

# Intoxication Guidelines

These guidelines provide information on how to determine if a person is intoxicated.

## HOW TO DECIDE IF A PERSON IS INTOXICATED

Working out whether a person is intoxicated is a 2-step process.

**1**

**First, consider whether the person is displaying one or more of the following signs of intoxication.**

Are they:

- becoming loud and boisterous
- having difficulty walking straight
- becoming argumentative
- bumping into furniture or customers
- annoying other customers and staff
- rambling in their conversation
- using offensive language
- losing their train of thought
- spilling drinks
- having difficulty paying attention
- fumbling and having difficulty in picking up objects
- not hearing or understanding what is being said
- swaying
- appearing drowsy or dozing while sitting at a bar or table.

**2**

**Second, determine whether the signs they are showing from the list above are the result of consuming alcohol.**

You can do that by considering information, such as:

- the amount of alcohol you have seen the person drink
- how much other staff members have seen the person drink
- whether the person smells of alcohol.

## Conditions that show similar signs to intoxication

Sometimes, physical and mental disabilities lead to a person showing symptoms similar to alcohol intoxication. You should consider the possibility of a customer having such a condition before refusing service because you think they may be intoxicated.