



## ALCOHOL POLICY

It is the policy of the Eagles Baseball Club (Mildura) Inc. that no minor or intoxicated person shall be served alcoholic beverages.

Club members who wilfully violate this policy will be subject to Disciplinary action as per the article of association.

Any club member who negligently serves a minor or an intoxicated person will be counselled on proper service technique and will be subject to disciplinary action as per the article of association on the second violation of this policy. Club members must refuse service to anyone ordering an alcoholic beverage who does not appear to be well over the age of 18.

When attempting to illegally purchase alcohol, minors usually exhibit behaviour that should be easily identifiable by the astute server or seller. As with anyone who is attempting a dishonest act, minors may: appear anxious or nervous; stutter, stammer or confuse their words; avoid eye contact with the seller; appear overly or inappropriately friendly, confident, boisterous, or outgoing.

When serving alcohol to customers, club members should take reasonable precautions. Taking steps to prevent alcohol abuse can help protect the public from harm and keep members from being named in a legal action. As an alcohol server, members should know the laws and regulations concerning the serving and consumption of alcohol within the limits of the liquor licence. Serving under aged and intoxicated persons is unlawful and can have criminal penalties.

Serving of alcohol should be done by following some simple guidelines. Serve as defined in the liquor licence.

The levels of intoxication are organized into three levels.

**Level 1.** Everything seems normal, it is OK for this customer to drink at a safe pace.

**Level 2.** The customer is showing signs that the alcohol is beginning to affect them.

**Level 3.** The customer is obviously intoxicated, and no alcohol should be served. If you observe a customer reaching the Level 2, you need to take steps, so they don't reach the Level 3. The following are some steps you may take when a customer is at Level 2

Serve at a slower rate.

Offer or suggest the sale of food or appetizers. Do not offer coffee or other caffeinated drink; this may cover the true extent of the patron's intoxication.

Suggest low alcohol content.

Serve water or fruit juices with all straight drinks. Despite all good efforts, a customer may become intoxicated and should not be served additional alcohol. When a customer reaches the Level 3, every effort should be made to stop alcohol service. Here are some suggestions to use when "cutting off" a customer.

Avoid a confrontation.

Do not attempt any physical confrontation.

Make the Club Officials aware of the problem.

Suggest an alternative form of transportation. If the patron insists on driving report this to Club Officials at once.