

# **Alcohol Service Policy / Procedures**

**Updated January 2009**

## **Member Service**

The Club is licensed to operate under Alcohol and Gaming Commission of Ontario (AGCO) regulations. According to these regulations, no member or guest is permitted to bring alcoholic beverages or illegal substances onto club property. It is an offence to allow a member or guest to drink to the point of intoxication. Our “Smart Serve” trained servers have the right but also the obligation to refuse service to any member or guest who, in the opinion of the server, appears intoxicated. The Management and the Board of Directors of the Club shall totally support any decision made by the server to refuse service for this reason. Members or Guests who have been refused service will be asked to not drive their vehicles. In this situation, the duty manager will arrange alternative transportation at the cost to the member or guest.

## **Banquet Service**

The Club is licensed to operate under AGCO regulations. Again, no member or guest is permitted to bring alcoholic beverages or illegal substances onto club property. Our “Smart Served” trained servers have the right and obligation to refuse service to any member or guest who, in the opinion of the server, appears intoxicated. Moreover, members or guests who appear to be 25 years of age or younger will have to provide acceptable ID. If any members or guests provide alcoholic beverages to underage persons their actions will result in suspension of the bar service. The Management and the Board of Directors of the Club shall totally support any decision made by the server to refuse service for these reasons. Members or guests who have been refused service will be asked to not drive their vehicles. The duty manager will arrange alternative transportation at the cost to the member or guest. If, in the opinion of the duty manager, the situation is out of control, the police will be called.

## **Procedures and practices around the responsible service beverage alcohol**

- Server shall monitor consumption.
- Server shall converse with member / guest to ascertain if they have consumed alcohol elsewhere on Club property; if yes the server shall follow Smart Serve Guidelines for Slowing Alcohol Beverage Service.
- If member or guest has consumed alcohol at other establishments the individual may be refused service altogether.
- If the member / guest appear intoxicated, refuse alcohol drinks.
- Server shall inform all other servers of intoxicated or over consuming by members / guests.
- Server shall speak member / guest directly and privately to avoid embarrassment and “cut” them off from further service.
- Server shall stay calm, be courteous and non argumentative. Show concern for their safety. If possible involve their friends. If they argue or become aggressive call the Duty Manager. Do not let any intoxicated person drive themselves home, call a Taxi or have a sober friend drive them home. The Police will be called if a member / guest attempts to drive while intoxicated.
- When a member / guest has been cut-off the server and duty manager a server shall fill out an Incident Report.

## **Alcohol Consumption on the Golf Course**

- The Club has zero tolerance regarding members / guests bringing their own alcohol beverages onto club property.
- The Club reserves the right to inspect all bags being taken on the course.
- If a member / guest is observed by any Club employee with their own alcohol the duty manager is to be informed immediately.
- The manager will speak to the offending party, inform them of the Law and confiscate the alcohol.
- If they refuse to hand over their alcohol they will be asked to leave the course / clubhouse. If they refuse to leave the police will be called.
- The duty manager shall fill out an Incident Report.

## **Age Identification**

All members – guests that appear to be under 25 years **must** have their I.D checked.

Acceptable I.D-

Drivers License

Citizenship Card

Passport

Canadian Armed Forces I.D Card.

If the person is under age they must be identified to the Duty Manager.

If an under age person receives alcohol from other Members / Guests the Duty Manager will suspend bar service and discuss the issue with the convener.

If there is another incident of under age guests receiving alcohol bar service shall cease.