

PHILOSOPHY

The Rainbow Beach Sports, Recreation & Memorial Club INC philosophy is to provide the community and visitors with a club that has a real family atmosphere which is safe and enjoyable. The club will provide a community space that;

- can cater for and promote a number of different indoor/outdoor sporting activities
- provides live entertainment
- has friendly, courteous and professional staff
- Is committed to providing responsible service of alcohol and undertakes that all aspects of the gaming operations conducted by the Club are done so in accordance with all relevant legislation, and the highest standards of internal control as determined by the Committee.

HOUSE POLICY

The Rainbow Beach Sports, Recreation & Memorial Club INC;

- Promotes and practices the responsible consumption of alcohol.
- is committed to the training and support of all staff in the “Responsible Service of Alcohol (RSA)
- Prohibits the consumption or purchase of liquor by persons who are minors, unduly intoxicated or disorderly.
- If a staff member is of the opinion that a patron is unduly intoxicated or disorderly, the staff member must not serve liquor to that person
- Customers deemed to be unduly intoxicated will be refused service, offered water, coffee and if required a space provided on the courtesy bus.
- Patrons and staff must treat each other with dignity and courtesy at all times
- Patrons who are rude or offensive to staff or other patrons will be refused service and asked to leave the premises
- Minors may be on the premises if in the care of a responsible adult or guardian, but may not consume or purchase liquor. Minors are however, not permitted in the gaming area.
- It is a condition of entry that patrons purchasing or consuming liquor must produce either their membership card or photo ID showing proof of age
- Any patron attempting to consume or purchase alcohol who cannot provide proof of age will be refused service and asked to leave the premises
- A key objective of the Rainbow Beach Sports, Recreation & Memorial Club INC is to ensure that the behavior of our patrons does not adversely impact on other patrons, staff, our neighbors’ and the community at large
- Incidents, complaints or refusal of service, will be recorded in accordance to our business compliance program
- Food is readily available
- Low or non-alcoholic alternative drinks, such as juices, coffees, a variety of low strength and mid strength beverages are available
- The Club is in a residential area, it is expected that patrons leave the Club and surrounding area quietly. Patrons who make excessive noise, loiter or otherwise disrupt the good order of the neighbourhood will not be re-admitted to the club and may be subject to the laws that apply