

# BE COVID SAFE

## Q&As Stage 3 restrictions - all licensed premises

We would like to help make sure that your licensed premises reopens and operates smoothly in the new COVID safe environment. Here are the answers to some questions you may have on the following topics:

- Limit on patron numbers and length of visits
- Licence and permit fees
- Supporting your patrons
- Making a complaint
- Serving liquor
- Sporting clubs
- Conducting gambling

### Limit on patron numbers and length of visits

#### *What is the maximum number of patrons I can have at my premises?*

The maximum number of patrons allowed is subject to public health advice. Stage 3 restrictions for liquor, gaming and wagering premises are shown on [our website](#).

To keep up-to-date on the rules for gatherings, physical distancing and your business go to [Roadmap to Recovery](#).

Gatherings and physical distancing are explained [here](#).

#### *Is there a time limit on how long a patron can stay at my premises?*

No. This is a matter for individual premises to determine.

However, remaining at a premises for extended periods may increase a patron's risk of harm from gambling or intoxication from liquor consumption (or some other substance), and the risks associated with the virus.

The Hospitality COVID Safe Workplace Guidelines includes a two hour (or less) time limit as an example of an action that may be taken to support physical distancing.

### Licence and permit fees

#### *When do I have to pay fees again?*

Most fees have been waived for the remainder of 2020. [Check our website](#) to see whether you need to pay. As this stage, all fees will be payable from 1 January 2021.

## Supporting your patrons

Now that premises have reopened after the extended closure, some patrons may be at a greater risk of harm from gambling or from intoxication.

Licensees and staff have a duty of care to all patrons. They must:

- serve alcohol responsibly;
- conduct gaming responsibly; and
- take action to manage the spread of COVID-19.

### *Where do I direct patrons if they need support?*

The following two websites are a useful starting point for patrons wanting help and support related to gambling, liquor, tobacco or other drugs. Each website lists a range of services that are available for individuals and families over the phone, online or in person:

- Gambling - [Gambling Support Program](#) (Department of Communities Tasmania) - refer to the Gambling and COVID-19 Information fact sheet and the Getting Help page.
- Liquor, tobacco or other drugs - [Alcohol, Tobacco and other Drugs Council Tasmania](#).

### *How do I exclude someone from my premises who I believe is experiencing harm from gambling?*

A premises may exclude a person for any gaming related reason such as:

- staff believe that the person's behaviour is affecting their own welfare or the welfare of others; or
- the person's behaviour is causing a disturbance or damage to property.

A person may be excluded from specific activities (eg gaming machines, keno, TAB, table gaming) or from an entire premises.

Please [email us](#) to find out how to proceed with a 'venue exclusion'.

### *If someone's substance use causes problems at my premises can I refuse them entry?*

Yes. There are a number of actions licensees and staff may take to stop someone from re-entering a premises.

[Email us](#) for further information.

## Making a complaint

### *How does someone make a complaint?*

We deal with complaints relating to:

- the sale and service of liquor at licensed premises; and
- the conduct of gambling - eg playing gaming machines or keno, participating in table gaming and placing bets on racing or sporting events.

Go to [this page](#) of our website to find out more about the process and how we aim to deal with complaints.

If a complaint relates to something else, such as loud music coming from a licensed premises, public annoyance or a COVID public health issue, you may direct your concern or complaint to one of the organisations mentioned [here](#).

## Serving liquor

### *Can patrons stand to consume their drinks?*

No. Patrons must remain seated when consuming alcohol in all settings.

### *Am I allowed to serve patrons liquor without food if they are in a seated area?*

Yes, if your liquor licence or permit allows this.

### *Can patrons sit at the bar?*

Yes. They may order and receive food and drinks at the bar and can sit at the bar to consume alcohol. The physical distancing requirements should be observed.

### *Can patrons dance and play pool in licensed premises?*

Patrons must be seated in premises where alcohol is sold. Activities that are not seated (eg pool, dancing, darts) are not permitted.

### *Can I trade under my out-of-hours permit?*

If you have an out-of-hours permit and you wish to continue trading after midnight, then you can do so.

You must comply with all conditions of your out-of-hours permit, which precludes the sale and delivery of alcohol with takeaway food after midnight.

