

CITY OF GRANDE PRAIRIE

POLICY

SUBJECT: <i>CRYSTAL CENTRE ALCOHOL MANAGEMENT POLICY</i>	POLICY NO: 5335 CROSS REF.:
EFFECTIVE DATE: <i>April 1, 1996</i>	APPROVED BY: <i>Council</i>
REVISION DATE:	PAGE 1 OF 7

INTRODUCTION

The City of Grande Prairie is committed to creating and maintaining a safe and enjoyable atmosphere during facility functions at the Crystal Centre.

As a multipurpose arena, exposition centre, and entertainment venue, the purpose of the Crystal Centre is to provide entertainment in a safe, enjoyable atmosphere for a variety of interests and age groups. Part of this experience may involve the consumption of alcohol by event patrons. The following policies are provided to ensure the responsible sale and consumption of alcohol during functions where such sale and consumption occurs. The policies will form the basis for practices and procedures which will guide Crystal Centre administration in its provision of effective alcohol management. The policies will apply to all users of the Crystal Centre: patrons, employees, promoters, tenants, contractors, and exhibitors.

PUBLIC AWARENESS

The Crystal Centre will administer an ongoing campaign promoting the responsible consumption of alcohol, including awareness of alcohol impairment and reduction of drinking and driving.

Clients booking events where alcohol will be consumed will be required to provide a ride program (bus, taxi, designated driver) to provide alternate transportation to patrons apparently under the influence of alcohol or a drug.

SALE OF ALCOHOLIC BEVERAGES

The Crystal Centre will require that:

- before the decision is made to permit the sale of alcohol at any event, the sponsor/promoter will be consulted to determine their wishes and the suitability of the event for such sales. The Crystal Centre may at any time deny the sale of alcoholic beverages at events deemed inappropriate.
- at the request of, and in consultation with, the event sponsor/promoter, the Crystal Centre will designate an area of the facility or section(s) of the arena seating where alcoholic beverages will not be permitted.
- in the case of public hockey games, the Crystal Centre shall designate an appropriate area where alcoholic beverages will be prohibited.

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- the only alcohol permitted in the Crystal Centre is that dispensed by the Crystal Centre, its designated agents, or by permittee contract. All alcohol not sold in this manner shall be subject to confiscation. A patron in possession of prohibited or unlawful items inside the Crystal Centre may face possible ejection or prosecution.
- alcoholic beverages will not be sold to, consumed by, or otherwise be allowed to be in the possession of a minor (under 18 years of age).
- proof of age may be requested at any time. Alcohol will not be sold to any individual who cannot provide proof of age satisfactory to the vendor. Only picture identification will be considered acceptable proof of age.
- purchases will be limited to two alcoholic drinks per person at any one time.
- normal curtailment of sales will be established on the basis of the event (ie. after second intermission at hockey games; after intermission at concerts). All events will be evaluated on an individual basis, with final decision to be made by Crystal Centre management.
- alcohol products will not be vended in seating areas at spectator events, but patrons may return to their seats with their purchase.
- alcohol products will not be sold to patrons displaying inappropriate behaviour. Any person who jeopardizes the safety or enjoyment of the patrons of the Crystal Centre will be advised of management policy: if his/her behaviour justifies it, he/she will be asked to leave. If he/she refuses to leave, they will be escorted out. Repeat offenders will be refused admission to the Crystal Centre.
- the sale of alcohol products in cans or bottles is prohibited.

ADMISSION

The Crystal Centre has the right to:

- deny ticket sales, admission to, or evict any individual who is apparently under the influence of alcohol or a drug.
- deny entry to anyone attempting to bring unauthorized alcoholic beverages into the premises.
- deny entry to anyone attempting to bring in cans, bottles, cups, thermos bottles or any other types of beverage containers regardless of content.
- require patrons to submit to a voluntary visual search of his/her person and all bags, purses, or other possessions being carried by that person into the Crystal Centre upon entry. A patron may be refused admission if he/she refuses to consent to such a search.

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- confiscate and dispose of liquor brought onto the premises.

STAFF TRAINING

The Crystal Centre will implement a staff training program designed to:

- ensure staff awareness of, and ability to identify and address inappropriate patron behaviour.
- ensure staff are familiar with procedures and courses of action to be taken with patrons exhibiting inappropriate behaviour.
- promote responsible sales of alcohol.
- enhance patron safety and enjoyment.
- reduce the incidence of drinking and driving.

