



CODE OF CONDUCT

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Definitions

Club	Cooma Ex-Services Club Limited
Member	A financial member of the Club.
Board	Persons elected to the Board by the members.
CEO	Chief Executive Officer, a person appointed by the Board to manage the Club.
Constitution	The Cooma Ex-Services Club Limited Constitution.
Minor	A person under the age of 18 years.
Responsible Adult	A person over the age of 18 years and is a Parent, Step-Parent, Spouse, Relative or Legal Guardian of the Minor, who could reasonably be expected to exercise responsible supervision of the Minor. (E.g. A friend, boyfriend or girlfriend of the minor is not considered a Responsible Adult).
Acceptable Photo Identification	Current Drivers Licence, Passport or Proof of Age Card.
Intoxicated	As defined in the Liquor Act 2007 (NSW).
Conduct	The manner in which a person behaves, especially in a particular place or situation.

Preliminary

This Code of Conduct is to outline the expected boundaries and requirements of behaviour and actions of Members and Guests when accessing the Cooma Ex-Services Club or any of its property. In the event of any dispute or inconsistency within the Code of Conduct, the Clubs Constitution shall prevail.

Any Members acting contrary to the Code of Conduct or Constitution may be asked to leave the premises, and be reprimanded, suspended or expelled from membership.

Any Guests acting contrary to the Code of Conduct or Constitution may be asked to leave the premises and refused entry and access to all Cooma Ex-Services Club properties and venues.

1. Postal and Email Address of Members

1.1. It is the responsibility of the member to advise the Club of any change of postal or email address as it occurs.

2. Membership

2.1 The Club at any time may require cooperation from a member to better identify the member or verify the member's identity. A member must promptly cooperate with any request and duly respond.

- 2.3 Every applicant for membership and every member agrees to be photographed by the Club and to have that photograph displayed on their membership card.
- 2.4 Members must provide personal identification and verification documents and records (including photographic identification and proof of age), as the Club may require, and allow the Club to take copies.
- 2.5 Each member agrees to renew the photograph on his or her membership card at the time of renewal of membership if requested.
- 2.6 The Club will only collect, use, and disclose photographs of members in accordance with the Club's privacy policy, and the relevant legislation governing the collection, use and disclosure of such photographs.
- 2.7 The rights of members are not transferable. A member shall not transfer, lend or otherwise provide another person with their membership card for the purpose of gaining admission to the Club or accessing the rights and privileges associated with their membership.
- 2.8 Any member who is suspended from the Club must submit their membership card, which will not be returned to the member until the charge is heard and/or during any period of suspension.
- 2.9 When renewing a Club membership, the person must provide a current form of primary photographic identification

3. Entry to the Club's Premises

- 3.1. Members must produce their current membership card when entering the Club's premises.
- 3.2. A person purporting to be a member may be refused admission to the Club (or be required to sign in as a temporary member or guest of a member) if the Club is unable to determine if the person is a member of the Club.
- 3.3. Temporary Members / Visitors and Guests must produce Acceptable Identification to sign into the Club. This will generally include Photo Identification such as Driver's Licence, Passport, or Proof of Age Card. For persons clearly over the age of 30, a Pension Card or other form of ID may be accepted on discretion of the Manager on Duty.
- 3.4. Members who are suspended are not permitted to enter the Club in any capacity unless expressly authorised to do so in writing by the Board or Authorised Manager.
- 3.5. Persons who have been expelled from the Club are not permitted to enter the Club's premises in any capacity unless expressly authorised to do so in writing by the Board or Authorised Manager.
- 3.6. Members must use the designated main entrance doors when patronising the Club.
- 3.7. Persons may be refused entry to the Club who appear to show signs of intoxication or effects of a drug; do not meet the dress standard; reside within 10 kilometres of the Club, do not meet identification requirements and/or display quarrelsome behaviour.

4. Minors

- 4.1. Persons under the age of 18 will not be permitted in:
 - a) Areas of the Club's premises where gaming machines are played; or

- b) Any bar except where it provides the only practical means of access to an unrestricted area or when it is reserved for a private function; or
- c) Any restricted area of the Club.

4.2. Persons under the age of 18 are permitted to use unrestricted areas of the Club provided they remain under the strict supervision of a Responsible Adult.

5. Guest of Members and Temporary Members

5.1. Each member is entitled to bring guests to the Club and each guest's name and address must be recorded with the signature of the member.

5.2. Members are directly responsible for the actions of their guests while on club premises and should be careful not to introduce guests indiscriminately.

