



**NO ID  
NO SALE**

**18+**

Players must be 18+ to buy  
National Lottery products

# CERTIFICATE OF COMMITMENT

TO BEING A RESPONSIBLE RETAILER

Congratulations to

G & G WINES

who passed their mystery shopper visit on

30th JUNE 2022

by correctly refusing the sale and asking for proof of age

### This store abides by the following recommended safeguards:

- Staff are trained on selling age-restricted products
- Have a system in place to ensure all staff ask for ID
- Only accept approved forms of identity – No ID, No Sale
  - Use a Refusal Register for all refused sales



### Acceptable forms of identification:

- Passport
- Photo Driving Licence
- Military ID Card
- Or any ID which has the PASS logo, e.g. CitizenCard



**TOP  
TIPS**

### Continue Being a Responsible Retailer

- ✓ Make sure everyone is trained to request proof of age
- ✓ Always look at the customer and ask for ID if unsure of age
- ✓ Ensure your staff feel supported in challenging customers for ID



**NO ID  
NO SALE**



Players must be 18+ to buy  
National Lottery products

# CERTIFICATE OF COMMITMENT

TO BEING A RESPONSIBLE RETAILER

Congratulations to

G & G FOOD AND WINE

who passed their mystery shopper visit on

23rd November 2021

by correctly refusing the sale and asking for proof of age

### This store abides by the following recommended safeguards:

- Staff are trained on selling age-restricted products
- Have a system in place to ensure all staff ask for ID
- Only accept approved forms of identity – No ID, No Sale
  - Use a Refusal Register for all refused sales



### Acceptable forms of identification:

- Passport
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**TOP  
TIPS**

### Continue Being a Responsible Retailer

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- ✓ Always look at the customer and ask for ID if unsure of age
- ✓ Ensure your staff feel supported in challenging customers for ID