MONITORING

The Crystal Centre will ensure that:

- events where alcohol is consumed are required to have adequate security on duty.
- inappropriate behaviour due to the consumption of alcohol is identified and dealt with immediately. Patrons exhibiting rowdy, disruptive behaviour will be ejected from the building or turned over to the police if necessary.
- underage consumers of alcohol and/or persons providing alcohol to underage patrons are removed from the premises and/or turned over to the police.
- consumption is restricted to approved areas of the building only (as designated by event) and alcoholic beverages are not allowed to leave the premises.
- all incidents or ejections from the building will be documented in an incident report and submitted to the Crystal Centre Manager.

GUIDELINES FOR SECURITY STAFF

1. "Prohibited beverage" means an alcoholic beverage which has not been sold by the Crystal Centre. Patrons are prohibited from having in their possession any prohibited beverages on the premises of the Crystal Centre.
2. If Security Staff observe a patron with a prohibited beverage, the beverage shall be confiscated. If the patron refuses to surrender the prohibited beverage the patron shall be escorted from the premises.

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3. If Security Staff suspect a patron is carrying prohibited beverages they shall request the patron to submit to a voluntary visual search of that patron and all bags, purses, or other possessions being carried by that person. Explain the reason for the search to the patron. If the patron refuses to be searched, Security Staff shall escort the patron to the Ticket Box Office for a full money refund and then escort the patron off the premises.
4. If Security Staff observe a patron leaving the premises with liquor, the beverage shall be confiscated.
5. If Security Staff observe a patron causing a disturbance or exhibiting drunkenness or any violent, quarrelsome, riotous or disorderly conduct, Security Staff shall:
 - a) advise the patron that the Crystal Centre does not permit this type of behaviour, and to be more orderly;
 - b) if the patron refuses to be more orderly or is apparently under the influence of alcohol or a drug, Security Staff shall:
 - i) put the patron under the supervision of an adult person who agrees to be responsible, ie. a family member;
 - ii) take the patron to the Security Office for pick up by the RCMP;
 - iii) see to the patron's safe journey home, ie. by taxi at the patron's expense if possible.
6. If Security Staff observe a patron leaving the premises apparently under the influence of alcohol or a drug, Security Staff shall follow the procedures detailed in #5 above.
7. If Security Staff observe a minor patron holding or consuming liquor, the liquor shall be confiscated and the minor patron held until the RCMP are summoned and the minor patron turned over to their custody.
8. If Security Staff observe a patron who is apparently a minor consume liquor, Security Staff shall demand proof of age from the patron. If the patron is a minor, Security Staff shall confiscate the liquor and hold the minor patron until the RCMP are summoned and the minor patron turned over to their custody.
9. If Security Staff are concerned that an identification card produced by a patron may be false, Security Staff shall confiscate any liquor in the possession of the patron, pending determination by Security Staff as to the validity of the identification card. If Security determine that the identification card is false, the patron shall be denied further liquor service and the patron shall be requested to leave the premises.
10. If a patron cannot produce an identification card, any liquor in the possession of the patron shall be confiscated and the patron shall be requested to leave the premises.

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11. If Security Staff observe a minor to be apparently under the influence of alcohol or a drug, Security Staff shall take the minor to the Security Office until the minor can be put under the supervision of his/her parent, guardian, or a responsible adult person and/or the minor patron shall be held until the RCMP are summoned and the minor patron turned over to their custody.
12. Security Staff shall respond to requests for assistance from all Crystal Centre staff or management in dealing with alcohol related problems or disruptive behaviour.
13. Security Staff will request the assistance of the RCMP or other authorities as necessary.

DISPOSITION OF PROHIBITED BEVERAGES AND PROHIBITED PROPERTY

1. Surrendered prohibited beverages shall be provided to the RCMP for disposition purposes.
2. Surrendered prohibited property (ie. video cameras, when not permitted at concerts) shall be delivered to the Administration Office and recorded on the "Prohibited Property Record". The property shall be returned to the owner upon request after the end of the event. If the owner requests the return of the property prior to the end of the event, the Supervisor on duty shall return the property to the owner only at a time when Security Staff is available to escort the patron off the premises. The Supervisor shall make note that the property has been returned to the owner whenever it is returned to him/her.

GUIDELINES FOR TICKETING STAFF/DOOR SECURITY

1. "Prohibited beverage" means an alcoholic beverage which has not been sold by the Crystal Centre. Patrons are not permitted to have in their possession prohibited beverages in the premises of the Crystal Centre.
2. If ticketing staff/door security observes a potential patron with a prohibited beverage staff shall inform the patron that the beverage is prohibited.
3. If ticketing staff observes a potential patron who is apparently under the influence of alcohol or a drug, the ticket transaction/admission will be delayed and the patron moved aside until Security Staff is summoned to determine whether a ticket will be sold or admission granted. If it is not possible to delay admission the ticketing staff person shall pocket the ticket stub of the patron who is apparently under the influence of alcohol or a drug and provide it to the Security Staff.
4. If a patron is observed leaving the premises with alcohol, Security Staff shall confiscate the alcohol.
5. If a patron is observed leaving the premises apparently under the influence of alcohol or a drug, staff shall attempt to delay the patron and Security Staff shall be notified and summoned.

