



House Management Policy

BP Brennan and FM Flugge, trading as Jesters Flat will manage and operate their licensed premises in a responsible, friendly and professional manner to the satisfaction of customers and neighbours and to minimise harm or ill health to customers due to the use or consumption of liquor.

Code of Conduct

Jesters Flat is committed to **responsible serving practices** which include:

Controlling access to juveniles by:

- not providing them with liquor when they are on the premises
- Ensuring that purchasers are over 18 when buying online. Purchasers will be required to state they are over 18 before an order may be processed.
- A warning notice will be clearly evidenced on the home page of the website in the following format;

WARNING Under the *Liquor Control Act 1988*, it is an offence:

- to sell or supply liquor to a person under the age of 18 years on licensed or regulated premises; or
- for a person under the age of 18 years to purchase, or attempt to purchase, liquor on licensed or regulated premises.

The responsible promotion of liquor.

Avoiding disturbing the amenity of the local area by respecting the rights of neighbours and by encouraging others to do the same.

Addressing any complaints from customers and nearby residents expeditiously and reasonably.