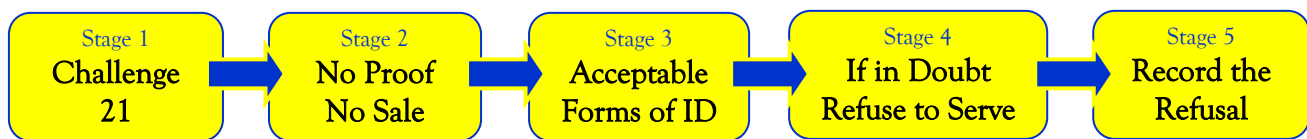


## AGE RESTRICTED PRODUCTS SALES POLICY

### AGE RESTRICTED PRODUCTS

Over 18's Only	<ul style="list-style-type: none"> <li>• Alcohol • Cigarettes &amp; Tobacco • Gambling • Butane Gas Lighter Fuel • Fireworks</li> <li>• Intoxicating Substances (Glue, Solvents, Aerosols etc.) • Weapons (incl. Knives) •</li> </ul>
Over 16's Only	<ul style="list-style-type: none"> <li>• Liquor Chocolate • Lottery Tickets / Scratch-cards • Petrol • Party Poppers •</li> </ul>
Subject to Individual Classification	<ul style="list-style-type: none"> <li>• DVD's • Videos • Video Games •</li> </ul>

### FIVE STAGE SALES PROCEDURE



**Challenge 21** – If a customer attempting to purchase an age restricted product looks under the age of 21, they must prove they are over the age of 18.

**No Proof; No Sale** – To prove they are over 18, they must provide an acceptable form of identification; if they can't, they must not be served.

**Acceptable Forms of Identification** - Passport • Photo Card Driving Licence • Proof of Age Card with a PASS Hologram •

**If in Doubt; Refuse to Serve** – Refuse service if the authenticity of the identification is in any doubt.

**Record the Refusal** – Onto the Register of Refusals.



### ID AUTHENTICITY CHECK PROCESS

Check the Photograph	Ensure that the photograph is of the person presenting the card • If necessary, politely ask the person to remove their hood, hat or sunglasses to be sure • The photograph must be printed directly on to the card – <b>not</b> stuck on top of the plastic cover •
Check the Date of Birth	Calculate the age of the person from the date of birth • Make sure they are old enough to buy the goods or services requested • The date of birth must be printed on to the card – <b>not</b> stuck on top of the plastic cover •
Check the Hologram	Look for the 3D effect in the background of the hologram • Look for the small 'PASS' text in the background • The PASS hologram must be flush with the card - <b>not</b> stuck on top of the plastic cover • If in doubt, compare it with a sample card •
Check the Card	Ensure that the card has not been tampered with or altered • Feel the card, it should be completely smooth – <b>no</b> ridges or anything stuck on to the card •
Check the Person	If you are still unsure about a person's age, it is your legal responsibility is to refuse the sale • If you refuse a sale, record the details in the 'Register of Refusals' •

In order to comply with the Licensing Act 2003 (mandatory licensing conditions) order 2010, this Policy should be applied in conjunction with an 'Age Verification Policy' on premises where alcohol is sold / supplied.