

Underage Sales Refusals Register

If you are challenging a customer under the Challenge 21 policy and the customer fails to produce valid ID which confirms his or her age, the sale should be refused and recorded on a refusals register, after the customer has left the premises.

Keep the refusals 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 the age given in the attached table for the product they are attempting to purchase.

All staff should know where the refusals register is kept and should write the entry whenever an age-related sale is refused.

If staff sell an age restricted produce to someone under the relevant age both manager and staff are liable to **PROSECUTION, CONVICTION, FINE** and/or **PRISON**.

The refusals register should be kept up to date and be shown to Officers of the Trading Standards Service, Licensing Service or Greater Manchester Police if they request to see it upon inspection or in the event of a sale.

