

THE PALMERSTON

Sports **CLUB** INC.

Best Overall Club NT
2004 / 2005 / 2007 / 2009

Home of...
PALMERSTON

RSL

3 Maluka St Palmerston

Ph:8939 0600



HOUSE RULES

The Palmerston Sports Club has developed the following House Rules as part of the Club's commitment to leadership in all aspects of club service and management practices.

The House Rules outline our commitment to ensure that our Members and Guests are provided with a safe and convivial environment whilst they are on our premises.

These guidelines have been developed in accordance with Northern Territory Legislation.

Club Entry & Proof of Identification

It is a requirement of entry to the Clubs Premises that:

- All Members are required to show/swipe their membership card at Reception;
- All reciprocal members and visitors must sign in and provide proof of ID at Reception
- All patrons are required to provide acceptable evidence of age where there is any doubt they are under 25.

The only acceptable ID is photographic ID being one of the following:

- Government-issued proof of age card (18+ card)
- Driver's license or Permit
- Australian or foreign passport

Code of Conduct from Patrons

All Patrons of the Palmerston Sports Club are required to behave in a manner that is conducive to the quiet enjoyment of the facilities by all patrons while enabling employees to conduct their duties in a lawful manner without intimidation or harassment.

Responsible Host Practices

All Staff are trained in the responsible service of alcohol and Management constantly reinforce responsible service of alcohol principles and practices in every day trade

As part of our responsible hospitality practices:

- We provide water free to all patrons;
 - We provide soft drinks free to all designated drivers;
 - We sell light or mid strength options at cheaper prices than full strength;
 - We promote awareness of drink spiking issues;
 - We encourage you to monitor and control your consumption of liquor;
 - We will deter you from rapidly and excessively consuming liquor;
 - We will not promote nor allow stock piling of drinks;
 - Opened containers of liquor may not be taken into or from the premises
 - We will allow one drink per person ½ hour before closing;
 - We will supply liquor in standardised quantities that can be recognised by you;
 - We will serve half measures of spirits if requested
-

- Management support staff refusing service to any patron who in their opinion, is intoxicated and or is intending to supply alcohol to any person(s) who have been refused further service

Intoxication

For the purpose of this regulation, patrons displaying the following behaviours will be regarded as intoxicated:

- slurred speech
- staggering
- abusive or threatening language/behaviour

Intoxicated patrons in accordance with Section 121(1) of the Liquor Act must leave the premises immediately upon being advised to do so by Club staff..

Responsible Provision of Gambling

All staff are trained in the Responsible Gaming Code of Practice as soon as possible after commencement of employment, Management constantly reinforce Responsible Gaming Code of Practice principles and practices in every day trade.

Management will at all times support staff that practice and enforce Responsible Gaming Code of Practice learning's

Smoking

- Patrons are required to adhere to the Smoking restrictions in place throughout the premises. (Tobacco Control Act (NT) 2002)
- Persons who smoke in unauthorised areas will be considered to have breached the policy and may be excluded from the venue

Security

The Club has introduced a range of security measures to ensure that members and patrons can enjoy the Club's facilities. Such measures include:

- CCTV is operational, throughout the Club and at entries and exits on the premises;
- Crowd Controllers are on premise each night and whenever operationally required

Security personnel act with the authority of Club Management.

Dress Standards

The dress standard requirement is based on clean, neat and tidy attire (including proper footwear) with an appropriate level of personal hygiene being adhered to at all times.

The level of appropriate attire and standard of personal hygiene will be determined by the Club at its sole discretion.

The following are not permitted at any time within the Gaming, Bistro, Bistro Bar Function rooms of the Club, and after 8pm in the Club Bar.

- Stained, torn, dirty, ripped or excessively frayed clothing
- Clothing with obscene or offensive slogans or pictures
- Dirty or torn joggers
- Beachwear, board shorts or swim suits
- Men's singlets, sleeveless t-shirts, tank tops
- Hats, caps or beanies (except for medical or religious reasons)
- Unpleasant levels of personal hygiene which are offensive to others
- Excessively dirty/stained outdoor work attire of any description
- Any other clothing deemed not to be neat and tidy by Management

The Following relaxed dress standards are permitted in the CLUB BAR until 8pm:

- Outdoor work attire
- Steel cap boots and any other forms of work boots

Club Management reserves the right to refuse or approve entry to any person at any time.

