



## Mary G's House Policy

- Mary G's promotes a healthy and safe environment. With this in mind, the underlying focus of Mary G's is to provide a safe, enjoyable and responsibly managed venue for our staff and patrons.
- Responsible Service of Alcohol is a standard and also a measure of training that is compulsory at Mary G's. At its simplest level all front of house staff must complete RSA accredited training before starting at Mary G's and must ensure the training is implemented on the job on a daily basis.
- The main focus of our House Policy is the environment we provide for our staff and our patrons. This environment is intended to be everything that is best about Mary G's – safe, healthy, vibrant, fun and responsible.
- Minors are prohibited from entering our venue unless accompanied by a parent or guardian. Minors are restricted from entering certain areas i.e. Gaming Areas
- Intoxicated persons will be treated with respect, courtesy and dignity at all times. Unduly intoxicated persons will be refused entry and/or service and techniques used to aid the patron in the most appropriate manner.
- Security, Crowd Controllers and / or Police will be contacted to help the venue at any time when the safety of any person cannot be guaranteed by venue staff. The primary obligation of any staff member who feels any situation is dangerous is to inform their supervisor and ultimately security and the Police.
- As mentioned earlier any intoxicated, unduly intoxicated or patron in general is to be offered assistance wherever possible. Although Offensive, loud, quarrelsome, or abusive to other customers, staff or management will not be tolerated and will be asked to leave and may incur a Ban from the Premises.
- Respect, Courtesy and Dignity are the standards by which patrons will be dealt with whilst at our venue. Whilst always keeping this in mind, all staff including Security staff will be mindful of refusing service and/or entry to any patron who is intoxicated, fails to meet the dress regulations, cannot produce Valid ID or cannot prove their age, or is generally unruly.
- Mary G's is committed to offering a balanced range of products to our customers. This includes a myriad of non-alcoholic beverages including juices, soft drinks, mock tails and FREE water. Further, it is the commitment of management that a wide variety of low strength and mid strength beverages be offered and that these beverages be displayed prominently and always with non-price parity to their full-strength counterparts.
- Mary G's has a policy to never promote the consumption of alcohol irresponsibly. This includes any promotion that promotes rapid or excessive consumption or price discounting promotions.
- Customer Service: The service of our customers is at the forefront of our commitment to the House Policy. In true Mary G's service must be warm, friendly and outgoing but also firm and responsible when the need arises.