Foreword

Wellington is a safe city – the only capital city in the world with World Health Organisation International Safe Community status. It’s a designation we have to continually work hard on maintaining, but we are making progress. The city had a 9 percent drop in public-place violence last year and we want that downward trend to continue.

Wellington’s residents are also intensely proud of their city – the Lonely Planet travel guide gave us the ‘coolest little capital in the world’ tag and said “locals love their city... and get a kick out of helping visitors fall in love with it too”. We know we’re great hosts but now we want to ‘lift our game’ even further.

Life in the events capital of New Zealand is about to get even busier. Rugby World Cup 2011 will bring tens of thousands of visitors to Wellington and we need to focus more than ever on providing a safe and welcoming experience – the Wellington Capital Host Charter and the work of the Wellington Licensee Forum will help us do that.

About the Wellington Licensee Forum and Wellington Capital Host Charter

The Wellington Licensee Forum and its Wellington Capital Host Charter initiative grew from a workshop, held at Wellington City Council in March 2010, aimed at helping the local hospitality industry ‘lift its game’ for Rugby World Cup 2011 and beyond.

The Forum is a partnership between the industry, Wellington City Council, Police, Hospitality Association of New Zealand (HANZ), Restaurant Association of New Zealand (RANZ), New Zealand Hotel Council, Regional Public Health, Alcohol Advisory Council of New Zealand (ALAC), Positively Wellington Tourism and ACC.

The Charter contains a number of licensee obligations in addition to legal responsibilities under the Sale of Liquor Act 1989.

Vision

Every member of the Wellington hospitality industry shows pride in their city, unmatched by other cities, and everything they do is underpinned by a total commitment to the safety of guests, staff and neighbours.

Forum objectives

1. Foster and promote a sense of pride in licensed venues, and Wellington City, within the hospitality industry.
2. Contribute to the overall safety of Wellington City.
3. Enhance responsible management of venues and licensing practices.
4. Contribute to raising awareness of responsible service and consumption of alcohol within the community.
5. Develop new initiatives through cooperative action.
6. Build and foster effective communication and cooperation between licensed venues, government agencies and the community.
Wellington Licensee Forum

Benefits of joining the Forum

The benefits of joining the Wellington Licensee Forum are:

- opportunities to work collaboratively with other licensed venues and local agencies
- opportunities to meet and discuss common issues with other venue operators and managers
- becoming a signatory to the Wellington Capital Host Charter
- access to training, events and workshops.

Joining the Wellington Licensee Forum

Who is eligible to join the Wellington Licensee Forum

Membership is open to all licensed venue owner/operators within Wellington City. Forum membership is a voluntary commitment and there are no membership fees. (Note that Capital Host branded collateral is provided at a cost) Membership is granted on a 12-month basis. Membership is assessed via an application and audit process undertaken by Wellington Licensee Forum Steering Committee members. When applying to become a member of the forum, venues are required to demonstrate their adherence to a number of criteria relating to safety, service and being proud hosts – these are outlined in the attached audit checklist. Venues are given support to help achieve membership.

Becoming a Charter signatory

If you want to become a member of the Wellington Licensee Forum, complete an application form. You will be required to sign the Wellington Capital Host Charter showing your commitment to operating your venue responsibly, providing a safe environment and showing pride in the venue and in Wellington. Members who demonstrate a commitment to the objectives of the Forum and attend meetings regularly will maintain membership and receive a Charter at the beginning of each year.

You will then be taken through an audit process before the application is accepted by the Steering Committee.

Members who fall below the required standards will be identified through the audit process or by coming to the attention of Police and/or the District Licensing Agency. Members will be asked to improve their practices or forgo their membership.
Steering Committee and administrative support
The Wellington Licensees Forum is supported by a Steering Committee. Wellington City Council provides administration support to the Forum.

The Steering Committee’s role is to:
- monitor the progress of Wellington Licensee Forum meetings
- set the agenda for Forum meetings
- encourage licensees to become Forum members
- promote the Forum and Wellington Capital Host Charter
- oversee the development of new initiatives.

The Wellington Licensee Forum Steering Committee membership includes the following representatives:
- licensed venue owners/operators
- Hospitality Association of New Zealand (HANZ)
- Restaurant Association of New Zealand (RANZ)
- New Zealand Hotel Council
- Wellington City Council
- District Licensing Agency
- Wellington Police
- Regional Public Health
- other representatives as agreed by the committee.

