

Alcohol licensing: Host responsibility guidelines

All licensed premises are required to have a written Host Responsibility Plan (HRP). This is a condition imposed on all licenses. All staff should be familiar with the premises HRP. It should also be displayed in some form for both patrons and staff, i.e. a reduced version, often referred to as a 'House Policy'.

You will need to list how you will address the following points in your policy.

1. Minors

- How will you ensure that all of your staff are aware of the designation of your premises? This will determine 'who' is allowed on your premises or in what parts of the premises.

TIP: In your policy include the designation and what this means in terms of who is allowed on the premises.

- How will you ensure that all your staff are **trained** in their responsibilities under the Sale and Supply of Alcohol Act 2012 (the Act) in relation to minors?
- What **instructions** will you give staff to ensure that they know how to identify and proactively deal with minors?
- What **strategies** will you have in place to **deal** with minors. Are all staff fully aware of what forms of identification to request, to correctly establish the age of prospective customers entering your premises? If found on the premises who will ask them to leave?

TIP: In your policy outline how you will ensure all staff are trained and given clear instructions on their responsibilities under the Act with regards to minors. Also outline your strategies for dealing with minors.

- Do you have appropriate signage displayed at every point of service, in reference to not serving minors?

TIP: Include your commitment to always displaying such signage in your policy. Community Public Health has a range of signage available free of charge. Telephone (03) 364 1777 and ask for The Alcohol Licensing Officers.

2. Intoxication

*Staff must be trained in their responsibilities under the Act to **prevent** intoxication on licenced premises. Staff require clear instructions re. identifying and proactively dealing with potentially intoxicated persons.*

*Staff ability to identify signs at the **onset** as opposed to the **escalation** of intoxication is integral to meeting the requirements of s.249 and s.252 of the Act, prohibiting persons from becoming intoxicated and allowing an intoxicated person to remain on licenced premises.*

- How will you ensure that all your staff are **trained** in their responsibilities under the Act in relation to intoxicated patrons?
- What **instructions** will you give to staff to ensure that they know how to identify and proactively deal with potentially intoxicated persons?
- What **strategies** will you have in place to **deal** with potentially intoxicated persons? i.e. offer of free soft drinks, tea, or coffee to potentially intoxicated patrons. How will you slow them down? Which staff have the authority to ask patrons to leave? What is the line of authority?

TIP: In your policy outline how you will ensure that all staff are trained and will receive clear instructions on their responsibilities under the Act with regard to potentially intoxicated patrons. Also outline your strategies for dealing with potentially intoxicated patrons.

- Do you have appropriate signage displayed at every point of service re not serving intoxicated patrons?

TIP: Include your commitment to always displaying such signage in your policy.

3. Food

A condition of every licence is that food must be available and promoted by means of clear and well-positioned signs, at all times when the premises are authorised to be open for the sale of alcohol. The range and style of food must be similar in style and nature to that shown on the menu accompanying the licence application, or for hotels and taverns a range of snack foods in the nature of panini's, pizzas, lasagne, toasted or fresh sandwiches, wedges, pies, filled rolls and /or salads.

*A range is considered to be a **minimum of four food options.***

They must be conveniently available, this means, priced realistically, provided within a reasonable time frame, and of a type that customers would readily consume in the environment. (Refer to the food facts information on page 5)

- Is your signage promoting this food clear and well positioned?
- How will you ensure that staff are aware of the food options (menu) available at all times?
- Hotels and taverns - do you have a minimum of four food options available at off-peak times?
- Remember: at all times means, from when the door opens right up to closing time.

TIP: In your policy include your systems for ensuring that all staff are aware of the food options at all times.

4. Non-alcohol Beverages

A condition of your licence requires that a reasonable range of non-alcoholic refreshments are available at all times when the premises are open for the sale of alcohol.

- Do you offer a range of non-alcoholic refreshments to patrons at all times?
- Have you listed that you have available 'free water' at all times if requested?
- How are these non-alcoholic alternatives promoted? Are they promoted by signage, featured in the beverage menu, or both?

5. Low-alcohol Beverages

A condition of all licences is that low-alcohol refreshments are available at all times when the premises are open for the sale of alcohol.

- Do you offer low-alcohol refreshments to patrons at all times?
- How are these non-alcoholic alternatives promoted? Are they promoted by signage, featured in the beverage menu, or both?

TIP: In your policy include a description of the low-alcohol refreshment you will have available, e.g. low alcohol or low carb beer and that it will be available and promoted at every bar/point of service by way of signage, or as a feature in the beverage menu.

6. Safe Transport Options

A condition of all licences is that the licensee provides assistance with or information about alternative forms of transport from the licensed premises for both staff and patrons.

- What strategies do you have in place to ensure that both staff and patrons get home safely from your premises, e.g. actively promote hire a driver type scheme, make a telephone readily available to arrange sober transport (taxi or private), a courtesy van, or operate a designated driver scheme?
- How do you promote these alternative forms of transport to the public?
- How do you ensure all staff are aware of these strategies?

Remember: They are your customers, make the effort to get them home safely.

7. Alcohol Promotions

Section 237 of the Act provides for a fine not exceeding \$10,000 for a licensee or manager who does anything in the course of carrying on the business that encourages people, or is likely to encourage people to consume alcohol to an excessive extent.

Promotes or advertises discounts in a way that leads people to believe that the price is 25% or more below the price at which the alcohol is ordinarily sold.

Promotes or advertises alcohol in a manner aimed at, or that has, special appeal to, minors.

- What commitment do you give to adhering to the Alcohol Promotions protocol section 237?
- What steps will you, as Licensee, take to ensure that all staff adhere to the protocol, and your commitment?

Protocol - Alcohol Promotions

For acceptable and unacceptable practices please refer to the national guidance on alcohol promotions, which can be found on the Health Promotion Agency website.

For hospitality and industry resources go to: www.alcohol.org.nz

Ask: Will my promotion make people drink faster or more than they normally would? If the answer is yes, reconsider your promotion. Acceptable promotions must still be suitably monitored and controlled to ensure that excessive consumption of alcohol is not encouraged.

Food facts

There is considerable confusion as to what food is required on what licensed premises and how each type of premises may operate in accordance with their licence and how what and when food must be provided.

The provision of food on licensed premises is seen as an integral part of achieving the object of the Act and contributing to a reduction of alcohol abuse and achieving a social change where the excessive consumption of alcohol is no longer considered as the norm.

It is a condition of every licence that food must be available. Simply put, if food is not available you cannot sell alcohol and you are in breach of the conditions of your licence (Section 247, unauthorised sale and supply, fine up to \$20,000).

Restaurants

The principal purpose of the business is the sale of food. At all times if alcohol is available for sale, restaurants must have a range of food available at all times they are open, of a type similar to that shown in the menu provided with their application for an alcohol licence.

The Authority have further expanded on this and have clearly stated 'the expectation is a chef will be on duty, the kitchen will be operating, and a full range of food will be available as per the menu'.

Alcohol is a complement to the dining experience, if dining is not occurring the Authority will question why alcohol sales occur. They will also question why a restaurant would be open at times outside what normally would be considered as realistic dining times.

Taverns and Hotels

These premises have two options:

1. They may provide food as listed above as described under restaurants, or
2. They may offer a range of snack foods in the nature of *Panini's, pizzas, lasagne, toasted or fresh sandwiches, wedges, pies, filled rolls and/or salads.*

That food **must** be 'conveniently available' and the availability of that food for all patrons must be notified to patrons by appropriate notices throughout the premises. The words 'conveniently available' imply a certain amount of reasonability in range, type, delivery time and price.

Ask the question, what would a normal person in your premises expect to be able to purchase, how long would they be prepared to wait for a snack item to be prepared and what would they reasonably expect to pay for a snack item? The price should be around the value of a standard drink or two or thereabouts.



In order that we do not limit what can be provided it is easier to list examples of what would be considered as inappropriate:

- Four flavours of one item, e.g. four types of pies, pizza items, or sushi.
- Soups, chocolate or other snack bars,
- Snack foods do not include peanuts or potato chips or the like.

In all premises customers will approach the main service or bar area for information. The minimum expectation in regards to promoting the availability of food is a sign board, displayed at the main point of sale, listing items that are available.

Cafes, Entertainment and Sports Venues, etc

Alcohol is viewed as a complement to the main activity of the premises.

Alcohol may only be sold if the principal activity of the premises is occurring and a reasonable range of food appropriate to the premises must also be available at all times alcohol is available.

HOST RESPONSIBILITY POLICY

For “Trading Name of Premises”

THE FOLLOWING IS A GUIDE TO STAFF AND CUSTOMERS:

1. MINORS

- All staff are conversant with the requirements of the Sale and Supply of Alcohol Act 2012 (the Act), which prohibits any sale of alcohol to minors (under 18’s)
- Signage will be displayed appropriately behind the bar stating that minors will not be served
- Anyone appearing under 25 may be asked to produce identification
- Identification of the prescribed type (photo drivers licence, passport, 18 plus card) will be requested if any doubt as to age exists.

2. INTOXICATION

- All staff are aware that the Act prohibits any sale of alcohol to INTOXICATED persons and that intoxicated persons may not remain on licensed premises
- Signage will be displayed appropriately behind the bar stating that intoxicated persons will not be served
- Staff have been instructed in how to recognise the signs of escalating intoxication
- Any person displaying such signs will not be served any further alcohol and may be asked to leave
- Alternative drinks and food will be recommended when a person shows signs of escalating intoxication.

3. FOOD

- Signage is displayed advising the range of food available
- Staff will actively encourage the consumption of food to slow the onset of intoxication.

4. NON-ALCOHOL BEVERAGES AND LOW-ALCOHOL BEER

- For your convenience we stock a range of non-alcoholic refreshments and low alcohol beverages. Tap water is provided free of charge.

5. SAFE TRANSPORT OPTIONS

- A telephone is available should you wish to call a taxi
- The phone numbers of taxi companies will be displayed and promoted as a safe transport option.

6. ALCOHOL PROMOTIONS

- No promotions that encourage the rapid consumption of alcohol or an excessive volume of alcohol will be initiated or carried out by any staff member.

As good hosts the expectation is patrons will enjoy their stay on our premises. You are also asked to behave in a respectful manner to other guests and staff and point out that our staff have legal obligations under the Act, which they must observe.

Any refusal of service should be viewed by any recipient as an indication that we are concerned for your well being and conscious of our obligations under the law.

Thank you for your support and patronage.