

Sale of Alcohol Policy.

Policy:	Sale of Alcohol Policy
Organisation:	New Plymouth Operatic Society
Last Update:	October 2024
Review Date:	October 2025

Background

These guidelines have been developed outlining the sale and service of alcohol at the NPOS rooms. NPOS is committed to responsible service and consumption of alcohol. This policy outlines NPOS expectations of behaviour for all members and guests. Inappropriate behaviour that results from consumption of alcohol will result in refusal of service and removal from the NPOS rooms.

Application

This policy applies to all NPOS members and guests within the NPOS rooms.

Purpose

The purpose of this policy is to:

- Provide guidance and requirements for the safe operation of the NPOS bar facilities located onsite at NPOS Rooms, 72-76 King Street.
- Set out the accountabilities and responsibilities of NPOS Duty Bar Manager, members and guests in relation to sale, supply and consumption of alcohol at the NPOS rooms.

Patronage

All NPOS members and show company are welcome to the bar area when in operation. The Bar Manager, President or any Board Member may refuse entry or service to the licenced area.

Required Signage

The following is required to be displayed around the Bar area:

- Current Liquor Licence
- Duty Manager
- Alcohol will not be served to minors
- No ID, No Service, No Exceptions
- Alcohol will not be served to anyone who is intoxicated

Serving Alcohol

The guidelines for serving alcohol are to ensure the safety and well-being of every person on the NPOS premises.

Alcohol will be served in accordance with the Liquor Licence but is not limited to:

- Alcohol will only be consumed within NPOS licensed areas.
- Alcohol will only be served in standard drink measures.
- A Licenced Duty Manager will be on duty when the bar is open.
- Free drinking water will be provided when the bar is open.
- Persons aged under 18 will not be allowed behind the bar under any circumstances.

Sale of Liquor Hours

- The bar will only be operated in accordance with the terms of the Liquor Licence, including hours of operation (Monday – Sunday, 10.00am-2.00am)
- Last drinks must be called no later than 1.30am, or as the Duty Bar Manager sees fit to maintain the licence requirements. Upon last drinks being called, all persons must have vacated the premises within 30 minutes in line with the licence regulation.
- We are not permitted to sell alcohol on Good Friday, Easter Sunday, Christmas Day or before 1.00pm on Anzac Day.

Underage drinking

- No alcohol will be sold or supplied to a person aged under 18.
- Only one of the following approved forms of photographic ID will be accepted:
 - Current New Zealand Driver's Licence with a photograph,
 - Current Passport, or
 - Proof of Age Card.
- Staff will request proof of age of any person they believe to be aged under 25 as stated in the liquor licence.
- Under 18-year-olds are permitted onsite while the bar is in operation but must not consume alcohol.
- No alcohol is permitted to be purchased by those over 18 years of age, and then provided to those under 18 years of age.

Intoxicated Patrons

- Intoxicated persons are not permitted to enter the premises.
- 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.
- Bar staff will follow standard procedures for dealing with and refusing alcohol to intoxicated patrons, this includes refusing to serve alcohol to any patron they believe is becoming intoxicated.
- Duty Bar Manager will not overrule a decision made by bar staff to refuse service to a patron.
- Patrons will not supply alcohol to any other person who is intoxicated or who has been refused service by bar staff.
- Intoxicated patrons will be asked to leave the Society premises.

Safe transport

- Duty Bar Manager assisted by bar staff will encourage all patrons to take safe transport home.
- Taxi and Dial a Driver phone numbers will be displayed in the Licenced area.

Promoting the Responsible Consumption of Alcohol

- No alcohol advertising will appear anywhere on the premises.
- Consider options other than alcohol to be used as prizes/awards.
- Food will be made available while the bar is open.
- Low or non-alcohol drinks available.
- No advertising, promotion or serving of alcohol at junior events.
- NPOS will provide alcohol-free social events for young people and families.

- NPOS will pursue non-alcohol revenue sources.
- NPOS will not endorse any celebrations, functions or end of season events that involve excessive consumption of alcohol.

Low and Non-alcoholic Drinks

- NPOS will supply a reasonable range of low and non-alcoholic refreshments during bar service times.
- Provision and supply of complimentary water must be available at all times the bar is in operation.

Bar staff

- A minimum of two staff are to have formal managers qualifications and training.
- NPOS will recruit and provide opportunity for members to become trained bar managers.
- All other bar helpers/volunteers must take a formal induction held by NPOS and attend regular team meetings and coaching.

Responsibilities of Patrons

- Consume alcohol responsibly at NPOS.
- Persons under the influence of alcohol will not be permitted access to NPOS.
- Do not bring alcohol to the Society rooms.
- Do not consume alcohol if you are aged under 18.
- Do not supply alcohol to intoxicated members or guests or anyone aged under 18.
- Do not encourage others to drink excessively or take part in bonding activities that involve excessive consumption of alcohol.
- Do not spike another person's drink.

NPOS will undertake to educate all members and guests about the alcohol policy through promotion in NPOS.

NPOS will display this policy within the Licenced area for members and guests to refer to.

Complaints

- Complaints about any aspects of the sale and supply of alcohol or behaviour of members and guests while consuming alcohol on NPOS premises should, in the first instance, be reported to the Duty Bar Manager.
- Any formal complaints should be addressed to New Plymouth Operatic Society in writing to office@npos.co.nz
- NPOS undertakes to treat all complaints confidentially and with respect.
- An acknowledgement of receipt will be made to the complainant immediately on receipt of the complaint.
- NPOS endeavours to investigate any complaints objectively and in a timely manner and reply formally in writing and confidentially to the complainant within 2 weeks of the complaint being received

Last updated: October 2024

Next review: October 2025