

**NO ID  
NO  
SALE!**

## 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.

**Keep the 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:

**18** or older if the product is **LOTTERY**.

**18** or older if the product is **TOBACCO, ALCOHOL, FIREWORK, SOLVENT or KNIVES. + ECIGS, VAPE PRODUCTS**

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) or to under 18s (tobacco/alcohol/fireworks/solvents/knives) both manager and staff are liable to conviction and a fine and/or prison (see guidance, right).

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 or other enforcement activity, or if a threat of legal action against the premises' manager or staff arises.

**ECIGS, VAPE PRODUCTS  
OVER 18 YEARS OLD**

## MAXIMUM PENALTIES

**18**

### TOBACCO

£2,500 fine for selling tobacco to a person below the age of 18  
£1,000 fine for failing to display the Statutory Notice

3 underage sales in a 2 year period may lead to a sanction resulting in the loss of either personal or business right to sell tobacco for 12 months. £20,000 for breaking a sanction [applies only in England and Wales]

### CIGARETTE LIGHTER FUEL & SOLVENTS

£5,000 and/or 6 months prison

### ALCOHOL

£5,000 fine for selling alcohol to a person below the age of 18  
£1,000 fine for allowing staff below the age of 18 to sell alcohol

### FIREWORKS & SPARKLERS

£5,000 and/or 6 months prison

### 18 and R18 MOVIES & GAMES

£5,000 and/or 6 months prison

### KNIVES

£5,000 and/or 6 months prison

**+ ECIGS & VAPE  
PRODUCTS**

**16**

### NATIONAL LOTTERY & SCRATCHCARDS

£5,000 and/or 6 months prison; Following a safe involving Trading Standards testing you may lose your terminal and on a 3rd offence of Camelot's test purchasing they will remove your terminal.

### PARTY POPPERS, CAPS, CRACKER SNAPS

£5,000 and/or 6 months prison

**15**

### 15 MOVIES & GAMES

£5,000 and/or 6 months prison

**12**

### 12 MOVIES & GAMES

£5,000 and/or 6 months prison

[www.noidnosale.com](http://www.noidnosale.com)



## REFUSALS REGISTER

Date	Product	Time	Name of Person or Description	Observations	Staff Member
17/23	Lost Mary	12:35	young boy	NO ID	Jowah
19/23	Tobacco	1:13	young girl	NO ID	Jowah
21/23	Alcohol	3:37	young boy	NO ID	Jowah
23/23	Elf bar	8:18	young girl	NO ID	Jowah
23-07	Tobacco	9-20	young Bo	NO ID	Nur Ba

MANAGER'S SIGNATURE

DATE:



# REFUSALS REGISTER

Date	Product	Time	Name of Person or Description	Observations	Staff Member
13/12	Elfbar	21:10	Young man	No ID	Kazim
17/12	Alcohol	18:30	Young man	No ID	Nuri
20/12	Elfbar	15:32	School	No ID	Nuri
16/03/23	<del>Smoker</del>		<del>Los w.m.p.</del> uncasing		
19/03/23	Los men	4-55	2 Girls	NO ID	Warr
20	Sinces	13-45	young man		Warr
22	ELF BAR	16-25	2 GIRLE	NO ID	KAZIM
17/23	ARIKEL	15-20	1 BOYS	NO ID	KAZIM
16/Jun/23	ELFbar	12:19	1boy	No ID	KAZIM



# REFUSALS REGISTER

Date	Product	Time	Name of Person or Description	Observations	Staff Member
10/09/	Cigarettes	21:30	Young with cap	ask for I-D No ID No Sale	Muri
14/09	ALF BAR	16:15	Two young School Girls	No ID NO SALE	Ali
16/09	Vodka	12:05	Young Boy	No ID	Ali
5/10/	FLF BAR	16:20	Young girl	No ID	Muri
			Paul A Muri	10/11/22	
09/11	Rum	14:38	Young boy	No ID	Nuri
12/11	Elf bar	17:49	Young boy	No ID	Nuri
13/11	Alcohol	19:40	Young girl	No ID	Kazim
16/11	Tabac	18:20	Young Boy	No ID	Muri

MANAGER'S SIGNATURE \_\_\_\_\_

DATE: \_\_\_\_\_





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09/11	Rum	14:38	Young boy	No ID	Nuri
12/11	Elf bar	17:49	Young boy	No ID	Nuri
13/11	Alcohol	19:40	Young girl	No ID	Kazim
16/11	Tabac	18:20	Young Boy	No ID	Muri

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DATE: \_\_\_\_\_





REFUSALS RE

Date	Product	Time	Name of Person or Description	Observations	Staff Member
08-23-15	TABACO	16-23			KAZIM
08-23-16	TABACO	17-44	Girls.	NO ID	KAZIM
08-23-18	ALCOL-	18-16	Boy.	NO ID	KAZIM
08-23-18	TABACO.	21-33	Boy	NO ID	KAZIM
08-23-20	ALCOLL	20-26	Girls	NO ID	KAZIM
08-23-20	ALCOL	19-43	Boy	NO ID	KAZIM
08-23-21	TABACO	21-53	Boy	NO ID	KAZIM
08-23-22	TABACO	16-17	Boy	NO ID	KAZIM
08-23-22	TABOCO	14-11	Girls.	NO ID	KAZIM
08-23-23	ALCOL	19-24	Boy.	NO ID	KAZIM

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DATE: \_\_\_\_\_





Date	Product	Time	Name of Person or Description	Observations	Staff Member
07-2023 30	TABACO	21.09	Girls-	NO. ID-	KAZIM
08-23 01.	ALCOL.	16.29.	Boy.	NO. ID.	KAZIM
08-23 04.	TABACO	1.921	Boy.	NO. ID.	KAZIM
08-23 06.	ALCOL.	21.77.	Boy.	NO. ID	KAZIM
08-23 06	TABACO	1623	Boy.	NO ID	KAZIM
08-23 10	ALCOL.	1836	Girls.	NO. ID.	KAZIM
08-23 11	TABACO	19.13	Girls.	NO ID	KAZIM
08-23 12.	TABACO	17.26	Boy.	NO. ID	KAZIM
08-23 14.	ALCOL	20 14	Girls	NO. ID	KAZIM