6. General Conduct

6.1. The following conduct is unacceptable in regard to Cooma Ex-Services Club operations and Members:

- a) Be intoxicated whilst on the Club's premises;
- b) Be under the influence of illegal drugs or substance;
- c) Cheat or defraud the Club or any person in any way whatsoever;
- d) Be in possession of any offensive weapon or instrument;
- e) Racially vilify or denigrate any person;
- f) Refuse to leave the Club's premises when asked to do so for any reason by an Authorised Manager or any other employee authorised to exercise such a power;
- g) Introduce liquor on to the Club's premises without permission;
- h) Use objectionable or obscene language on the Club's premises;
- i) Act in a violent, quarrelsome, abusive or obstructive manner whilst on the Club's premises;
- j) Damage Club property;
- k) Remove Club property without authority;
- l) Enter, or remain, on the Club's premises at any time that they are not authorised to do so;
- m) Disregard the lawful instructions of any Club employees;
- n) Cause, whilst on the Club's premises, offence to any member of the Club in a way, which prejudices the good order of the Club or the comfort or welfare of members, their guests or visitors;
- o) Gamble on the Club's premises other than as permitted under the Registered Clubs Act and Gaming Machines Act;
- p) Whilst on the Club's premises, sell or supply liquor to any person under the age of 18 years;
- q) Engage in any unseemly conduct in the immediate vicinity of the Club;
- r) Using Mass Information Media (including but not limited to Facebook, YouTube, Twitter, and other online social forums etc.) for the purpose of deliberately insulting, harassing or unfairly criticising the Club, its employees, another member or organisation.

7. Trading Hours

7.1. Management may alter the trading hours of the Club premises or any part of the Club's premises.

7.2. Members, guests and visitors must vacate the Club's premises as soon as practicable after trading ceases, but in any event no later than 15 minutes after trading ceases.

7.3. All persons leaving the Club's premises must do so quietly, and with respect to surrounding neighbours and businesses.

7.4. No liquor will be made available, gaming machine service rendered or jackpots paid after trading ceases.

8. Food

8.1. Unless otherwise permitted by an Authorised Manager, no food may be consumed within the Club unless such food has been purchased within the Club's premises.

8.2. The removal of foodstuffs from the Club premises, purchased or supplied by the Club is prohibited, unless approval is given by an Authorised Manager.

9. Prohibition of Canvassing

9.1. No member or guest may on the Club's premises, without written approval by an Authorised Manager:

- a) Sell goods;
- b) Canvas for, or solicit donations or subscriptions; or
- c) Sell raffle or other tickets for any object or institution.

9.2. No member or guest may display or exhibit the following on the Club's premises, without written approval by an Authorised Manager:

- a) Pamphlet;
- b) Notice; or
- c) Other material.

10. Club Dress Standards

10.1. All persons on the Club's premises must comply with the Club's Dress Standards.

10.2. Management's decision will be final in assessing the acceptability of a patron's attire and appearance before granting entry to the club.

10.3. Neat, Clean and Tidy attire is permitted at all times.

10.4. The following dress is NOT permitted:

- a) Untidy or dirty footwear; (sandals and thongs of an acceptable or fashionable standard are allowed).
- b) Headwear e.g. Hats, Caps, etc. (Religious Headwear excluded)
- c) Sporting Attire e.g. Leotards, Bicycle Pants, Football Shorts; (Football Jerseys and polos are acceptable)
- d) Colours - Gangs, Patches /Other
- e) Offensive or Obscene Clothing and Attire
- f) Work Wear e.g. Steel Cap Shoes, High Vis Garments etc.

11. Club Property

11.1. Members must take reasonable care of Club property.

11.2. Members must take reasonable care of the Club's equipment.

11.3. Members are not permitted to enter the Administrative Areas, or the Boardroom at the Club's premises, unless invited by an Authorised Person.

11.4. Persons must not move, transfer or remove any Club property.

12. Use of Club Premises

12.1. Written approval from the Authorised Manager must, first be obtained for:

- a) Use of the address of the Club or of the Club's premises in any advertisement;
- b) Use of the address of the Club or of the Club's premises in any circular, letter or document in connection with any business undertaking;
- c) Exhibition of any pamphlet, advertisement or notice of any kind on the Club's premises; and d) Meetings of any description on the Club's premises.

12.2. Any person booking shows, or the use of any rooms at the Club's premises, will do so in accordance with the relevant terms and conditions of the Club.

