

1. INTOXICATION AND OTHER UNACCEPTABLE BEHAVIOUR

1.1 In accordance with our legal obligations and responsibilities under The Liquor Control Reform Act 1998 ('The Act'), you will be refused service if you are intoxicated. Section 3AB of The Act states that a person is in a state of intoxication if "his or her speech, balance, co-ordination or behaviour is noticeably affected and here are reasonable grounds for believing that this is the result of consumption of liquor".

1.2 Our Management Team and Staff members will not tolerate any disorderly, disruptive or offensive behaviour on these premises at any time and any patron behaving in an unacceptable manner will be asked to leave Souv Hut premises immediately. If you have been offended by the behaviour of our patrons, due to disruptive behaviour as a result of consumption of liquor, please bring it to the attention of our staff and management.

1.3 Within one month of commencing employment all our staff have completed and are accredited with the Responsible Service of Alcohol (RSA). In addition, all our staff involved in the service of alcohol will be briefed on liquor licensing legislation, patron care, responsible service of alcohol and harm minimisation strategies through in house training and Responsible Service of Alcohol refresher as required.

2. PATRON AND RESIDENT COMPLAINT

2.1 We will at all times make ourselves available to respond to the concerns or complaints of our patrons and our neighbours. If you have any concerns over the way Souvlaki Hut's operate please contact us by email: contact@souvlakihut.com.au or telephone the venue at 9706 3336 or in person.

3. PATRON CARE- DRINKING DRIVING

3.1 If your planning on driving on home or are the "designated driver", we provide a range of none and low_alcoholic beverages. We also have an excellent menu with food available. Further, we are more than happy to call a taxi on request.

4. RESPECTING OUR STAFF

4.1 Our staff train and work very hard at being at best at what they do. Our staff are professional and enthusiastic group of individuals who strive to ensure our patron receive the best possible service and leave our restaurant having had a wonderful experience.

4.2 We will not tolerate any patron acting in a disrespectful manner to any of our staff either by the use of abusive and inappropriate language or inappropriate physical contact. Any patron showing disrespect to any of our staff will be asked to leave the premises immediately.

5. RESPECT OUR PROPERTY

5.1 Our restaurant is well presented and maintained to ensure our patrons have a wonderful experience. If you come across something that is not our usual standard please bring it to the manager's attention. We will not tolerate any patrons acting in a disrespectful manner towards our property and persons doing so will be asked to leave the premises immediately.