

House Management Policy

Provincien Pty Ltd (Licensee) of Lyric's Bar and Lyric's Underground is committed to provide a place where you can safely enjoy hospitality and entertainment, which includes the purchase and consumption of alcoholic beverages, in a responsible and friendly environment.

We aim to provide services of the highest quality by staff professionally trained in the performance of their duties. The obligations and rights of the Licensee relating to the sale and consumption of liquor will be politely but firmly enforced.

Code of Conduct

"What you can expect from us and what we expect from you"

The Licensee, management and staff are committed to operating our business in accordance with the laws pertaining to the sale and supply of liquor at these premises.

Whilst the sale of liquor and its consumption in our premises is an essential part of our business, it is recognised and acknowledged that the excessive or irresponsible consumption of liquor can be harmful to an individual and the community.

It is not our intention or desire to allow patrons to consume a harmful quantity liquor whilst on our premises and we are committed to serving alcohol in a responsible manner in line with the Guidelines published by the Director of Liquor Licensing.

It is our responsibility and duty to identify patrons who have or are consuming alcohol in excess or in an irresponsible manner and remove them from the premises.

We have absolute discretion to refuse service of alcohol to any person and can require any patron to immediately leave the venue and its surroundings in an orderly and responsible manner for any reason whatsoever without debate or negotiation from any patron.

The following will not be tolerated:

- Appearing "drunk" within the meaning of the Liquor Control Act
- Any attempt to obtain alcohol in contravention of the terms of our licence or any permit relating to the licence.
- Procuring alcoholic drinks for persons under 18 years of age or patrons who have been considered at risk of intoxication and "cut off" from drinking alcohol.
- Argumentative, disorderly, or offensive behaviour.
- Any breach of this Code of Conduct
- Any contravention of the minimum dress code for the venue
- If the continued service or presence of a patron on the licensed premises will constitute a breach of our Tavern licence, permit, or the Liquor Control Act.

Patrons are not permitted to enter the licensed premises with any beverage bought or preprepared off premises (BYO) unless approved by the Venue Manager on a case-by-case basis, being alcoholic or not. Any patron with a bag must allow our staff to inspect a bag's contents without complaint. Any discovery of BYO drink or refusal or objection to inspect will require the patron to leave the premises immediately. Any consumption of BYO drinks (unless approved) will be deemed a breach of these conditions and require the patron to leave the premises. Prams, backpacks, and large bags will not be permitted into the Underground unless prior approval by the Venue Manager.

Lyric's ensures responsible service of alcohol practices including the Director of Liquor Licensing's Policy Guideline on responsible promotion of alcohol are maintained.

Juveniles must be always accompanied by or under the direct supervision of a responsible adult. The law in respect of juveniles will be always enforced. Juveniles are not permitted within the Underground unless previously approved by the Venue Manager who may stipulate additional conditions to be met.

We respect to the rights of our neighbours not to be unduly disturbed or inconvenienced. It is a condition of entry that patrons respect the rights of our neighbours and behave in an appropriate manner whilst entering, patronising, and leaving our premise.

If you are driving, we request that you do not drink alcohol or at the very least drink responsibly. We have food available, and we also provide a range of non and low alcohol beverages. We will also gladly assist in arranging a taxi or ride-share upon your request.

Management is committed to address any complaint that may arise from activities on the premises or the behaviour of our patrons in the vicinity of the licensed premises and will attempt to resolve any such complaint in an expeditious and appropriate manner.

A Patron will not be entitled to any refund or the completion of drink etc if required by Management to leave the premises for any reason whatsoever.

Photographs & CCTV

All Patrons entering the venue property freely releases the Venue and assigns permission to license any photographs, sound or video recordings in any media taken of them at the Venue for the purpose of marketing, advertising and promotion by the Venue management or their agent. Any CCTV footage may be used as evidence by the Management or Police as so desired.