

# **THE LAKES HOTEL**

## **2023 HOUSE POLICY**

Welcome to The Lakes Hotel! To ensure a safe and enjoyable experience for all patrons, we have established the following house policy. Please read and abide by these guidelines during your visit.

### **DRESS REGULATIONS**

1. Patrons must not wear clothing displaying offensive language, symbols, or promoting discrimination, violence, or illegal activities.
2. The wearing of 'colours' is not permitted in venues in this liquor accord – any person wearing any form of clothing, jewellery or other accessory associated with a gang will be refused entry or removed from venue.
3. Footwear must be worn at all times for safety reasons.
4. From 9 pm onwards, please avoid high visibility, or workwear.
5. No hoods allowed for security and identification purposes.

*Dress regulations are subject to change at management's discretion and during seasonal changes. Management reserves the right to refuse entry for not adhering to dress standards and house policy.*

### **IDENTIFICATION**

Age requirement: In accordance with Australian and New South Wales law, you must be 18 years or older to access our licensed premises.

Photo ID: All patrons may be asked to provide current photo identification (e.g., driver's license, passport, or approved proof of age card) upon the request of our security, police, or hotel staff. Please ensure you carry valid identification with you.

### **RESPONSIBLE SERVICE**

Intoxication: We have a strict policy against admitting or serving any person who is visibly intoxicated. We prioritize the safety and well-being of our patrons and staff.

Aggressive or disorderly behaviour: Individuals displaying aggressive, quarrelsome, or disorderly conduct will not be admitted into or served within the hotel. We promote a friendly and respectful atmosphere.

Illicit substances: Individuals who are suspected of being under the influence of illicit substances or are in possession of any illicit substances will be denied entry or asked to leave the premises.

Solicitation: Any person found soliciting from patrons or staff will not be permitted within the premises.

Responsible service of alcohol: Shots, doubles, or bombs will not be served after 11 pm (cut-off time may vary at the manager's discretion). Additionally, after 12 am, there is a maximum limit of four drinks per person.

### **ENTRY AND REFUSAL**

Entry refusal: Management reserves the right to refuse entry to any individual at any time to maintain a safe and enjoyable environment for all patrons. This decision may be based on the person's behaviour, appearance, or compliance with our house policy.

Compliance with staff instructions: If asked to leave the premises, individuals must maintain a minimum distance of 50 meters from the venue. Failure to comply with this request may result in an offense carrying a \$550 on-the-spot fine.

We appreciate your cooperation in adhering to the Lakes Hotel's house policy. By doing so, we can ensure a pleasant and safe experience for everyone. If you have any questions or concerns, please feel free to contact our management or staff. Enjoy your time at the Lakes Hotel!