

Refusing Alcohol Service

Suggestions for Responsible Hospitality



It is illegal to serve an intoxicated individual. This applies whether the person has been drinking at your establishment or arrived at your establishment already intoxicated. The following are some tips to help refuse service to an intoxicated patron.



Be aware of your surroundings and take note of guests who are heading towards intoxication.



Ask them if they would like a non-alcoholic drink instead.



Before approaching any intoxicated patron, seek approval and assistance from your manager and security staff.



Keep a written record of the incident once the patron has been safely removed from the premises.



Confidently but politely inform the patron that you can no longer serve them alcohol.



Offer to call a friend or taxi to get them home. Call the police if an intoxicated person drives away.



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