



## **RVCC House Policy Responsible Alcohol Service**

*Rideau View Country Club's goal is to provide consistent high quality service to the members of our club, their guests and all other customers in a responsible, friendly and professional manner. The Board of Directors and the Management of RVCC are committed to adhere to all liquor laws.*

**The following RVCC Policies apply to all of the Club's patrons, including members, guests, and other customers:**

- RVCC Staff, including the General Manager, Food & Beverage Managers, Servers, Beverage Cart Attendants, Halfway House Servers, Professional Golf Staff, Starters and Marshalls must be trained and certified in responsible alcohol service (i.e., Smart Serve); a refresher-training program will be provided to all staff at the beginning of each year.
- RVCC Staff are empowered and required to take the steps necessary to adhere to the principles and laws contained in Smart Serve training, as well as RVCC's Responsible Alcohol Service house policy.
- RVCC Staff reserves the right to deny entry to the Clubhouse, or access to the golf course, to intoxicated persons.
- RVCC Staff will check for age and fraudulent identification when necessary to ensure that underage customers are not served beverage alcohol.
- Guests must be accompanied by a member who is responsible for their conduct.
- A range of food menu selections and non-alcoholic beverages will be available at all times.
- RVCC Staff has the right to remove any alcohol from the possession of any patron that has not been purchased under the club's liquor license.
- RVCC Staff will not serve a patron to the point of intoxication.
- RVCC Staff will be properly trained to recognize the signs of intoxication, follow the guidelines for dealing with an intoxicated patron and the appropriate steps to be taken when dealing with an intoxicated patron.
- Any patron who is visibly intoxicated will be refused alcoholic beverage service, will be asked to immediately surrender their car keys, and will be offered alternative safe transportation home (e.g., taxi or other responsible service).
- Food & Beverage Management will maintain an incident log of problem situations and review it with Staff on a regular basis.
- This house policy will be reviewed and communicated to the membership and with all RVCC Staff on a regular basis.

*The Rideau View Country Club, through its liquor license for the sale and service of spirits, beer and wine, is subject to the laws of the Liquor License Act, as defined by the Alcohol and Gaming Commission of Ontario.*