

Alcohol Licensing

How to manage BYO at your restaurant

This guide has been developed to help you decide how to manage BYO at your restaurant.

What is BYO?

BYO means **Bring Your Own** alcohol.

- Normally beer or wine (to drink with a meal)
- Spirits are generally not recommended

Who can allow BYO?

Any restaurant that holds either a full on-licence or a licence that only permits BYO (endorsed under s37) can allow BYO.

It is your decision whether or not to allow BYO.

You can decide to refuse to allow BYO on your premises if you want.

Why do I need to manage what and how BYO alcohol is consumed at my restaurant?

It is important to manage BYO in your restaurant so that you comply with your licence and with the Act, and to ensure your customers enjoy your hospitality in the best way possible.

It is also important that you ensure your customers leave your premises safely and that they do not have an effect on your neighbours. For example if your premises is in a residential area, you should remind customers who are leaving not to be loud. You should check the area every now and then to make sure your customers are not causing any problems, such as littering or tagging. This will ensure that your relationships with neighbouring businesses and residents are maintained.

The following ideas will help you put systems in place to manage BYO at your restaurant.

Ideas to help you manage BYO

1. Consider what alcohol and how much alcohol you will allow as BYO in your restaurant.

It is best to allow one bottle of wine between two people OR three bottles of beer (330ml) of 4 per cent to 6 per cent alcohol per person.

You need to make sure customers know what your limits for BYO are. You can do this using a host responsibility policy or a BYO policy.

2. Host responsibly policy

Consider having a part in your host responsibility policy about BYO. You can use this to tell customers what alcohol and how much you will allow at your restaurant, how much it costs and what other things you consider are reasonable to ensure you comply with the Act. For example, you may require every BYO customer to order a main meal.

3. BYO policy

If you are a large restaurant that often has people bringing BYO and caters for large groups you may consider having a BYO policy as well as a host responsibility policy. A BYO policy contains more specific BYO information. It could include:

- How much and what alcohol you allow
- That bottles need to arrive unopened
- How much food you expect BYO customers to order and consume
- Information about any liquor ban areas in the neighbourhood

4. Hosting your customers

Being a good host is important. Make sure you engage with your customers at their table throughout the night. This will give you a good idea of what is happening in your restaurant and how much alcohol your customers are drinking. Being a good host will hopefully make people want to come back to enjoy your food again.

5. Providing a safe environment

As a good host you should be providing a safe environment for your customers and your staff. To be successful and for people to want to come back customers need to feel safe. You can do this in a number of ways including:

- Set expectations about how people behave in your restaurant (your host responsibility policy can help you do this).
- Staff intervene early to ensure customers do not become intoxicated. This means customers will not become intoxicated and can remain on your premises enjoying your hospitality. There are some tools that can help you with this.

www.alcohol.org.nz/management-laws/managing-alcohol/host-responsibility/licensed-premises

6. Training your staff

To manage intoxication and to comply with the Act, you need to train your staff. Make sure they are familiar with your host responsibility policy and your BYO policy and how you want them to use them.

There are tools that can help you with this. Find these at www.alcohol.org.nz

- **Intoxication assessment tool**
www.alcohol.org.nz/management-laws/managing-alcohol/host-responsibility/licensed-premises
- **On-Licensed Premises Toolkit**
www.alcohol.org.nz/resources/on-licensed-premises-toolkit
- **Host responsibility resources**
www.alcohol.org.nz/resources-research/alcohol-resources/resource-publications?field_resource_type_tid=All&field_audience_tid=19&keys=
- **Servewise**
www.alcohol.org.nz/management-laws/managing-alcohol/host-responsibility/servewise

7. Tell customers about BYO when they book a table

When customers book a table it is a great time to talk to them about how much BYO they can bring with them to your restaurant. You could also email them about it in any booking confirmation.

What else can I do so that customers know about BYO?

You could:

- Clearly display your host responsibility policy and BYO policy (if you have one).
- Include information about BYO, and what you allow, in your menu and on your website.
- Talk to your customers when they arrive at your premises.

Remember this is your restaurant and your customers are your guests, so you need to tell them about your expectations for BYO.

Any questions?

- See the host responsibility information on our website at www.ccc.govt.nz/alcohol
- Contact the Alcohol Licensing Team on 941 8999 or email alcohollicensing@ccc.govt.nz
- If we visit you for a site inspection talk with us about any questions you have about how to manage BYO for your restaurant