

PINJARRA HARNESS RACING CLUB INC.

PINJARRA PACEWAY



CODE OF CONDUCT

The Management and staff of Pinjarra Paceway are committed to minimising harm to both patrons and others who come into contact with our patrons. Patrons are reminded to observe the Code of Conduct while on the premises.

To discharge these obligations, management and staff are committed to:

1. **Controlling intoxicated persons** – Patrons will be encouraged to consume alcohol only at a rate which allows them to remain in control. In the event that a person becomes intoxicated the following action will be taken by the Club:
 - a. Duty Manager will be notified
 - b. No further alcohol will be provided to the person
 - c. Non alcoholic beverages, water and/or food will be offered
 - d. Implementation of the Club's Management Policy in dealing with intoxicated persons, including but not limited to making arrangements for transport of the patron from the premises and notifying the police if the patron becomes aggressive.

Intoxicated persons will be asked to leave the premises.

2. **Controlling accompanied and unaccompanied juveniles** – Juveniles, unless accompanied by a responsible adult, will not be encouraged to remain on the premises unless involved in an activity on the premises.
3. **Resolving complaints from customers and residents efficiently and effectively** – Patrons will have available to them the name of the Duty Manager and are encouraged to comment on ways to improve our operation. Management contact details will be available on request. Any complaint received from a patron and/or resident will be investigated by the Club with sincerity and information provided will remain confidential. The Club will ensure it undertakes all reasonable and practicable measures to ensure the positive resolution of complaints.
4. **Patron Care** – Staff are trained in dispute resolution. The Duty Manager will be the person to deal with disputes in the first instance. Disorderly or rowdy behaviour disturbs the enjoyment of others and will not be tolerated. The Club reserves the right to remove from the premises any person who is intoxicated, disorderly or rowdy at Management's discretion.
5. **Respect for the Neighbours** – Patrons are reminded that their movements around the premises could affect local residents. Patrons must be considerate when leaving the premises. Patrons must take appropriate care upon departure not to disturb the amenity of the local area or others' property.

Responsible Service Practices – The Club adopts the responsible promotion of liquor guidelines of the Director of Liquor Licensing within the boundaries of the licensed areas and has a current liquor management plan lodged with the liquor licensing authority. All staff have attained the appropriate Responsible Service of Alcohol certification.