

Remember the 4 RSA principles

- Refuse alcohol services to intoxicated persons.
- Drunk and disorderly are not allowed on premises.
- Do not supply liquor to minors (under 18 years of age).
- Discourage activities that may cause harm.

If you need to refuse service

Tell early

Clarify refusal

Avoid put-downs

Alternatives offered

Keep calm

Report

Ever courteous

Echo the message to regulars

**Penalties apply.
Know your responsibility.**