

Rokewood

WA Producer's License

618 0104 662

C.M. & E.A. OTTO (Licensee)

C.M. Otto (Manager)

House Policy

Rokewood

Our business is committed to minimising liquor related harm to our customers by the adoption of harm minimisation strategies.

Our policy is to deal with customers in a friendly, responsible and professional manner.

Due to licensing restrictions, staff will not serve liquor on these premises for either consumption or tastings.

Code of Conduct

Rokewood

Management of this business is committed to:

- *Serving and promoting liquor responsibly in accordance with guidelines issued by the Director of Liquor Licensing*
- *The use of staff trained in responsible server practices and harm minimisation strategies*
- *Treating customer complaints seriously and making every effort to resolve complaints*
- *Ensuring strategies are practised that provide a safe working environment for staff and a safe and enjoyable social environment for customers*
- *Refusing entry and service to, and where necessary removing intoxicated persons*
- *Discouraging and, when detected, acting to prevent the continuation of any behaviour likely to affect the safety or enjoyment of our customers, or the safety of staff*
- *Ensuring persons under the age of 18 years are not admitted without a responsible adult and are not served or permitted to consume liquor*
- *Providing low or alcohol free drinks, tea, coffee or water to our customers who wish to avoid intoxication*
- *Providing the use of phones to customers who wish to arrange safe departure from our premises*