

Refusals Register - Guidance Notes

When customers are unable to produce a valid proof of age photo card ID and the sale of an age restricted product has been refused, the details should be recorded in a Refusals Register immediately after the customer has left the premises.

The sale should be refused if the customer is unable to prove that they are:

- **18** or older when buying **alcohol, tobacco products, fireworks, knives, solvents and lighter refills.**
- **16** or older for **petrol, lottery tickets and scratch cards**

Details should include the date, a description of the customer and what they were attempting to buy, and the staff members signature.

All staff should know where the register is kept and should enter the appropriate details when the sale of an age restricted product is refused.

Each page of the refusals register should be signed and dated by a manager or responsible person i.e. the Licensee or Department Premises Supervisor (DPS).

The register should be made available on request by Torbay Council Trading Standards or Police Licensing Officers.

If an underage sale does occur both the owner of the business and the staff member responsible for the sale commits a criminal offence and could be subject to a maximum fine of £5,000 and/ or 6 months imprisonment. Alternatively the Local Authority may call for a license review which may affect your capacity to sell alcohol in the future.

No Proof of Age – No Sale