



Refusals Register

Keep the Register close to the counter but out of SIGHT!

Best Practice

If a customer fails to produce valid photo-ID that confirms his or her age, the sale should be **REFUSED** and recorded in this Refusals Register after the customer has left the premises.

Keep the register close to the counter but out of SIGHT!



All staff should know where this Refusals Register is kept, and should write an entry whenever an age-related sale is **REFUSED**. A Trading Standards Officer will ask to see it if they visit your store.

The manager will sign off and date each page of this register, which will be kept in a safe place away from customers. The Register may need to be produced in the event that local authority enforcement officers undertake test purchases, other enforcement activity or if a threat of legal action against the premises' manager or staff arises.

noidnosale.com

Age Restrictions

Which products are restricted?

- 18** Tobacco products, papers, cigarettes, rolling tobacco
Alcohol, including pre-mixed drinks and 'shot tubes'
Cigarette lighter refills, butane
Lottery, including the National Lottery, scratchcards and the Health Lottery
E-cigarettes, nicotine refills and vaping equipment
Fireworks and sparklers
Knives, razor blades (except safety razors)
18 Videos, DVDs and PEGI 18 rated games
R18 Videos, but you need a special licence to sell these
Newspapers and magazines with any 18/R18 DVDs or games attached
Tattoos and sunbeds
Crossbows
- 16** Party poppers, cracker snaps
Pets and animals
Petrol
PEGI 16 rated games
Aerosol spray paints
Energy drinks
Caps
Jumbo markers
Novelty matches
Throwdowns
- 15** 15 videos, DVDs and games
Newspapers and magazines with any 15 DVDs or games attached
- 12** 12 videos, DVDs and PEGI 12 games
Christmas crackers
Newspapers and magazines with any 12 DVDs or PEGI 12 games attached

PENALTIES vary depending on the product and the circumstances of the sale. A seller of alcohol can receive a fixed penalty of £90 but may be subject to an unlimited fine in the magistrate's court. A seller of tobacco products can be subject to a maximum fine of £2,500. A shop owner could receive substantial and unlimited fines for breaches. They would also receive a criminal record and can have conditions placed on any licence they hold or apply for. Other sanctions can include having your lottery terminal removed, loss of your licence to supply alcohol or fireworks, or being prohibited from supplying tobacco products.



18 MATCHES & LIGHTERS

As a matter of best practice, retail staff are advised not to sell matches and lighters to anyone under 18



If you have a petrol station on site, there is an additional restriction prohibiting a person under 16 years of age from operating the petrol pumps.

Please record all refusals on the register below

Refusals Register

NO.	Date	Product	Time	Name of person or description	Observations	Staff member
01	Example 01/04/2022	Cigarettes	7.10pm	Male, 14 yrs Blonde, 5ft 11"	Nervous and refusing to show ID	Allen Smith
02						
03						
04						
05						
06						
07						
08						

Manager's Signature:

Date:

Additional pages can be downloaded from noidnosale.com



Please record all refusals on the register below

Refusals Register

NO.	Date	Product	Time	Name of person or description	Observations	Staff member
09						
10						
11						
12						
13						
14						
15						
16						

Manager's Signature:

Date:

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Please record all refusals on the register below

Refusals Register

NO.	Date	Product	Time	Name of person or description	Observations	Staff member
17						
18						
19						
20						
21						
22						
23						
24						

Manager's Signature:

Date:

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Please record all refusals on the register below

Refusals Register

NO.	Date	Product	Time	Name of person or description	Observations	Staff member
25						
26						
27						
28						
29						
30						
31						
32						

Manager's Signature:

Date:

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Please record all refusals on the register below

Refusals Register

NO.	Date	Product	Time	Name of person or description	Observations	Staff member
33						
34						
35						
36						
37						
38						
39						
40						

Manager's Signature:

Date:

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Please record all refusals on the register below

Refusals Register

NO.	Date	Product	Time	Name of person or description	Observations	Staff member
41						
42						
43						
44						
45						
46						
47						
48						

Manager's Signature:

Date:

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