoking and vaping are only permitted in areas where legally provided for and in designated areas where dining is not provided for.
- Customers must comply with all relevant NSW smoke-free requirements and venue signage.
- Staff may direct customers to designated areas.

### RIGHT OF ENTRY

- Management and authorised security personnel reserve the right to refuse entry where reasonably necessary to maintain the safety, security and good order of the venue.
- Entry may be refused where a person:
  - Is intoxicated.
  - Is aggressive, threatening or disorderly.
  - Is improperly dressed.
  - Has previously breached venue rules.
  - Is subject to a venue ban or exclusion.
- Any person involved in violence or serious threatening behaviour may:
  - Be immediately removed from the venue.
  - Be refused future entry.
  - Have the incident recorded.
  - Have the matter referred to NSW Police where appropriate.
- Being barred from any pub or hotel in the Queanbeyan and Googong greater community means that you are barred from entry to all pubs and hotels in the Queanbeyan Palerang area.

### SECURITY & MANAGEMENT DIRECTIONS

- Customers must comply with reasonable directions from management, security and authorised staff.
- Customers may be directed to:
  - Move to another area of the venue.
  - Stop inappropriate behaviour.
  - Provide identification.
  - Leave the premises.
  - Remain in a designated area while an incident is managed.
- Failure to comply with a reasonable direction may result in removal from the venue.

### FOOD & BEVERAGE FROM OUTSIDE THE VENUE

- Outside food and beverages can not be brought into the venue **without prior** management approval.
- Alcohol purchased elsewhere must not be consumed on the premises unless expressly permitted.

### NO DRINKS OUTSIDE THE VENUE

- Alcohol and glassware must not be removed from the premises unless specifically permitted by the venue and applicable laws.
- Customers leaving the venue must comply with staff and security directions.

### RESPONSIBLE GAMING POLICY

- We have a self-exclusion policy in place if required and all staff can offer assistance if necessary.
  - Patrons must comply with all applicable gaming laws and venue requirements.
  - Patrons must follow reasonable directions from gaming staff.
  - Staff may intervene where required for safety, compliance or responsible gambling obligations.
  - Restricted areas must not be entered without authorisation.

### DRESS CODE

- To ensure the comfort of all patrons, the Royal Hotel Queanbeyan has created a dress code for everyone.
  - No hoods or hats are to be worn within the hotel (ladies' fashion headwear is excluded)
  - Workwear (in presentable condition) will be allowed in the hotel until 8pm; this includes fluoro, overalls, etc.
  - No singlets or thongs are allowed after 8pm.
  - Gang colours and patches must be removed prior to entering the hotel.
  - Patrons with offensive odours will be asked to leave.
- Management may refuse entry where clothing or footwear:
  - Presents a safety risk.
  - Is offensive or inappropriate.
  - Does not meet the venue's dress requirements.

### PERSONAL BELONGINGS

- Customers are responsible for their personal belongings.
- The venue accepts no responsibility for lost, stolen or damaged property except where required by law.
- Lost property should be handed to or reported to a staff member.

### CCTV & SECURITY

- CCTV and other security systems operate throughout relevant areas of the venue, 24 hours a day.
- These systems are used to assist with:
  - Customer and staff safety.
  - Security.
  - Incident management.
  - Loss prevention.
  - Compliance with venue obligations.
- Customers must not interfere with security equipment.

### RESPONSIBLE DEPARTURE

- Patrons are expected to leave the venue calmly and respectfully when requested.
- We encourage customers to plan a safe journey home using:
  - Taxi services.
  - Rideshare.
  - Public transport.
  - A designated driver.
  - Other appropriate transport options.