

INEBRIATED PERSONS POLICY

Policy & Procedures

If we find a person who we believe has had too much to drink they will be informed by management or security staff that, for their own safety and well-being, they will not be served any more alcohol and assisted in transport home.

1. Ask person to immediately stop drinking.
2. Ask person if they would like to have a glass tap water (free of charge).
3. Assist person to seating.
4. Serve person more water.
5. Monitor their condition until a reasonable condition of well being is achieved.
6. Arrange transport home and pay for transport if necessary.

10 SIGNS OF INTOXICATION

1. Getting loud and speaking over other peoples conversation.
2. Bumping into people accidentally.
3. Slurring their words.
4. Repeating themselves.
5. Having problems lighting a cigarette.
6. Smoking more than one cigarette at a time.
7. Holding on to the side of the bar / banister etc.
8. Spilling drinks or knocking them over.
9. Falling asleep.
10. Annoying other customers by not taking the hint that they do not want to speak to them.

Please note: that it's not just one of these actions but a combination of these actions that will make you come to the conclusion that this person has had too much to drink, if they refuse to accept water or a soft drink, then you should inform a head bartender, door-staff or a member of management immediately.

To avoid any possible confrontation, it is always best to say that either a Manager or member of Security Staff have asked you to refuse service to an inebriated customer, this way the customer should not put his grievance onto you.

It is illegal to serve alcohol to anyone who is intoxicated, and a Bartender is just as liable as the Licensee in upholding licensing laws, so it is your duty to refuse to serve an intoxicated person alcohol, but instead you should recommend them to drink either water or a soft drink.