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GUIDELINES FOR USHERS/HOSTESSING STAFF

1. "Prohibited beverage" means an alcoholic beverage which has not been sold by the Crystal Centre. Patrons are prohibited from having in their possession any prohibited beverages on the premises of the Crystal Centre.
2. If ushers observe a patron with a prohibited beverage Security Staff shall be notified and summoned.
3. If ushers observe a person who is apparently a minor holding or consuming liquor, Security Staff shall be notified and summoned.
4. If ushers observe that a patron is causing a disturbance or is exhibiting any drunkenness or any violent, quarrelsome, riotous or disorderly conduct, Security Staff shall be notified and summoned.
5. If ushers observe a patron leaving the premises apparently under the influence of alcohol or a drug, the ushers shall attempt to delay the patron, and Security Staff shall be notified and summoned.
6. If ushers observe a minor patron apparently under the influence of alcohol or a drug, Security Staff shall be notified and summoned.

GUIDELINES FOR ALCOHOL VENDING STAFF

1. Alcohol Vending Staff shall not sell or supply liquor to a person who is a minor.
2. Alcohol Vending Staff shall not sell or supply liquor to a person who is apparently a minor until a valid proof of age is provided. Acceptable identification is picture identification only. Ask for identification from any patron who "looks" 25 year of age or under.
3. If Alcohol Vending Staff observe a patron who is apparently a minor with liquor, Security Staff shall be notified.
4. If Alcohol Vending Staff observe a minor holding or consuming liquor with an adult, Security Staff shall be notified and summoned.
5. If Alcohol Vending Staff suspect an identification card provided by a minor to be false, Security Staff shall be notified. In this case the patron shall be refused further alcohol service until validity of the identification card can be determined.
6. If Alcohol Vending Staff observe a minor patron apparently under the influence of alcohol or a drug Security Staff shall be notified.
7. If Alcohol Vending Staff observe a patron, who is not a minor, to be apparently under the influence of alcohol or a drug further liquor service shall be refused. If the patron is violent, quarrelsome, riotous or disorderly, or jeopardizes the enjoyment of other patrons, Security Staff shall be notified and summoned.

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8. If Alcohol Vending Staff observe a patron leaving the premises apparently under the influence of alcohol or a drug, the Staff shall attempt to delay the patron and Security Staff shall be notified and summoned.
9. If a patron wishes to be served any alcohol after the designated cut off time, explain that according to the Liquor Control Act the Crystal Centre is not permitted to sell liquor outside of specified hours. Notify Security Staff if a problem arises.
10. If Alcohol Vending Staff observe a patron removing liquor from the premises they must advise the patron that this is prohibited and request the patron to leave the beverage behind. If the patron is persistent, Security Staff shall be notified and summoned.

GUIDELINES FOR ARENA STAFF

1. "Prohibited beverage" means an alcoholic beverage which has not been sold by the Crystal Centre. Patrons are prohibited from having in their possession any prohibited beverages on the premises of Crystal Centre.
2. If Arena Staff observe a patron with a prohibited beverage, Security Staff shall be notified and summoned.
3. If Arena Staff observe a person who is apparently a minor holding or consuming liquor, Security Staff shall be notified and summoned.
4. If Arena Staff observe that a patron is causing a disturbance or is exhibiting any drunkenness or any violent, quarrelsome, riotous or disorderly conduct, Security Staff shall be notified and summoned.
5. If Arena Staff observe a patron leaving the premises apparently under the influence of alcohol or a drug, the Arena Staff shall attempt to delay the patron, and Security Staff shall be notified and summoned.
6. If Arena Staff observe a minor patron apparently under the influence of alcohol or a drug, Security Staff shall be notified and summoned.
- ** The above guidelines are applicable during special events and other events when security staff is on site.

PROHIBITED PROPERTY RECORD

Name: _____

Address: _____

Phone Number: H) _____ W) _____

Event: _____ Date: _____

Property (describe in detail): _____

Time In: _____ Owner's Signature: _____ Staff Signature: _____

Time Out: _____ Owner's Signature: _____ Staff Signature: _____

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PROHIBITED PROPERTY RECORD

Name: _____

Address: _____

Phone Number: H) _____ W) _____

Event: _____ Date: _____

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