

CODE OF CONDUCT

These rules are designed to provide a comfortable, happy, congenial environment for the enjoyment of all Members and Visitors to the Coolum Surf Club, and they apply equally to every person on the premises regardless of rank or status. These rules are not intended to stifle good natured banter or friendly discussions, but to engender an ambiance of friendly camaraderie compatible with the atmosphere expected of any good Club.

- **OUR HOUSE POLICY** is displayed on the bar at the top of the stairs.

General Conduct

All patrons should always act with courtesy to other Members, Visitors, and Staff. Loud, foul or abusive language will not be tolerated, and neither will offensive or aggressive behaviour. Physical confrontation in any degree or rude gestures shall be regarded as a serious transgression of these rules and you may be asked to leave by the Venue Duty Manager or Front of House Supervisor. No person shall receive service from the bar whilst intoxicated, disorderly and or under the age of 18. Severe penalties apply to any person who provides alcohol, directly or indirectly, to any other person who is intoxicated and or under the age of 18 years, or unable to produce a valid form of identification, this being a major offense under the Liquor Act.

Conduct on social media as a Member of Coolum Surf Club

Members should always be respectful and supportive of Coolum Surf Club and its employees on social media. Members should be aware of the effect their actions via image or words may have on the Club's image and reputation. The information that members post or publish may be public information for a long time. Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libellous, or anything which could be considered negative or hostile towards the Club and its employees. Online activity that violates this code of conduct may subject a member to suspension or termination of membership and or banning from the premises. Should you have any concerns regarding the Club operation or that of its employees then please email your concerns to supporters@coolumsurfclub.com.au

Dress Standards

- Clean clothing and footwear required for entry (singlets and thongs are OK).

Minors (Under 18 years of age)

- Children/Minors are welcome in our Club when accompanied by a legal guardian, and remain under adult supervision at all times.
- Children/minors are not permitted to enter the Gaming Room and designated outdoor smoking area.
- Children/minors must vacate the premises by 9.30 pm (unless a guest of a private function).

Failure to comply with these rules could result in the offending person(s) being refused service and/or being directed to leave the premises. In the latter event, that person should depart immediately, without argument. In the case of serious misbehaviour, Members may be required to show cause as to why their membership should not be suspended or terminated. Non-Members and guests may also be required to show cause as to why they should continue to be permitted entry to The Coolum Beach Surf Club in the event of serious misbehaviour.

Please don't be unduly intimidated by these rules, which are largely common sense, and formulated for the comfort of the overwhelming majority.

PRIVACY STATEMENT

Matters relating to your personal information are governed by our Privacy Policy which is available upon request from Reception or can be viewed on our website www.coolumsurfclub.com

The Privacy Policy forms the complete terms and conditions on how the club will handle your personal information. Should you require clarification, please contact the General Manager on (07) 5446 1148 or supporters@coolumsurfclub.com.au