

Guidance on Selling Alcohol for Llandenny Village Hall Users

IMPORTANT: In order to sell alcohol on the premises, you must have the express permission of the Designated Premises Supervisor: Phil Tilley

Reminding you of your responsibilities when selling drinks

Alcohol Sales

Selling an alcohol product to a person under the age of 18 years is unlawful. The Village Hall operates a Challenge 25 Policy. This means that anyone who appears to be under 25 must be challenged to produce valid proof of age. This must contain a photograph and date of birth and the only ID we can accept is a photographic driving licence, a passport, or a PASS approved Proof of Age card.

- If you suspect somebody to be intoxicated (drunk or under the influence of drugs) it is illegal for you to serve them.
- Alcohol can only be sold from 11 am to 11pm

Underage customers

You may find the following points useful in spotting those who are attempting to buy age restricted products whilst underage. Remember such people will be nervous, as they know they are committing a criminal offence:

- **Body Language.** Look out for signs of nervousness such as stuttering and becoming pale. Over confidence and giggling is sometimes a give-away clue.
- **Physical Appearance** in boys, ask yourself: Are they shaving? Look at how they are dressed. Do they have an adult hairstyle? With girls, look for evidence that they have tried to make themselves look older by using excessive make up, high heels to make them appear taller and wearing more mature clothing.
- **Product** What is the person buying? If it is a product which is age restricted and is likely to be favoured by underage (e.g. – alco pops, cider etc.), be particularly careful.
- **Payment Method** Payment with large quantities of loose change can be an indication of an underage person as it may be the result of a collection. Money obtained from a wallet or purse is a more normal practice amongst adults. People who pay by credit or with debit card are, perhaps, less likely to be underage but you cannot be certain.

Adults buying for minors (Proxy sales)

Service should be refused. If you suspect that an adult is buying to give to a child the following course of action should be adopted:

- Question the person politely as to the eventual destination of the purchase
- Explain to them that they commit a criminal offence if they purchase the product with the intention of giving it to a person underage.

Refusing sales

If in doubt – Don't Sell

Be vigilant but remember to be calm and understanding. Be aware that if you break the law, you will be liable, as well as the management and any supervisor in the premises at the time you made the sale. After the customer has chosen, but before they pay for the age-restricted product you must:

Look at them

Remember the Challenge 25 Policy. You should request ID from anyone who appears to be under 25. This should be easier to judge than whether they are under 18.

Don't ask questions

Once you have a doubt about their age you must not serve them until they have provided adequate identification. **DO NOT ASK THE PERSON'S AGE, SIMPLY ASK IF THEY HAVE ID.** When asking for proof of age documentation you may only accept those which contain a photograph and a date of birth, from which you can discover the person's age. This must **ONLY** be: -

- A passport
- A photocard driving licence
- A Proof of Age card with a PASS hologram logo

Do not just accept the ID given. Make sure that you check the details. Look at the photograph and check the date of birth to ensure that the holder is the correct age to purchase the product. If you are satisfied that the card is genuine, you are entitled to accept it (provided it is not an obvious forgery i.e., details crossed out and others written in).

- If, after proof of age is provided, you are still unhappy about either the age of the person or the document provided, you are entitled to refuse service.
- Draw their attention to the notices in the premises, which govern the sale of that particular product. You should be polite but firm. You should, for example, say:

“If you are over 18, I apologise, but in my opinion, you do not look 25 and I cannot serve you”

- Don't let yourself be drawn into an argument or into discussing your decisions.
- Your decision is final. It is your responsibility, not that of any other person in the premises.
- If the customer queries your decision, inform them that your policy follows the
- recommendations of police and trading standards officers as well as the Home Office.

Drunk or intoxicated

If a potential customer appears to be under the influence of drink or drugs you must refuse to serve without any further discussion. But please remember that some symptoms of drunkenness such as slurred speech can be a symptom of a medical condition. You need to establish also that they are unsteady on their feet, their eyes appear glazed, and they smell of alcohol.

BE FIRM BUT POLITE

Refusal in this situation can sometimes lead to conflict if handled incorrectly. Point out to them that you could lose your job by serving them in their present condition.