

AGE RESTRICTED PRODUCTS SALES POLICY

AGE RESTRICTED PRODUCTS (OVER 18'S ONLY) – Alcohol • Cigarettes & Tobacco

FOUR STAGE SALES PROCEDURE

1. CHALLENGE 25 – If a customer attempting to purchase an age restricted product looks under the age of 25, then they must prove they are over the age of 18.
2. NO PROOF – NO SALE – If a customer can't provide an acceptable form of identification when requested, they will not be served.
3. ACCEPTABLE FORMS OF IDENTIFICATION - Passport • Photo Card Driving Licence • Proof of Age Card with a PASS Hologram
4. IF IN DOUBT; REFUSE TO SERVE - If there is any doubt about the authenticity of the identification presented, always refuse to serve.

FIVE STEP ID AUTHENTICITY CHECK PROCESS

1. CHECK THE PASS HOLOGRAM - Look for the 3D effect and small 'PASS' text in the background of the hologram • The PASS hologram must be flush with the card - not stuck on top of the plastic cover • If in doubt, compare it with a sample card
2. CHECK THE PHOTOGRAPH - Ensure that the photograph is of the person presenting the card • If necessary, politely ask the person to remove their hood, hat or sunglasses to be sure • The photograph must be printed directly on to the card – not stuck on top of the plastic cover
3. CHECK THE DATE OF BIRTH - Calculate the age of the person from the date of birth • The date of birth must be printed on to the card – not stuck on top of the plastic cover
4. CHECK THE CARD - Ensure that the card has not been tampered with or altered • Feel the card, it should be completely smooth – no ridges or anything stuck on to the card
5. CHECK THE PERSON - If you are still unsure about a person's age, your legal responsibility is to refuse to sell • If you refuse to sell items because you believe that the person is too young, report the incident to your supervisor or manager

In order to comply with the Licensing Act 2003 (mandatory licensing conditions) order 2010, this Policy should be applied in conjunction with an 'Age Verification Policy' on premises where alcohol is sold / supplied.

Employee Signature..... Date.....

Manager Signature..... Date.....

IVIII VI ONE EIGHT SIX

ONE EIGHT SIX – CUSTOMER DISPERSAL POLICY

DATE CREATED 18/12/21
DATE OF NEXT REVIEW TBC

The purpose of this Dispersal Policy is to ensure, so far as it is possible, that minimum disturbance or nuisance is caused to our neighbours and to ensure that the operation of the premises makes the minimum impact upon the neighbourhood in relation to potential nuisance and anti-social behaviour. This will be achieved by exercising pro-active measures towards and at the end of the evening.

By ensuring that this Dispersal Policy document is brought to the attention of Management and Staff we will seek to encourage the efficient, controlled and safe dispersal of our patrons during our closing period.

1. At the end of the evening management and staff will assist with the orderly and gradual dispersal of patrons allowing a limited period of ‘drinking-up’ time. Measures to be taken during this period will include:
 - Staff members should visit each group or individual in the premises advising that the premises are now closed and that they should make preparations to leave the venue.
 - music levels should be reduced to a minimum or turned off completely
 - Lighting levels will be gradually increased
 - Staffing levels at service points may be reduced and staff redirected to other duties such as customer dispersal, glass collection and cloakroom duties.
 - Empty glasses should be collected from each table
2. Staff Members (including door personnel when employed) will advise patrons to leave the premises quickly and quietly out of respect for our neighbours.
3. Notices will be displayed requesting our customers to leave quietly and in an orderly manner out of consideration to neighbours and their attention will be drawn to these notices by members of staff.

4. There should be visible management and staff presence in the customer areas during closing time to ensure all customers leave quietly, orderly and quickly.
5. We will ensure the removal of all bottles and drinking receptacles from any patron before exiting the premises (this does not apply in the case of consumption in any delineated external drinking area.)
6. We will actively discourage our customers from assembling outside the premises at the end of the evening.

MANAGER SIGNATURE

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DATE

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