### ***Can I offer tastings at my cellar door again?***

Yes, if your liquor licence or permit allows this and provided that patrons are seated, and the other public health restrictions for licensed premises are in place. Sales of liquor for consumption off the premises may continue if your licence or permit allows this.

### ***My temporary special permit allows me to sell takeaway liquor with takeaway food. How long can I keep selling takeaway liquor?***

You can continue to sell takeaway liquor until the expiry date stated on the permit. You must cease takeaway liquor sales if the Commissioner for Licensing cancels the permit.

## **Sporting clubs**

### ***Will liquor permits be issued to sporting clubs again?***

Generally yes, provided that the permit holder complies with the public health restrictions. This requirement will be included as a condition of a permit.

The permit fee is waived for 2020.

Permits related to AFL clubs will be issued for less than six months reflecting the reduced length of the season.

### ***Can sporting clubs sell liquor to members for consumption either with or without a meal?***

Yes, provided that your licence or permit allows it and you comply with the public health restrictions.

Sales to members for their consumption during a non-contact game or event (eg golf, bowls) is not allowed, unless a permit held by the licence holder allows it; or a licence is held that allows for the sale of liquor for consumption off the licensed premises and an area existed on the licensed premises as at 1 March 2020 that was wholly or predominantly for this purpose.

### ***What about other restrictions for sporting clubs?***

You should [contact Sport and Recreation](#) (Department of Communities Tasmania) for further advice, requirements and resources that may help you to recommence sporting activities and be COVID safe.

## **Conducting gambling**

### ***Can I offer keno again at my premises?***

Yes, provided that you comply with the public health restrictions and all conditions of your licensed premises gaming licence.

### ***Can minor gaming recommence, such as holding Bingo sessions?***

Yes, provided that you comply with the public health restrictions and all conditions of your minor gaming permit.

### ***Can I reopen the TAB at my premises?***

Yes, provided that you comply with the public health restrictions and all conditions required of you by Tabcorp.

### ***Can I restart electronic gaming machines again at my premises?***

Yes, provided that you comply with the public health restrictions and all conditions of your licensed premises gaming licence.

### ***What if the RCG qualifications for any of my employees has expired during the shutdown? Can they undertake gaming activities?***

The Tasmanian Liquor and Gaming Commission has agreed that special employees whose RCG accreditation expired during the period 15 March to 31 July 2020, be given six months from their current RCG expiry date to complete RCG accreditation. The Commission will be writing to licence holders to further explain.

### ***Am I allowed to turn all electronic gaming machines on at the one time?***

This will depend on how gaming machines are arranged at your premises and the maximum capacity of the area they are in. Note that physical distancing requirements continue to apply.

Check the Gambling COVID Safe Workplace Guidelines for further information and email Network Gaming for help at [nghelp@networkgaming.com.au](mailto:nghelp@networkgaming.com.au).

***Can I alter the restricted gaming area so that I can operate most or all of my electronic gaming machines and still comply with physical distancing?***

A restricted gaming area must not be modified without prior written approval from the Tasmanian Liquor and Gaming Commission and there is a comprehensive process to consider any request. This means that you cannot change the size or the layout of a restricted gaming area, including moving machines around, without the Commission's approval.

For more information about the approval process please [email us](#).

***Can a patron still reserve a gaming machine?***

Yes. They can only reserve one machine at a time, as was previously the case.

***Can we still use cash, such as to payout winnings, cash out or to change coins?***

Yes. COVID-19 Safety Plans should include strategies for handling cash.

***Can I hold free poker competitions in my hotel or club?***

Yes, provided that no fee or cost of entry is charged to participate in the tournament and no money (or anything of value) is wagered by players. Check our fact sheet on [Free Poker Tournaments](#) to make sure you understand all of the requirements.

You must also comply with the public health restrictions.

**The Liquor and Gaming Branch is working remotely**

Keep up-to-date via our website at <https://www.treasury.tas.gov.au/liquor-and-gaming>

If you have a query please **email us** at [licensing@treasury.tas.gov.au](mailto:licensing@treasury.tas.gov.au) or [gaming@treasury.tas.gov.au](mailto:gaming@treasury.tas.gov.au)