

# REFUSALS REGISTER

**WE DON'T  
OVERLOOK  
UNDERAGE**

## REFUSALS REGISTER

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

**The Register should be kept in a safe place out of sight of the customer.**

The sale should be REFUSED if the customer is unable to prove he or she is:

- **16 or older if the product is for example LOTTERY TICKETS or AEROSOL SPRAY PAINTS.**
- **18 or older if the product is for example ALCOHOL , TOBACCO, E-CIGARETTES or FIREWORKS.**

All staff should know where this Refusals Register is kept, and should write an entry whenever an age-related sale is REFUSED.

If staff sell an age-restricted product to under 16s (lottery tickets/aerosol spray paints etc.) or to under 18s (alcohol/tobacco/e-cigarettes/fireworks etc.) both manager and staff are liable to conviction and a fine and/or prison.

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

Manager's Signature:

Date:

# Refusals Register

	Date	Product	Time	Name of Person (If Known) or Description	Observations	Staff Member
	Example: 25/01/06	Cigarettes	8.20pm	Female, 13 Years? Blond, 5ft 2	Refused to show ID and nervous	John Brown
1						
2						
3						
4						
5						
6						
7						
8						

Manager's Signature:

Date:

	<b>Date</b>	<b>Product</b>	<b>Time</b>	<b>Name of Person (If Known) or Description</b>	<b>Observations</b>	<b>Staff Member</b>
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						

Manager's Signature:

Date:

	<b>Date</b>	<b>Product</b>	<b>Time</b>	<b>Name of Person (If Known) or Description</b>	<b>Observations</b>	<b>Staff Member</b>
19						
20						
21						
22						
23						
24						
25						
26						
27						
28						

Manager's Signature:

Date:

	<b>Date</b>	<b>Product</b>	<b>Time</b>	<b>Name of Person (If Known) or Description</b>	<b>Observations</b>	<b>Staff Member</b>
29						
30						
31						
32						
33						
34						
35						
36						
37						
38						

Manager's Signature:

Date:

	<b>Date</b>	<b>Product</b>	<b>Time</b>	<b>Name of Person (If Known) or Description</b>	<b>Observations</b>	<b>Staff Member</b>
39						
40						
41						
42						
43						
44						
45						
46						
47						
48						

Manager's Signature:

Date:

	<b>Date</b>	<b>Product</b>	<b>Time</b>	<b>Name of Person (If Known) or Description</b>	<b>Observations</b>	<b>Staff Member</b>
49						
50						
51						
52						
53						
54						
55						
56						
57						
58						

Manager's Signature:

Date: