



Drunk and Disorderly Behaviour Policy

Expected Standards

There are 4 licensing objectives of equal importance:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

It is against the law to knowingly sell alcohol to someone who is drunk or appears to be drunk. It is also an offence to knowingly buy or obtain alcohol for a drunken person on licensed premises a bar, restaurant or pub.

It is also against the law to allow people to behave in a disorderly way whilst inside our premises or on the grounds of our premises.

Section 143 Licensing Act 2003 makes it an offence for someone who is either drunk **or** disorderly, if they fail to leave the premises when requested to do so by staff or Police

We the Rufus Centre take our legal responsibilities to sell alcohol very seriously and we expect staff to take this seriously too. If you sell alcohol to someone who is drunk or disorderly and disorder breaks out on the premises, you could be prosecuted and fined. There is a fixed fine of £1000 for the person who sold the alcohol to a drunk person. If you are a Personal Licence Holder, you could face a criminal prosecution and your Personal Licence is also at risk.

We are in the business of selling alcohol and need to ensure that our customers enjoy using our facilities without behaving in a way that is offensive to others or that breaks the law. It is important that security and duty staff know how to deal with drunk and disorderly behaviour if it should arise.

What to look out for:

- Disruptive behaviour
- Raised voices and arguments
- Customers buying drinks or shots in quick succession
- One or more people playing to a crowd
- People being held up by their friends
- Glazed eyes
- Stumbling
- Slurred words
- Vomit in the toilets

At the other extreme, intoxicated persons can often be quiet or simply asleep. Keeping an eye on each of your customers will help you to identify potential problems early and before they get out of control.

Our specific internal standards

- We try to create a positive friendly welcoming and inclusive environment.

- We train all our staff to ensure that they can serve customers as quickly and professionally as possible
- We try and avoid incentives to intoxication such as happy hours, 2 for 1 drinks, cocktails with more than 2 spirits, wine always sold in small glasses unless requested by the customer, shot glasses, top lines, buckets or limit the number of shots per person, or not serve spirits in anything more than doubles.
- We employ security to patrol and check events who in the main are responsible for dealing with disorderly behaviour.
- At evening events we do not allow glass wear outside the premises and will employ the use drink drop tables.
- We refuse to serve drink to any customer who we believe to be drunk.

When to step in and what to do

Service should be refused to any customer who is or appears to be:

- Drunk.
- or any customer who is trying to buy a drink for someone who is or appears to be drunk.
- or any customer(s) who are acting in a disorderly fashion that is related to drunkenness.

It is our policy to intervene early rather than too late. The Following steps should be used:

Step 1 - A quiet word with a problem customer(s) or group can often resolve the situation before an offence is committed.

- politely refuse them alcohol explaining that it is our policy not to serve to people who may have had too much to drink, however we would happily provide them with a soft drink, tea, coffee or water.

Step 2 - Be polite but firm with the problem customer.

- Do not serve them any more alcohol
- If they are in a group, advise the group of your decision, and let them know that you can't serve them.
- If the customer is aggressive, do not get aggressive back or say or do anything to worsen the situation, calmly explain that it is company policy and offer them a soft drink, give them a phone number and email that they can call during office hours to raise a complaint.

Step 3 - If a situation escalates beyond your capabilities, then you should escalate to the security team who should ask and supervise the person or group to leave the premises.

Step 4 - Calling the police should be a last resort, but, if necessary, appropriate and you have exhausted all other means to control the situation you must call the Police.

Refusal logbook

Log any refusal in the refusals book. The log is kept behind the bar you must log the date and time, which product was refused, why you refused the sale plus any other details that may be useful to others in future such as a description of the person(s).