

**NO ID
NO
SALE!**

REFUSALS REGISTER

If a customer fails to produce valid photo-ID which confirms his or her age, the sale should be REFUSED and recorded in this Refusals Register, after the customer has left the premises.

Keep the Register close to the counter but out of sight.

The sale should be REFUSED if the customer is unable to prove he or she is:

16 or older if the product is LOTTERY.

18 or older if the products are TOBACCO, ALCOHOL, FIREWORKS, SOLVENTS or KNIVES.

All staff should know where this Refusals Register is kept, and should write an entry whenever an age-related sale is REFUSED.

If staff sell an age-restricted product to under 16s (lottery) or to under 18s (tobacco/alcohol/fireworks/solvents/knives) both manager and staff are liable to conviction and a fine and/or prison (see guidance, right).

The manager will sign off and date each page of this register, which will be kept in a safe place away from customers. The Register may need to be produced in the event that local authority enforcement officers undertake test purchases or other enforcement activity, or if a threat of legal action against the premises' manager or staff arises.

MAXIMUM PENALTIES

18

TOBACCO

£2,500 fine for selling tobacco to a person below the age of 18
£1,000 fine for failing to display the Statutory Notice

3 underage sales in a 2 year period may lead to a sanction resulting in the loss of either personal or business right to sell tobacco for 12 months. £20,000 for breaking a sanction [applies only in England and Wales]

CIGARETTE LIGHTER FUEL & SOLVENTS

£5,000 and/or 6 months prison

ALCOHOL

£5,000 fine for selling alcohol to a person below the age of 18
£10,000 fine for persistent selling to a person below the age of 18
£1,000 fine for allowing staff below the age of 18 to sell alcohol

FIREWORKS & SPARKLERS

£5,000 and/or 6 months prison

18 and R18 MOVIES & GAMES

£5,000 and/or 6 months prison

KNIVES

£5,000 and/or 6 months prison

16

NATIONAL LOTTERY & SCRATCHCARDS

£5,000 and/or 6 months prison; Following a sale involving Trading Standards testing you may lose your terminal and on a 3rd offence of Camelot's test purchasing they will remove your terminal.

PARTY POPPERS, CAPS, CRACKER SNAPS

£5,000 and/or 6 months prison

15

15 MOVIES & GAMES

£5,000 and/or 6 months prison

12

12 MOVIES & GAMES

£5,000 and/or 6 months prison

www.noidnosale.com



REFUSALS REGISTER

	Date	Product	Time	Name of Person or Description	Observations	Staff Member
	Example: 01/06/10	Cigarettes	7.10pm	Male 14 years? Blonde, 5ft 11"	Nervous and refusing to show ID	Allan Smith
1						
2						
3						
4						
5						
6						
7						
8						

MANAGER'S SIGNATURE _____ DATE: _____