

POLICY**Bars and Venues**Ref No: **BaV-16**

Drunkenness and Intoxication Policy
April 2024

DOCUMENT CONTROL

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Introduction

It is against the law to knowingly sell alcohol to someone who is drunk or appears to be drunk. It is also an offence to knowingly buy or obtain alcohol for a drunken person on licensed premises e.g., a bar, restaurant, pub, or nightclub.

It is also against the law to allow people to behave in a disorderly way whilst inside our premises or on the grounds of our premises.

Section 143 Licensing Act 2003 makes it an offence for someone who is either drunk **or** disorderly if they fail to leave the premises when requested to do so by staff or Police.

The Union bars take our legal responsibilities to sell alcohol responsibly very seriously and we expect staff to take this very seriously too. If you do sell alcohol to someone who is drunk or disorderly or disorder breaks out on our premises due to drunkenness, you could be prosecuted and fined. There is a fixed fine of £1000 for the person who sold the alcohol to a drunk person. If you are a Personal Licence Holder, you could face criminal prosecution and your Personal Licence is also at risk. Furthermore, your manager or Owner could also face prosecution and possibly lose their licence because of your actions.

Expected Standards

There are 4 licensing objectives of equal importance:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

Preventing/Dealing with Drunkenness, Disorder, and Intoxication

We are in the business of selling alcohol, but we need to ensure that our customers enjoy using our facilities without behaving in a way that is offensive to others or that breaks the law.

Therefore, it is important that you know how to deal with drunkenness and disorderly behaviour if it should arise.

What to look out for

- Disruptive behaviour.
- Raised voices and arguments.
- Customers buying drinks or shots:
 - In quick succession
 - In large volumes
- One or more people playing to a crowd.
- People being held up by their friends.
 - Likewise, people atop furniture
- Glazed eyes.

- Stumbling.
- Slurred words.
- Vomit in the toilets.

At the other extreme, intoxicated persons can often be quiet or simply asleep. Keeping an eye on each of your customers will help you to identify potential problems early before they get out of control.

Our specific internal standards

- We try to create a positive friendly welcoming and inclusive environment.
- We train all our staff to ensure that they can serve customers as quickly and professionally as possible, keeping an eye out for arising problems.
- Discourage drinking games and the 'downing' of any alcohol. If staff witness this, offer a caution, or liaise with security to keep an eye on them. If staff deem the individual to be too intoxicated or to be 'downing' drinks too often, staff are well within their right to bar the individuals purchasing more drinks/having drinks purchased for them or ejected by security for the remainder of the evening. This is most common on Wednesday's Sports Night or a club night.
- We aim to avoid incentives for intoxication; however, we are aware that to compete with off-campus licensed premises, we need to offer substantial deals. Where higher % drinks are concerned, spirits, for example, staff must verify the intoxication of the customer and if purchasing in large quantities, effort must be made to identify the individuals the customer is buying for.
- Spirits are to be sold as singles (25ml) or doubles (50ml) only. The only exception to this is where cocktails are concerned. Cocktail recipes will have been passed by the premise license holder.
- Customers must follow these rules within the bars:
 - Customers are not allowed to go behind the bar, or any 'back of house' area.
 - Customers are not allowed to get naked.
 - Customers are not allowed to be atop furniture.
 - Customers are not allowed to block entry/exit points – fire exits.
 - Customers are not allowed to take any drinks off premises – such is a significant breach of all premise licenses.
 - Likewise, customers are not allowed to bring drinks onto the premises that have been purchased externally.
 - Customers are not allowed to smoke on the premises, this includes e-cigarettes and vapes. The only exception to this is externally licensed areas and outside premises (though customers must follow [UCL's smoke-free campus](#) rules, with smoking being prohibited within 5 metres of all entry points).
 - Other significant rules are available within the entry policy and other notable policies.
- All staff are responsible for the upkeep of the above rules and internal standards. Bar staff and supervisors are expected to escalated breaches of the internal standards to security in the immediate and management in the immediate and secondary.

When to step in and what to do

Service should be refused to any customer who is or appears to be:

- Drunk or otherwise grossly intoxicated.
- or any customer who is trying to buy a drink for someone who is or appears to be drunk or otherwise grossly intoxicated.
- or any customer(s) who are acting in a disorderly fashion that is related to drunkenness, another form of intoxication, or any form of misconduct.

It is generally better to intervene too early rather than too late. Steps should be as follows:

- A quiet word with a problem customer(s) or group can often resolve the situation before an offence is committed – this can be delivered by bar staff, but as their prime duty is service, it's better to escalate to a bar supervisor, security, or management, with the latter two being trained specifically for this occasion.
- If you think someone is drunk, otherwise intoxicated, or committing any form or misconduct.
 - politely refuse them explaining that it is union bar policy not to serve to people who may have had too much to drink but you would happily provide them with tap water.
 - If you think someone in a group of people is drunk politely refuse them explaining that it is company policy not to serve to people who may have had too much to drink, but you would happily provide them with tap water.
 - The reason for this is because they may give the drunk person alcohol that they have bought. If they don't listen to you or you feel uncomfortable dealing with a situation, then (note, it is always best to escalate to bar supervisor.
- Escalate to bar supervisor, who will then inform all bar staff on site and if needs be, security. Be polite but firm with the problem customer.
 - Do not serve them any more alcohol.
 - If they are in a group, advise the group of your decision, and let them know that you can't serve them.
 - If the customer is aggressive, do not get aggressive back or say or do anything to worsen the situation, calmly explain that it is union bar policy and offer them a tap water. Only give out management emails where they are needed.
- If it escalates beyond your capabilities, then you should escalate to security (any management where applicable) who should ask and supervise the person or group to leave the premises.
- Calling the police should be a last resort, but, if necessary, appropriate and you have exhausted all other means to control the situation you must call the Police.

Refusals and ejections should be logged on the security front door log, specific to the premise in question.

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