

# TINTILLA ESTATE

## **HOUSE POLICY**

Tintilla Estate Wines is committed to the responsible service and consumption of alcohol. Our House Policy outlines our expectations of behaviour for all those who visit or work at Tintilla Estate's Cellar Door. In visiting our licensed venue, you agree to abide by this policy and understand that any breaches of the approved service of alcohol or inappropriate behaviour that results from excessive consumption of alcohol will result in disciplinary action or removal from the premises.

## **OUR PHILOSOPHY**

Tintilla Estate's Cellar Door is proud to promote a safe, healthy, and responsibly managed venue for the enjoyment of all our guests and staff. Our guiding philosophy is to provide a hospitable, educational, and fun environment in which our guests and staff can experience unique wine tasting experiences in a responsible fashion.

## **OUR COMMITMENT TO THE RESPONSIBLE SERVICE OF ALCOHOL**

Tintilla Estate has a firm commitment to the responsible service of alcohol to ensure the safety and well-being of every person that visits our premises. Alcohol will be served in accordance with our philosophy and the requirements of our liquor licence, which includes but is not limited to:

Wine Tasting will only be allowed in licensed areas, during permitted trading hours.

No alcohol is to be consumed in the carpark or surrounding public areas on our property.

No unsealed or open alcoholic beverages are to be consumed on the property other than wines tastings supplied by Tintilla Estate Cellar Door staff.

Cellar Door staff will hold mandatory and valid Responsible Service of Alcohol certification.

Cellar Door staff will not consume alcohol during working hours.

Free drinking water will be always provided, soft drinks & food will be made available to purchase at all times and spittoons will be provided for those who wish to spit.

The liquor licence will be displayed at the entrance to the premises.

Information and resources regarding standard drinks and tasting sizes will be on display and readily available at the venue.

Tintilla Estate and our Cellar Door Staff will not advertise any promotions within the venue that encourage excessive consumption or excessive discounting that may result in excessive consumption of alcohol.

A maximum of 8 wine tastings will be offered to any guest.

Tintilla Estate reserves the right to ask any patrons deemed to be inappropriately dressed, intoxicated, displaying anti-social behaviour or under the influence of illegal substances to leave the premises immediately.

## **INTOXICATED PATRONS**

Alcohol will not be served to any person who is intoxicated. Signs of intoxication include slurred speech, impaired balance, poor coordination, reduced inhibition, becoming aggressive or belligerent, and exhibiting inappropriate behaviour and it is reasonable in the circumstances to believe that the impairment results from the consumption of alcohol.

Cellar Door staff will follow procedures provided in their RSA training for dealing with and refusing alcohol to intoxicated patrons, this includes refusing to serve alcohol to any patron they believe is becoming intoxicated.

No member of cellar door Staff will be outranked in refusing the service of alcohol to any patron.

Patrons will not supply alcohol to any other person who is intoxicated or who has been refused service by Cellar Door staff.

Intoxicated patrons will be asked to leave the Licenced area of the premises. Noncompliance Fines may apply.

Cellar Door staff will assist where possible with safe transport options.

An incident report will be completed for any incident that involves the refusal of service or an intoxicated patron.

## **UNDERAGE DRINKING**

Persons aged under 18 years are only allowed in the licenced premises when accompanied by a responsible adult.

No alcohol will be supplied or sold to a person aged under 18.

Any patron seen to be encouraging or supplying wine tastings to a person aged under 18 will be cautioned and asked to leave the premises if they persist. Fines may apply.

Cellar Door staff will request proof of age of any person they believe to be aged under 18

Only one of the following approved forms of photographic ID will be accepted as proof of age.

1. a driver's or rider's licence or permit (issued by an Australian State or Territory or any foreign country) or digital version if available.
2. Australian passport or a foreign passport issued by another country
3. NSW photo card (issued by Roads and Maritime Services NSW or digital on service NSW app)
4. Proof of age card issued by a public authority of the Commonwealth or of another State or Territory for the purpose of attesting to a person's identity and age, or
5. Keypass (over-18) identity card issued by Australia Post

While Tintilla Estate will undertake to educate staff, business partners and patrons about our alcohol policy through promotion on our website and within the venues walls, it is the responsibility of everyone to access this information. Noncompliance and fines may apply