Disorderly Patrons

For this purpose, patrons displaying the following behaviours will be regarded as disorderly:

- Unruly, abusive or threatening language/behaviour to any member of staff and or other patrons.
- Failure to leave the club premises when requested to do so by Management or Security.
- Property damage.

Incidents Register

Management will maintain an Incidents Register which is used to record all events and problems involving patron care, such as refusal of service to patrons and situations involving threats or aggression

The Club reserves the right to forward such information to the Police or regulatory authority as is deemed appropriate, and or required by law.

Disciplinary Measures

The Manager, and or the Security Personnel on duty has the authority to exclude and remove persons from the licensed premises for breaches of these Rules.

The General Manager or Club Manager and or Liquor License Nominee has the authority to issue to suspensions notices for breaches of the Club Rules.

Minors

A Minor is a person under the age of 18 years.

Minors, must be in the accompaniment of a responsible adult at all times. A responsible adult for the purpose of this rule is as follows:

- Parent, Step Parent, Legal Guardian, A person who has Parental Rights & Responsibilities, A spouse who has attained the age of 18 years

The Club's rules are firm in that:

- Minors will not be served alcohol, or gambling product;
 - Minors will not be served at any bar, gaming, NT Keno or TAB service point;
 - Minors must not enter the Gaming Lounge
 - Minors are not permitted in the Club Bar after 9.30pm on any evening and it is expected that all Minors leave the premises by 12 midnight. *In the event of a function, minors may be excluded from this requirement provided this has been previously arranged and agreed with the Club Manager;*
 - All minors will be accompanied by a responsible adult; and will be actively supervised by a responsible adult;
 - Minors are not permitted to sleep in chairs, or on the floor within the premises except where the minor is sleeping in a basinet or pram for which was designed for that purpose.
 - Individuals procuring drinks for minors will be considered to have breached the Club Rules, will be asked to leave the premises and may face disciplinary actions.
-

Palmerston Sports Club Inc. House Rules

The NT Liquor Act requires this venue to conduct its business in a manner not contrary to the law; relevant extracts of the Act follow

102. **Liquor not to be sold to intoxicated person.** A licensee or a person employed by a licensee shall not sell or supply liquor to a person unless the person to whom it is sold or supplied is not intoxicated at the time (the onus of proof of which lies with the defendant).
105. **Permitting riotous conduct on or at licensed premises.** A licensee shall not permit indecent, violent, quarrelsome or riotous conduct to occur on or at his licensed premises.
110. **Licensee to comply with conditions.** A licensee shall not contravene, or fail to comply with, a condition of his licence.
121. **Power to exclude or remove persons**
- (1) A licensee or employee of the licensee shall, or an inspector may, exclude or remove a person, not being a bona fide resident of the licensee's licensed premises, from the licensed premises if the person is intoxicated, violent, quarrelsome, disorderly or incapable of controlling his behaviour.
- (1A) A licensee, an employee of the licensee or an inspector may exclude or remove from the licensee's licensed premises –
- (a) a bona fide resident of the premises, if that resident is intoxicated, violent, quarrelsome, disorderly or incapable of controlling his behaviour;
- (b) subject to any other law in force in the Territory, any person (including a bona fide resident), if the presence or continued presence of the person on or at the premises would or might –
- (i) render the licensee liable to a penalty under this Act or any other law in force in the Territory; or
- (ii) in his opinion, disrupt the business of the licensee or unreasonably interfere with the well being of other persons lawfully on the premises; or
- (c) for or during a period not exceeding 12 months from the time a person was found guilty of an offence relating to the possession or supply of a drug on licensed premises, that person.
- (2) A person to whom subsection (1) or (1A) is applicable shall immediately leave licensed premises on being requested to do so by the licensee, an employee of the licensee, an inspector or a member of the Police Force.
- (3) A member of the Police Force shall, on the demand of the licensee, an employee of the licensee or an inspector remove or assist in removing from licensed premises a person who has been requested by the licensee, an employee of the licensee or an inspector in accordance with subsection (2), to leave the premises.
- (4) A licensee, employee of a licensee, inspector or a member of the Police Force exercising a power under this section may use such force as is reasonably necessary for the purpose
-

Responsible Gambling Practices

The Palmerston Sports Club will conduct all aspects of its facility in a professional and responsible manner in keeping with the spirit of the NT Responsible Code of Practice and will abide by all elements of the Gaming Policy & Regulations whilst upholding its commitment to provide a responsible gaming environment.

