Plan of Management: Eureka Distilling Tasting Room

Date: October 18, 2025

Prepared By: Stephen Blaxhall

Venue Location: 128-130 Swan Street, Morpeth, NSW. 2321

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I. Venue Overview and Objectives

A. Core Concept

The Eureka Tasting Room operates primarily focused on educating patrons about our products, offering structured tasting flights of gin, vodka, liqueurs and our dark spirits. We also facilitate retail sales of bottled spirits and merchandise.

The building also holds a lot of history, customers will be invited to learn a little of the history of Morpeth.

The tasting room will open once renovations are complete around Oct 2026.

B. Operating Hours (Example)

Day	Tasting Room Hours	Retail Sales Hours
Thursday - Monday	11.00 to 17.00	11.00 to 17.30
Tuesday – Wednesday	Closed	Closed

II. Licensing and Legal Compliance

A. Capacity and Licensing

1. **Maximum Patron Capacity: 20**. This number shall not be exceeded under any circumstance.
2. **Liquor License:** The venue operates under License No. [TBC – application will be made in Feb 2026 in preparation for opening in Oct 2026] and adheres strictly to all governing state and local liquor laws.
3. **Development Approval (DA):** Operations are compliant with the conditions of the current DA issued by Maitland City Council.
4. **Designated Smoking Area:** There is **NO SMOKING** on premises (neither the building nor the deck).

B. Responsible Service of Alcohol (RSA)

1. **RSA Certification:** All staff involved in the service, sale, or supply of alcohol **must** hold a current and valid RSA certification. Copies of certification are held on file.
2. **Intoxication Protocol (Refusal of Service):**
    - Staff are mandated to cease serving any patron showing signs of intoxication immediately.
    - Patrons will be offered water and safe transport options (e.g., taxi booking, ride-share app access).
    - Any "Stop Service" incident will be logged in the Venue Incident Register.
3. **Serving Limits (High-Proof Spirits):** Serving sizes for spirits will adhere to a standardized measure (e.g., 15ml or 20ml for neat tastings) and will not exceed the legal limit for a standard drink equivalent. Tasting flights will be structured to ensure the cumulative alcohol volume remains within responsible limits.
4. **ID Checks:** All patrons who appear under the age of 25 will be asked to present valid photo identification. Failure to produce ID will result in refusal of service.

III. Operational Procedures

A. Staff Roles and Responsibilities

Staff numbers: maximum number of staff will be 2.

Role	Key Responsibilities
Duty Manager	Final decision-making authority; compliance adherence; incident logging; cash reconciliation; daily operational oversight.
Tasting Host/Server	Conducting structured tastings; educating patrons on products; maintaining RSA compliance; handling POS transactions.
Security/Door Staff	(If required by license) Managing entry/exit; monitoring capacity; ensuring orderly patron behaviour.

B. Structured Tastings

1. **Schedule:** Structured tastings will only be conducted by trained Tasting Hosts at pre-determined times.
2. **Pre-Booking:** Patrons are encouraged to pre-book tours to manage group size and ensure an optimal educational experience.

3. **Alcohol Service Integration:** Alcohol service during tours is closely monitored to ensure consumption is paced and measured.

C. Cash Handling and POS

1. All sales (tastings, cocktails, retail bottles) are processed immediately through the central Point of Sale (POS) system.
2. The POS system is programmed with current menu pricing and includes mandatory RSA prompts (e.g., for large orders or multiple spirit servings).
3. Daily takings are reconciled by the Duty Manager and secured in a designated safe.

IV. Risk Management and Safety

A. Emergency Procedures

1. **Evacuation Plan:** A clear and current evacuation plan is displayed prominently near the main exit.
2. **Staff Training:** All staff are trained on emergency assembly points, fire extinguisher locations, and first aid procedures.
3. **Fire Safety:** Fire extinguishers, blankets, and hoses are regularly inspected and maintained. Fire exits are clearly signposted.

B. Incident Management

1. **Incident Register:** A mandatory Incident Register (physical or digital) is maintained on-site.
2. The Duty Manager must log all incidents, including:
    - Refusals of service due to intoxication or aggressive behaviour.
    - Accidents or injuries (e.g., slips, falls).
    - Disputes or altercations.
    - Noise complaints.
3. **First Aid:** A fully stocked and clearly marked first aid kit is located behind the bar, and at least one staff member per shift holds a current First Aid certification.

C. Minors and Undue Noise

1. **Minors Policy:** Minors are permitted on the premises only when accompanied by a responsible adult and are restricted from the immediate bar/serving area. Service of alcohol to minors is an immediate dismissal offence and police will be contacted.
2. **Noise Mitigation:** Volume levels of background music; internal announcements and general customer noise are monitored to ensure compliance with local noise ordinances. Customers will be invited inside the building and doors closed should noise levels on the deck area be a risk of disturbing neighbours. (the walls of the building are 600mm sandstone, making an effective noise barrier for neigbours).

Patron Experience and Ambience

A. Product Offering

1. **Tasting Flights:** Curated flights featuring 3-4 different spirits, with clear information provided regarding ABV (Alcohol by Volume), aging, and botanicals.
2. **Retail Store:** A dedicated retail area for bottled products, branded merchandise, and distillery accessories.
3. **Food/Water:** Free, easily accessible chilled water will be made available at all service points. A limited menu of light snacks (e.g., cheese, charcuterie) will be available to order from local deli/restaurant, to encourage responsible drinking.

No cooking of food will be done on the premises, there will be no kitchen in the licensed area (the Tasting Room).

B. Ambiance and Maintenance

1. **Cleanliness:** The facility, including all tasting stations, glassware, and restrooms, will be cleaned and checked every 2 hours during peak operation.
2. **Lighting and Furnishings:** Lighting will be atmospheric yet functional. Furnishings will be robust, comfortable, and arranged to ensure clear walkways and accessibility.
3. **Restrooms:** Restrooms will be clearly signed, frequently maintained, and checked for cleanliness every two hours.

Operations:

Number of staff: max 2 staff to serve customers at any one time.

Service area map – see attached Eureka Tasting Room Layout.

There there will be no cooking of food as there is no kitchen in the licensed area (Tasting Room).

A grease trap is installed in the undercroft and is attached to the sinks and drains in the bar area. This will be maintained and cleaned on a regular basis.

Management of social impacts

Waste generation - We are committed to minimizing our waste. and we will use a comprehensive recycling and composting program in our tasting room.

Sustainable Practices: We use reusable glasses, compostable napkins/straws in our tasting room and aim for a paperless ordering system to minimize single-use waste.

Mixed usage – the design is for “shop top housing”. The owners will operate the tasting room and live above the tasting room. The tasting room will operate within sociable hours 11am – 5:30pm Thursday to Monday, allowing the owners rest and relaxation time. The studio below the deck will be a home office and offer a quite, peaceful area to work from for administration for the business or other work.

Review and amendment

This Plan of Management will be reviewed annually and ad-hoc, as required.

Creation date: 29 Oct 2025

Next review: 1 Oct 2026