What’s discussed at the meetings?
Forum meetings are intended to be open for licensees to share achievements, responsible practice strategies and emerging issues of concern. There will also be opportunities for sector submissions on particular topics to be collated and combined projects discussed.

Who sets the agenda for the meetings and where does the Forum meet?
- The agenda is set by the Wellington Licensee Forum Steering Committee with members encouraged to add or suggest items of interest.
- The meetings are hosted by Forum members and rotated between venues.
- Wellington City Council supports the Forum’s administration.

Frequency of Forum meetings
Forum meetings are held at least three times a year.

How to join
To join the Wellington Licensee Forum complete the application form and return to:
capitalhost@wcc.govt.nz
or post to:
Capital Host
Wellington City Council
PO Box 2199
Wellington

For more information: Wellington.govt.nz/rd/capitalhost
Wellington Licensee Forum membership application form

Name of licensed premises (trading name):

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..........................................................................................................................................................................................................................

Street address of licensed premises:

..........................................................................................................................................................................................................................
..........................................................................................................................................................................................................................
..........................................................................................................................................................................................................................

Type of licensed premises (please circle):

• Restaurant
• Hotel
• Bar
• Nightclub
• Bottleshop

Other (please specify): ...........................................................................................................................................................................

Licensee's name: ......................................................................................................................................................................................

Type of licence held (please circle):

On-licence (please circle detail below) Off-Licence

• Tavern
• Theatre
• Nightclub
• Restaurant
• Hotel

Other (please specify)...........................................................................................................................................................................

Contact person: ......................................................................................................................................................................................

Position title: ......................................................................................................................................................................................

Address: ......................................................................................................................................................................................

Phone: ......................................................................................................................................................................................

Mobile: ......................................................................................................................................................................................

Email: ......................................................................................................................................................................................

Web address: ...........................................................................................................................................................................
Sample charter

WELLINGTON CAPITAL HOST CHARTER

The signatory to this hospitality industry charter commits to showing pride in a uniquely Wellington experience and providing a safe environment for residents, visitors and staff leading up to and during Rugby World Cup 2011 and beyond.

1. PROUD AMBASSADORS
   We will be ambassadors for Wellington, proud to host guests in our venues and our city.

2. RESPECT
   We will treat our guests with respect and maintain the highest standards of integrity and service, both in and around our venues.

3. GOOD NEIGHBOUR
   We will be a good neighbour, ensuring our business has no negative impacts on surrounding areas.

4. TRAINING
   We will continuously look for opportunities to further train all our staff to ensure we are excellent hosts.

5. RESPONSIBLE PROMOTIONS
   We will promote our venue and alcohol in a responsible way to ensure a safe experience for our guests, our staff and the surrounding environment.

6. TRADING PRACTICES
   We will prevent antisocial behaviour and intoxication among our guests, to ensure Wellington is safe and vibrant.

7. INFORMATION SHARING
   We will share relevant information between licensed venues, regulatory agencies and transport providers.

Signed: ____________________________  Expiry date: November 2011
Capital Host Charter Checklist

The following checklist aligns to the seven principles of the Wellington Capital Host Charter.

The aim of the checklist is to enable each venue to critically evaluate their own premise and provides a range of suggestions on how to meet the expectations of being a signatory to the Wellington Capital Host Charter. Use the checklist to review the venue and practices.

Each premises that applies to join the Forum will be audited in the following areas by a Wellington Licensee Forum Steering Committee member before the application is accepted.

1. PROUD AMBASSADORS

We will be ambassadors for Wellington, proud to host guests in our venues and our city.

| The venue is well-maintained and frequently cleaned both inside and out, showcasing the premises to the highest level. | YES / NO |
| Guests are made to feel welcome and comfortable in the venue. | YES / NO |
| Staff and door security are aware of the nearest public amenities such as transport options and Wellington’s tourist attractions. | YES / NO |
| The venue provides high-quality service and products. | YES / NO |

2. RESPECT

We will treat our guests with respect and maintain the highest standards of integrity and service, both in and around our venues.

| Inappropriate and antisocial behaviour is not tolerated and is addressed immediately by staff members. | YES / NO |
| Guests requesting assistance are responded to straight away so they can feel comfortable and safe on the premises. | YES / NO |
| Guests are aware of expectations relating to behaviour due to staff behaviour and appropriate signage. | YES / NO |
| Queues into the venue are managed by appropriately trained staff who can ‘screen’ potential patrons and communicate acceptable guest behaviour while inside the venue. | YES / NO |
| Where possible, a policy of peaceful removals is adopted. | YES / NO |
3. GOOD NEIGHBOUR

We will be a good neighbour, ensuring our business has no negative impacts on surrounding areas.

