



Elope or Wed with a Twist

Mystwood @ Wollombi, Hunter Valley

Alcohol at your Wedding

This document is to clarify the rules around alcohol at your wedding. Regulation of the serving of alcohol (responsible service of alcohol/RSA), is becoming stricter and our guidelines are clear and must be adhered to by every wedding guest including the bridal party.

OUR RULES AT MYSTWOOD

- We must adhere to strict Responsible Service of Alcohol Guidelines (RSA).
 - Strictly NO shots allowed.
- 1 drink per person per visit to the bar. It is essential that we see who is ordering a drink at the bar so we can assess intoxication levels.
 - Last drinks are served 20 minutes before the close of event.
 - Any guests becoming over intoxicated will be cut off from alcohol.
- Any guests going to cars or cabins or their bags for alcohol and bringing that alcohol into the venue, will be advised that this cannot continue or they will be removed from the venue. Any alcohol brought into the venue must be handed over at the bar for service.
- Drinking alcohol or taking alcohol from other guests once they have been cut off will result in a warning. If it continues, they will be removed from the venue. Over intoxicated guests can easily cause harm to them themselves and others.





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- We have a duty of care to keep our team safe and under no circumstance will we tolerate any form of abuse from guests toward any of our team members.
- Our goal is to create a beautiful wedding day filled with memories and a lot of fun. There is a fine line however between fun and stupidity with over intoxication and we have a zero-tolerance policy.

What are the 4 main reasons for refusal of service?

- law requires it (e.g. if the person is a minor or unduly intoxicated or disorderly)
 - safety of the guest is in jeopardy (i.e. from the consumption of liquor)
- safety of others is in jeopardy (i.e. from the consumption of liquor by a particular guest)
 - venue considers it warranted (provided it is not discriminatory).

Can we refuse to serve a rude customer?

Yes, we can refuse service legally. A guest threatens or verbally abuses any team members or other guests, we can ask them to leave.

Intoxication defined

Intoxication is defined to assist industry comply with their responsible serving obligations.

A person is considered to be intoxicated if:

- The person's speech, balance, coordination or behaviour is noticeably affected;
and
- It is reasonable, in the circumstances, to believe that the affected speech, balance, coordination or behaviour is the result of the consumption of alcohol.





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The noticeable signs of intoxication include:

Speech – The person is slurring words, talking in rambling or unintelligible sentences, incoherent or muddled speech.

Balance – The person is unsteady on their feet, is stumbling or bumping into people or objects, is swaying uncontrollably or cannot stand or walk straight.

Coordination – The person may be (for example) fumbling to light a cigarette, spilling or dropping drinks, having difficulty in opening or closing doors.

Behaviour – The person is rude, aggressive, or offensive, is unable to concentrate or follow instructions, is boisterous or is pestering other guests or staff.

These guidelines recognise the need to form a reasonable belief that the person is intoxicated as a result of alcohol consumption. The guidelines also recognise that some medical conditions, disabilities or the use of drugs may cause similar behaviours without the person being intoxicated as a result of consuming alcohol.

A note on smoking:

There is only one outside smokers area at the venue with many large silver ash tray buckets provided. Smokers are only by law permitted to smoke in this one area and nowhere else at the venue.

Cigarette butts must be placed in buckets only.

