



ClubPac Liquor Liability Questionnaire

Club Name: _____

Policy Number: SIB _____

Date: _____

The courts in Canada are moving more and more to find Liquor Servers responsible for the actions of intoxicated patrons. Provincial licensing regulations impose a VERY heavy duty of care upon the license holder not only to control the service and consumption of alcoholic beverages but also to ensure the safety of impaired patrons and third parties.

In the past couple of years, golf clubs have been found partially responsible for deaths and injuries to a number of individuals as a result of alcohol served at the club. The problems of monitoring and control of alcohol consumption have been significantly increased by the legalizing and popularity of "on course" beverage service.

1.) Does your club hold a Liquor Service License ? Yes No

If yes:

- a.) Are all liquor service staff 18 years of age or older ? Yes No
- b.) Are all liquor service staff certified by one of the approved programs ? Yes No
- "Smart Serve" Yes No
- "Serving It Right" Yes No
- "It's Good Business" Yes No
- Other _____ Yes No
- c.) Who is certified ? Yes No
- General Manager - Yes No
- Bar Manager/supervisor - Yes No
- Bartenders - Yes No
- Servers - Yes No
- Other staff - Yes No
- d.) Do you check ID for all patrons who appear under the age of 25 years ? Yes No
- e.) Do you have a WRITTEN liquor service policy statement ? Yes No
- Is it prominently posted ? Yes No
- f.) Do you have WRITTEN liquor consumption rules and regulations ? Yes No
- Are the rules of service prominently posted ? Yes No
- g.) Are staff/employees given the clear written authority & duty to impose and enforce these rules without exception ? Yes No
- Does it include procedures to:



- Deny entry to impaired or underage patrons Yes No
- Handle a new arrival already impaired Yes No
- Handle abusive or disruptive patrons Yes No
- Handle abusive members Yes No
- Handle abusive event sponsors Yes No
- Handle violent or fighting patrons Yes No
- Handle intoxicated patrons wishing to leave alone or drive. Yes No

- h.) Are all staff aware of their Legal Obligations to:
- Not encourage intoxication Yes No
 - Not supply liquor which causes intoxication Yes No
 - Monitor & supervise patrons' consumption of alcohol Yes No
 - Control patrons' consumption of alcohol Yes No
 - Recognize & notice intoxication in patrons Yes No
 - Cease to serve intoxicated patrons Yes No
 - Take appropriate steps to prevent intoxicated patrons from leaving the premises unaccompanied and/or driving. Yes No

i.) Are all staff aware of their Legal Obligations to "care for" intoxicated patrons ? Yes No

j.) Does the club have a "Guest Consumption Rating System" in place Yes No

k.) Does the club have "anti-impairment" programs in place; Designated drivers ; free taxis ; staff valet service for vehicles home ; overnight accommodation ; other _____ Yes No

- How are patrons made aware of these services _____

l.) Are server staff required to file written Incident Reports ? Yes No

m.) Does the club prohibit consumption of alcohol provided at tournaments & other functions as prizes or giveaways ? Yes No

- How is it controlled ? _____

n.) Does the club prohibit the consumption of privately supplied alcoholic beverages ? Yes No

2.) Does your club's liquor license have a "Golf Course Endorsement" to extend service on to the course ? Yes No

If yes:

a.) Are all beverage cart staff certified ? (Legally required in most provinces.) Yes No

b.) Are all Course Marshals Certified ? (Legally required in most provinces) Yes No



c.) Does the club enforce the prohibition of patrons consuming their own alcohol on the course ? Yes No

d.) How do you meet the legal requirement to “monitor” consumption ? _____

e.) How do you meet the legal requirement to “control & limit” consumption ? _____

f.) How do you handle the “transfer” of control from the course staff to the clubhouse staff ? _____

g.) How do you meet the obligation not to allow intoxicated patrons from leaving the premises unattended or driving ? _____

3.) Does you club rent space to private functions operating under a “Special Event Permit” ? Yes No

If Yes:

a.) Do you require a copy of the event license as part of your contract ? Yes No

b.) Do you require that all serving staff be certified ? Yes No

c.) Do you require that the private function follow all of your regular rules, regulations and practices? Yes No

d.) Do you require the lessee to provide “Proof of Liability Insurance” and name the club as an Additional Insured ? Yes No

e.) Do you provide supervision to ensure that intoxicated patrons are properly prevented from leaving unattended and/or driving ? Yes No

4.) Does your club allow / host events with “Cash Bar” or “Open Bar” service? Yes No

If yes:

a.) How you do meet the legal obligations to “Monitor” consumption ? _____



b.) How do you meet the legal obligations to "Control & Limit" consumption ? _____

5.) Have you ever had your liquor license suspended or cancelled or been cited for violations by your provincial authority ?

Yes No

If yes provide details: _____

I declare that to the best of my knowledge, all the information provided on this questionnaire is true and complete and that these statements are the declarations upon which insurance coverage is provided. I understand that material changes must be reported to the underwriters immediately. Signing this form does not bind the applicant or the Insurer to complete the Insurance.

Date

Signature of an Officer of the Insured if a corporation, or the owner/partner

Title

Please attach Copies of:

- a.) Your Liquor Service Policy Statement
- b.) Your Liquor Service Rules and Regulations
- c.) Your Staff/Employee Procedures and Authorities statement
- d.) Your Incident Report Form
- e.) Your Event / Sponsor Agreement

Additional information and a list of the Provincial authorities and Responsible Server training organizations in each province are available through the Canadian Tourism Human Resource Council website at www.CTHRC.ca.