<table>
<thead>
<tr>
<th>Statement</th>
<th>YES / NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vandalism and antisocial behaviour is minimised through reinforcing a sense of pride and care in the venue by keeping buildings and adjacent public spaces clean and well-maintained.</td>
<td></td>
</tr>
<tr>
<td>The venue is free of graffiti and any new graffiti is removed within 24 hours.</td>
<td></td>
</tr>
<tr>
<td>No glassware or bottles are left outside overnight.</td>
<td></td>
</tr>
<tr>
<td>Strategies are in place to ensure that guest noise is managed appropriately and does not create public nuisance.</td>
<td></td>
</tr>
<tr>
<td>Smoking areas are regularly cleaned and appropriate bins are provided in smoking areas – bins are regularly emptied to manage butt litter.</td>
<td></td>
</tr>
<tr>
<td>If queues are on the public footpath, sufficient space is allocated for pedestrians to pass at all times to avoid conflict between patrons and passersby.</td>
<td></td>
</tr>
</tbody>
</table>

4. TRAINING

We will continuously look for opportunities to further train all our staff to ensure we are excellent hosts.

<table>
<thead>
<tr>
<th>Statement</th>
<th>YES / NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security staff are trained to unit standards.</td>
<td></td>
</tr>
<tr>
<td>An accredited first aid certificate holder is present at all times during operating hours.</td>
<td></td>
</tr>
<tr>
<td>Staff induction document includes a schedule of training.</td>
<td></td>
</tr>
<tr>
<td>Staff have undertaken training in conflict management resolution and enforcement.</td>
<td></td>
</tr>
<tr>
<td>Appropriate staff have undertaken server training.</td>
<td></td>
</tr>
</tbody>
</table>

5. RESPONSIBLE PROMOTIONS

We will promote our venue and alcohol in a responsible way to ensure a safe experience for our guests, our staff and the surrounding environment.

<table>
<thead>
<tr>
<th>Statement</th>
<th>YES / NO</th>
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</thead>
<tbody>
<tr>
<td>Alcohol is not used as a promotional tool and all promotions and advertising are in line with responsible serving practices, and do not encourage rapid or excessive alcohol consumption.</td>
<td></td>
</tr>
<tr>
<td>Excess consumption of alcohol is not encouraged on the premises.</td>
<td></td>
</tr>
<tr>
<td>Low-alcohol drinks and non-alcoholic drinks are available at all times.</td>
<td></td>
</tr>
<tr>
<td>A range of snacks and/or meals are promoted and available for guests during hours of operation.</td>
<td></td>
</tr>
</tbody>
</table>
6. TRADING PRACTICES
We will prevent antisocial behaviour and intoxication among our guests, to ensure Wellington is safe and vibrant.

| Venues actively endorse the requirements of the Sale of Liquor Act. | YES / NO |
| Licensees notify regulatory agencies of manager appointments. | YES / NO |
| During special events such as Rugby World Cup 2011 and the Sevens weekend, liquor for consumption in outside areas is sold in unbreakable containers. | YES / NO |
| Management and security staff work cooperatively with other venues and authorities to protect the safety and appearance of other business, venues and residents. | YES / NO |

7. INFORMATION SHARING
We will share relevant information between licensed venues, regulatory agencies and transport providers.

| A venue representative regularly attends Wellington Licensee Forum meetings and associated workshops/training. | YES / NO |
| The venue is a signatory to the Wellington Capital Host Charter. | YES / NO |
| Procedures are in place to debrief staff on any serious incident, to improve practices and prevent incidents from recurring. | YES / NO |

Help us keep Wellington City clean and well-maintained. Report any issues to Wellington City Council’s customer contact centre.

Text 3400
Phone 499 4444
Email info@wcc.govt.nz