13. Gaming Machines

- 13.1. The Club reserves the right to delay, or refuse, the payment of any monies purporting to have been won on any of the Gaming machines operating in the Club's premises where the Authorised Manager believes, on reasonable grounds, that:
- a) The machine is faulty or has malfunctioned; or
 - b) The machine has been manipulated or tampered with; or
 - c) The person claiming payment has not been signed into the Club in accordance with the Registered Clubs Act.
- 13.2. Persons are not permitted to reserve a machine other than the one they are playing.
- 13.3. No machine will be reserved for more than three (3) minutes unless permissible for Members through use of the Gaming System.
- a) A player wanting to use a machine that has been reserved for longer than three (3) minutes must first request an employee of the Club's premises.
- 13.4. The gaming machines on the Club's premises can only be played by persons who are over the age of eighteen (18) years and who are lawfully on the Club's premises.
- 13.5. It is the player's responsibility to ensure that he/she has been given the correct amount of money by the cashier.
- 13.6. Prizes will be paid by authorised staff and verified pursuant to the Club's procedures.
- 13.7. No Jackpot or prizes will be paid to a player if won before the opening time of the Club or after closing time.
- 13.8. The Club reserves the right to ensure that credits are cleared from gaming machines and attributed to unclaimed payouts before each day's commencement of trade.
- 13.9. The Club may refuse any persons the right to play gaming machines on the Club premises.
- 13.10. Any disputes over payment or non-payment by any gaming machine will be decided within one week by Management.
- 13.11. The Club's decision as to whether a gaming machine has malfunctioned or not is final.
- 13.12. If the gaming machine is able to be operated without payment, (except for the playing of "free" games won), it is the player's responsibility to immediately report the malfunction to an employee of the Club.
- 13.13. If the gaming machine overpays, pays on a non-winning combination or otherwise malfunctions, the player must immediately report the malfunction to a Club employee.

- 13.14. Tilting, rocking, manipulating or in any way moving or damaging a gaming machine is strictly prohibited.
- 13.15. It is an offence under that Gaming Machines Legislation:
- a) To have possession of a device made or adapted, or intended by the person to be used, for interfering with the normal operation of a gaming machine;
 - b) To do anything calculated, or likely, to interfere with the normal operation of a gaming machine.
- 13.16. Syndicate play, as evidenced by such actions including, but not limited to, organised group monopolisation of gaming machines, providing payout details of individuals other than those in control of the machine at the time of the win, and individuals playing more than one machine at a time, and any person, member or guest engaging in this conduct may:
- a) have any payouts withheld;
 - b) be asked to leave the premises;
 - c) be cited to appear before the Board to show cause why they should not be reprimanded, suspended, or expelled.
- 13.17. The Club reserves the right to refuse payments of \$10,000 and above to any person until such time as approved primary photographic identification has been provided.

14. Credit Facilities

- 14.1. No credit will be extended, in any circumstances, to any person.
- 14.2. No person is to borrow or lend money to another person whilst on Club premises
- 14.3. No cheques will be cashed at the Club.

15. Use of the Club's Car Park

- 15.1. Persons using the Club's car park must drive in a safe manner and follow all directional signage and requirements.
- 15.2. Persons may only park in the Club car park at the Club's premises when they are attending the Club and/or engaged in Club business.
- 15.3. When a person is on the Club's premises they must comply with any instructions given by a Club employee in relation to the use of the car park and parking.
- 15.4. All persons use the Club's car park at their own risk. The Club is not responsible for damage or theft to vehicles or vehicle contents.
- 15.5. Persons must observe all car parking directions.
- 15.6. Children and animals are not to be left unattended in cars or other vehicles.

16. Promotions

- 16.1. All promotions, unless when the rules of an individual promotion specify otherwise, are for financial members of the Club.

- 16.2. All promotions are to be conducted in strict adherence to the conditions as approved by any relevant Government Department.
- 16.3. In the event of a dispute, the matter will be decided by an Authorised Representative of the Club within one week;
- 16.4. If the Club is unable to give judgment on any dispute, the matter may be referred to the relevant Government Department.

17. General Rules

- 17.1. No dogs or other animals will be allowed on the Club premises or grounds unless special permission is granted by Management or otherwise permitted by law (for example, guide dogs).
- 17.2. No person shall enter any prohibited, or employee, areas in the Club.
- 17.3. No member or visitor is to conduct a petition on the Club premises without the prior approval of the Board.
- 17.4. No photographs or videos are to be taken on premises without the prior approval of Management.
- 17.5. Items found within the venue are to be handed to an employee for the Club to return to its rightful owner, including and not limited to cash, gaming tickets, and personal property.