



P.J.O'BRIEN'S

THE IRISH PUB

P.J.O'BRIEN'S HOUSE POLICY

VENUE

P.J.O'Brien's believes in the Responsible Service of Alcohol

We enforce RSA and Patron Code of Conduct at all times

We have developed an Alcohol Management plan to prevent intoxication within the venue

STAFF

All bar staff are RSA trained and supported by management in enforcing this policy.

P.J.O'Brien's bar staff will do the following to the best of their ability:

Encourage the responsible service of Alcohol

Not serve anyone who is underage

Not serve anyone who is already intoxicated

Discourage people from taking part in activities that may cause harm

Practice our Smart Shout Policy by issuing free bottled water to customers during peak times and to anyone they think needs hydration

SECURITY

Our crowd controllers work with our Management and Staff to enforce our RSA policy. Crowd controllers do the following:

Prevent entry to minors

Prevent entry to intoxicated people

Prevent overcrowding of the venue

Safely assist with the removal of patrons who have been asked to leave the licensed premises if it is deemed that the patron has not adhered to our Patron Code of Conduct

Are aware of all transport options for our patrons

Practice our Smart Shout Policy

MANAGEMENT

Management has a duty of care for our staff and patrons and adopts a serving strategy to create the right balance between a safe environment and a fun venue for our patrons to enjoy themselves.

Management:

Adopt a Patron code of conduct

Train and support staff in RSA practices

Provide good lighting and airflow, do not over crowd the venue, provide adequate seating, the right balance between men and women in the venue, well trained staff, crowd controllers and excellent customer service

Encourage staff and security to practice our Smart Shout Policy

P.J.O'BRIEN'S PATRON'S CODE OF CONDUCT

By entry to the premises of P.J.O'Brien's patrons agree to comply with the venues Code of Conduct and the conditions set out within it.

To abide by the P.J.O'Brien's Patron Code of Conduct you will:

Comply with any reasonable direction of management or staff

Accept responsibility for your actions at all times

Be able to prove that you are over 18 years of age in line with Liquor Licensing guidelines

Be refused service and asked to leave the premises if you become intoxicated, violent, indecent or disorderly.

Recognise that the comfort and safety of all patrons is of paramount importance to the management and staff of this establishment

Respect the property and rights of others

Above all, enjoy yourself and the company of your friends in a safe, fun and friendly manner