HELLENERGY.COM

# REFUSAL REGISTER



ENERGY  
**COFFEE**

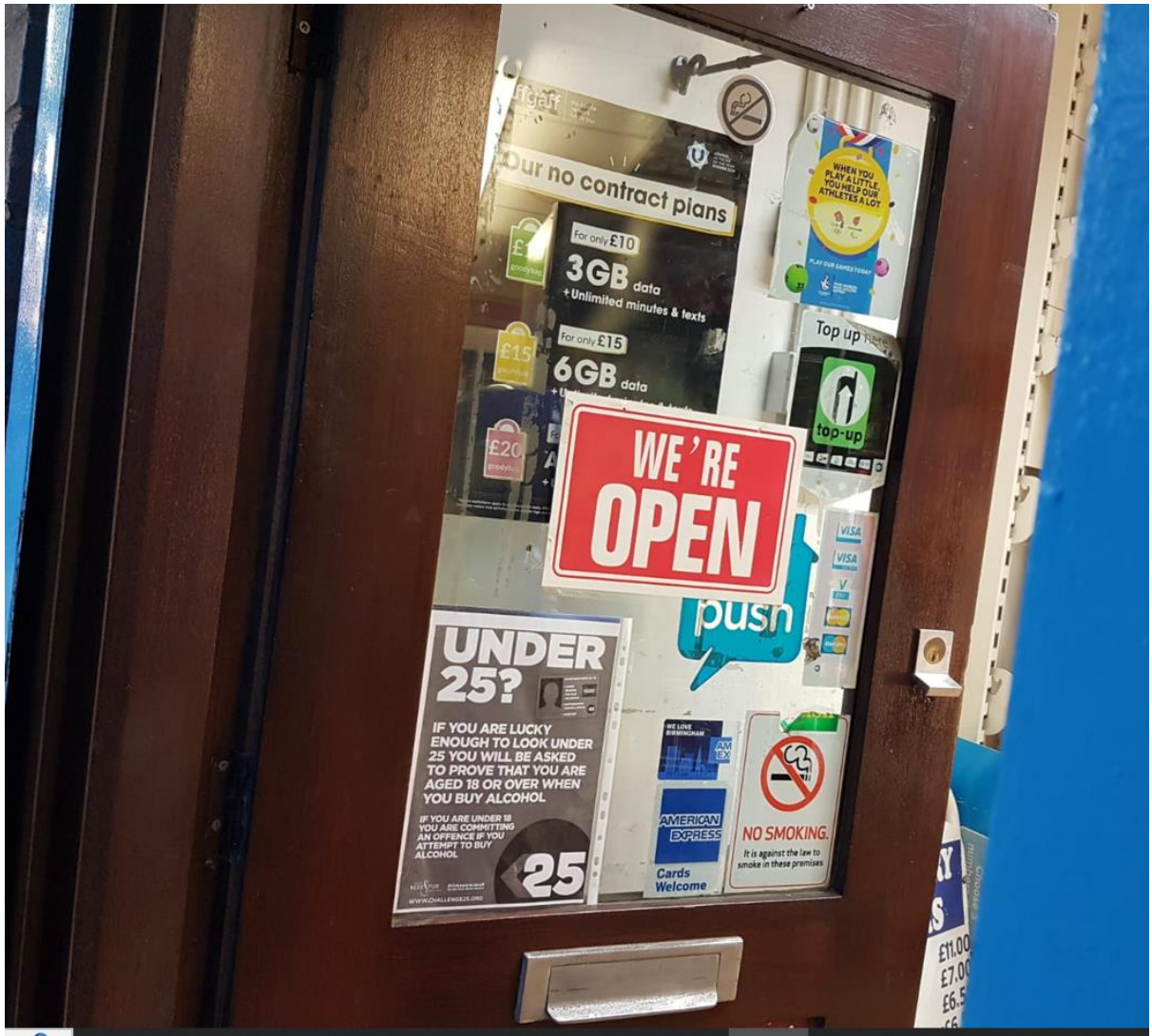
POWERED BY HELL ENERGY

ENERGY  
COFFEE

| DATE     | Time  | PRODUCT           | DESCRIPTION of Person<br>OR NAME IF<br>KNOWN | Comments            | SWIFT<br>Initials |
|----------|-------|-------------------|--|---------------------|-------------------|
| 10-6-23  | 17:05 | Cigs<br>+<br>BEER | NO ID  | Quite<br>AGGRESSIVE |                   |
| 12-6-23  | 18:09 | VAPE              | NO ID<br>AFRICAN ASIAN GIRL                  |                     | GS                |
| 13-6-23  | 17:07 | VAPE              | NO ID  |                     |                   |
| 15-6-23  | 16:59 | WHISKY            | NO ID  |                     |                   |
| 22-6-23  | 15:26 | VAPE              | NO ID<br>(took underage)                     |                     |                   |
| 25-6-23  | 12:54 | Rizla<br>Paper    | NO ID  |                     |                   |
| 2-7-23   | 20:54 | VAPE              | NO ID  |                     | GS                |
| 3-07-23  | 14:10 | VAPE              | NO ID  |                     |                   |
| 3-07-23  | 17:15 | Cigs              | NO ID  |                     |                   |
| 10-07-23 | 12:39 | VAPE              | NO ID  |                     |                   |
| 10-7-23  | 14:12 | VAPE              | NO ID  |                     |                   |











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**GURNIAK SINGH**

has been awarded the

**BIIAB Level 2 Award for Personal Licence Holders**

Award Date: 07 July 2023  
Qualification No: 603/2468/5

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**ELECTRONIC DOCUMENT**  
*Paul Eeles*  
Paul Eeles  
Chief Executive  
BIIAB Qualifications Limited

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**ADVANCED eCERTIFICATE**

Learner Number: AB488899 | Certificate Number: 49684306-02-SN42 |



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**GURSHARAN KAUR RANDHAWA**

has been awarded the

**BIIAB Level 2 Award for Personal Licence Holders**

Award Date: 23 July 2023  
Qualification No: 603/2468/5

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**ELECTRONIC DOCUMENT**  
*Paul Eeles*  
Paul Eeles  
Chief Executive  
BIIAB Qualifications Limited

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**ADVANCED eCERTIFICATE**

Learner Number: AB492264 | Certificate Number: 00401101-02-CT42 |

