



Responsible Service Policy

Lantern Hotels (“Lantern”) is committed to providing a safe environment for staff and the community. Lantern will continue to work with industry stakeholders and specialists on new responsible service measures and initiatives.

All required staff are to be trained in Responsible Service of Alcohol and Gaming.

Lantern is committed to providing gaming services for customers in a responsible manner and contracts with specialist providers for problem gamblers.

Our venues provide awareness, and player information on the services we provide, including access to self-exclusion programs and contact details for problem gambling counselling services.

Employees are restricted from gambling in the venue that they work at and we have developed processes to ensure that credit cannot be obtained for gaming purposes.

Lantern is committed to working with key stakeholders on harm minimisation measures and practices. Our processes have been developed to encourage responsible attitudes and practices towards the promotion, supply, service and consumption of alcohol.

Venue House Policies have been developed which set the rules of acceptable patron behaviour as well as advising the harm minimisation strategies in place.

All venues have the required signage as specified by the Legislation. Other signage is also displayed to inform customers of their obligations and community standards which includes secondary supply, Liquor Accord information and Government Safety Strategies.

As part of our Compliance processes we review our advertising and promotions to ensure that they meet social expectations along with regulatory obligations.

We strictly prohibit minors from entering gaming areas and display appropriate signage to warn when approaching these areas. As our venues have Minors Authorised areas, Lantern’s procedures require staff to check for proof of identification of all customer who look 25 years or younger.

Lantern is committed to not supplying minors with alcohol including secondary supply as well as the general safety of children which includes our best endeavours to ensuring children are not left unattended.