

UNDERAGE SALES POLICY

RESTRICTED PRODUCTS

OVER 18'S ONLY – Alcohol • Cigarettes & Tobacco • Gambling • Butane Gas Lighter Fuel • Fireworks
• Intoxicating Substances (Glue, Solvents, Aerosols etc.) • Offensive Weapons (incl. Knives) •

OVER 16'S ONLY – Liquor Chocolate • Lottery Tickets / Scratch-cards • Petrol • Party Poppers / Caps •

VARIOUS (SUBJECT TO THE AGE RATING) – DVD's • Videos • Video Games •

PREMISES POLICIES

CHALLENGE 25 – If a customer attempting to purchase an age restricted product looks under the age of 25, then they must prove they are over the age of 18.

NO PROOF – NO SALE – If a customer attempts to purchase an age restricted product they must provide an acceptable form of identification. If they can't provide an acceptable form of identification they will not be served.



ACCEPTABLE FORMS OF IDENTIFICATION

Passport • Photo Card Driving Licence • Proof of Age Card with a PASS Hologram •

FIVE STEP CHECKING PROCESS

STEP 1 - CHECK THE PASS 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 - **not** stuck on top of the plastic cover • If in doubt, compare it with a sample card •

STEP 2 - 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 - **not** stuck on top of the plastic cover •

STEP 3 - 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 - **not** stuck on top of the plastic cover •

STEP 4 - CHECK THE CARD - Ensure that the card has not been tampered with or altered • Feel the card, it should be completely smooth - **no** ridges or anything stuck on to the card •

STEP 5 - CHECK THE PERSON - If you are still unsure about a person's age, your legal responsibility is to refuse to sell • If you refuse to sell items because you believe that the person is too young, once the person has left, report the incident to your supervisor or manager and record the details in the 'Refusal Record Book' •

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Consultancy, Training & Event Management

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