



# REFUSALS & INCIDENT BOOK FOR AGE RESTRICTED GOODS

Premises name: \_\_\_\_\_ Date From : \_\_\_\_\_  
To: \_\_\_\_\_

## Challenge 21 - No ID = No Sale

This refusals/incident book is designed to help prevent underage sales and may help you provide a defence of 'all reasonable precautions and all due diligence' in the event of a sale of age restricted products from your premises.

All staff should be aware of the age restrictions on different products and you should make sure that they are aware of the implications both for themselves and for you if sales are made. Remember that in some cases the seller can be personally fined as well as the owner of the business.

**Challenge 21** – The safest way to be sure that a person is not underage is, if they look under 21, to ask them their age and for identification. If they can't produce any then don't serve them.

Product	Minimum age*	Penalty per offence/sale*
Alcohol	18	£5,000 + forfeiture of licence
Tobacco & cigarette papers	18	£2,500
Weapons/knives	18	£5,000 + 6 mths imprisonment
Fireworks & sparklers	18	£5,000 + 6 mths imprisonment
Aerosols	16	£2,500
Lighter re-fills containing butane	18	£5,000 + 6 mths imprisonment
Video/DVD & computer games	As rated	£5,000 + 6 mths imprisonment

\* Age & penalties correct as of August 2008

### Using the refusals/incident book

Use the book when sales have been refused to underage sales and check that your employees also use it – use the book as part of your staff training and work reviews. Check it regularly, none or few entries may indicate that either sales are occurring or that staff have a blasé attitude towards it. Here are examples of how it should work.

Date & time	Description	Product	Comments	Signed
17/07/08 5.20 pm	Approx. 15 year old male. Blonde hair, 5ft 6ins, skinny, wearing baseball cap, tracksuit, and trainers	1.5L Bottle of Smirnoff Vodka	Asked for I.D. didn't have any, refused to serve.	<i>T. Price</i>
18/07/08 9.15 am	2 Females, approx. 16 yrs old. Both dark hair, wearing boots, denim skirts, and jackets	Asked for 20 XY brand cigarettes	Asked for I.D. Produced a birth certificate – no photo. Refused sale and told them i'd need a passport or approved proof of age card.	<i>Al Kahol</i>





