

## **Holiday Inn at The American Center Security Plan**

### **Security Personnel**

The hotel will employ a full-time maintenance man that will double as head of security. The general manager will also serve in an assistant security capacity when needed. Other hotel staff will be on hand to provide support as needed.

### **Surveillance**

The hotel is equipped with numerous video cameras. These aforementioned cameras are equipped with video tape and will be stored up to a reasonable date.

### **Unruly Patrons**

Licensee will familiarize all security staff with provisions of Madison General Ordinances Section 38.06(10), the unruly patron ordinance. When a patron acts in a manner that is violent, abusive, indecent, profane, boisterous, or otherwise disorderly, licensee will immediately contact the police and request that the police invoke the provisions of the ordinance.

### **Patrons who are Intoxicated**

Licensee, its agents, and employees may not sell, dispense, or give away alcohol to any person who is under the influence of alcoholic beverages as that term is defined in Madison General Ordinances Section 38.02, no shall such a person be permitted on the premises.

When a customer has been "cut off", the server will notify the other employees. Management will support the server's decision to terminate service to any customer. If a customer is too impaired to drive safely, licensee will try to persuade the customer not to drive, and arrange for a safe ride. If the customer refuses, management will notify the Madison Police Department with a description of the person and the license plate number of the vehicle, if possible.

### **Patrons Presenting False Ids**

All identification cards used to prove age must be valid (i.e., may not be expired), and must be government-issued. If the identification card is expired or appears at all questionable to the employee, the employee shall request a second form of identification. The employee shall make sure that the individual purchasing the liquor resembles the identification card. All employees are encouraged to ask purchasers questions relating to their identification in order to verify the information. If the employee checking an ID has a strong suspicion that an ID is false, altered, or belongs to someone other than the person presenting the ID, he/she shall confiscate the ID and turn it over to management, to be presented to the police.

### **Circumstances under Which the Police will be Called**

The police will be called, in a timely manner, any time management or staff has information to believe a crime has been or is about to be committed and/or whenever a threat of or act of violence occurs on the premises or off premises in areas that would be considered in view or earshot of the establishment.

### **Handling of Physical Disturbances, Including Fights**

Security or management will ask anyone who is fighting to leave. If necessary, security or management will call the local law enforcement agency for assistance. Licensee will permanently refuse admittance to any chronic problem customer.