

Refusal of Entry and/or Service Policy and 'House Rules'

The prime objective of the SMSU Bar and SU Lounge is to create a positive atmosphere allowing students to socialise, interact with other students and have an enjoyable time. However, there are occasions where it is the duty of staff to refuse service and/or entry to the venue.

- The SMSU Bar and SU Lounge has a strict capacity limit therefore when this has been reached, no further admittance will be permitted. SMSU and the Bar do not operate a one-in-one-out policy.
- On event nights, all students will be required to produce a St Mary's University student ID card in order to gain entry. If you are bringing a guest, they will be asked to produce photo ID as proof of age and a current student will have to sign them in prior to the event (in the Bar from 12pm).
- SMSU and the Bar reserve the right to conduct random searches of persons as a condition of entry.
- SMSU and the Bar operate a challenge 21 policy, therefore if a student happens to look under 21 an appropriate form of identification will be required. Accepted documentation includes passports, driving licenses and any cards bearing the 'pass' hologram. A St Mary's University ID card will not be treated as proof of age.
- If it is believed by staff that a student is intoxicated, entry and service will be refused for the customers own safety and the safety of others. If the customer is already inside the premises, they will be asked to leave*.
- SMSU and Bar staff are subject to Health and Safety law and at times may require individuals or groups to stop their actions, which are breaking health and safety law.
- **The use and/or possession of illegal substances and items deemed to be used as weapons are strictly prohibited.** Engaging in this will lead to removal from the venue, St Mary's student ID card being confiscated and suspension from all SMSU and St Mary's University events until investigations have been completed*.
- SMSU will not tolerate any physical violence and verbal or non-verbal acts of harassment to its staff and individuals conducting such behaviour will be dealt with as set out in the SMSU and/or University Disciplinary Policies. This type of behaviour will lead to immediate removal from the venue, St Mary's student ID card being confiscated and suspension from all SMSU and St Mary's University events until investigations have been completed*.
- Smoking is only permitted in designated smoking areas.
- Only drinks in plastic bottles/glasses are allowed outside the Bar/building.
- Damage and theft to the Students' Union premises or goods will be looked upon as a serious disciplinary matter, and may event result in criminal proceedings.
- Please contain noise and actions upon leaving the Students' Union building in order to respect the local residents, students on campus and the licensing objectives.
- Respect what you are asked to do by SMSU and Bar staff.

These rules are not exhaustive and may be added to at any time by the Senior Management Team of the Students' Union without prior notification or advertisement.

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**When entry/service are refused this will be recorded in a refusal or entry/service book and communicated to the Students' Union, Security and the University Student Conduct and Complaints Manager.*

Donna Smith

Kathryn Field

SMSU Chief Executive Officer

University Catering Services Manager

October 2015