



# Remember the 4 RSA principles

1. Recognise and refuse liquor service to intoxicated patrons.
2. Drunk and disorderly patrons are not allowed on premises.
3. Do not supply liquor to minors.
4. Discourage activities that may cause harm to themselves and others

## If you need to refuse service

**T**ell early

**C**larify refusal

**A**void put-downs

**A**lternatives offered

**K**eep calm

**R**eport

**E**ver courteous

**E**cho the message to regulars

Penalties apply.  
Know your responsibility.



Victorian Commission for  
Gambling and Liquor Regulation