Legislation

Management and staff will be familiar with, and have a duty to abide by all aspects of the relevant legislation.

Machine Performance

Gaming machines will be maintained in premium condition for member's enjoyment.

Unplayable machines will be clearly marked as so.

Return to Player – Total aggregate winnings to players must be in accordance with the Gaming Machine Act. which requires Clubs in the N.T. to return between 85% and 99.99%

The Odds or chances of winning

Gaming Machines use computer technology to control and operate all functions. Determining the outcome of each game involves what is called a Random Number Generator. The outcome of each game is unpredictable and will always be unpredictable.

- On a gaming machine the Odds or Chances of Winning the highest prize combination is 1 in 10 million
- On NT Keno the odds or chances of winning the ten spot are 1 in 8.911 million

Management, Staff Development and Training

Identification Badges – Approved gaming machine management and staff will wear accredited identification badges when on duty and shall not play or permit any other person to play on their behalf, gaming machines on the premises.

Accredited Courses – Approved gaming management staff will complete accredited training courses in the operation of machines and responsible gaming principles. Management of the venue will designate a responsible senior employee to be the point of contact should a patron express concern as to their gaming habits.

Member/Customer Service, Satisfaction, Environment and Protection

Confidentiality – All activities relating to gaming engaged in by members and visitors shall remain confidential, and shall not be discussed with other members, visitors or members of the community.

Minors – Minors are not permitted to play gaming machines, or be in gaming areas.

Intoxicated Members – Members or their guests showing signs of intoxication will be prevented from playing gaming machines and may be lawfully removed from the premises.

Palmerston Sports Club Inc. House Rules

Self Exclusion – Gaming machine staff will co-operate with any person seeking to bar themselves from the gaming room and will provide the member a copy of the Deed of Self Exclusion to complete after discussing the implications for members. If the member does self-exclude, staff will actively seek to exclude this person from gaming.

Excessive Gambling – Recognising that some members and their guests may have difficulty controlling their personal level of expenditure on gaming and particularly gaming machines, management personnel where appropriate, will advise them and their families of options relating to counselling and advisory services from appropriate support agencies.

Gaming Machines - Persons are not permitted to play more than one gaming machine at any one time.

Cash – Access to cash through ATM machines and or EFTPOS is restricted to savings and cheque accounts only.

Credit – The provision of credit to gamble is illegal and will not be extended under any circumstances.

Cheques –The Club will not cash any 3rd party, wage or multiple Cheques at any time.

Payouts - A maximum cash limit for payouts applies and reflects the maximum amount approved by the NT Gaming Regulations which is \$ 500.in Cash .

Payouts required over this approved maximum cash amount will be paid by cheque. Club Cheques issued for gaming winnings may be cashed after 10am the day after which they were issued

Clocks – Clocks will be placed within designated gaming areas.

Advertising and Promotion

All advertising, signage and promotions will reflect members and community attitudes and standards prevailing, and abide by a spirit of the Advertising and Promotions Code of Ethics, and conform with The Fair Trading Act and the Trade Practices Act

The Club will not aggressively promote gaming machines in its general advertising and will not undertake false, misleading or deceptive advertising particularly in relation to winning.

Player Loyalty programmes will not be abused to the detriment of the player or breach their desire for their gaming activities to remain confidential and private.

Complaints or Concerns

Should a patron, member or their guest have a question of concern they should contact management who has an obligation to assist to their best discretion in the matter concerned. Should any issue be not satisfactorily resolved at this venue, please contact NT Licensing & Regulation on 89 991800
