

Best Practice | Useful steps to avoid breaking the law

Never assume the age of the young person.

If in doubt then ask the person their age and always seek proof.

If they cannot prove their age then *refuse to sell*.

Ensure that *all* your staff (including temporary and part time staff) are fully trained not to sell age-restricted products to children.

Regularly remind your staff not to sell age-restricted products to children and provide regular training. It is also good practice to maintain a refusals book.

Display the statutory notices for the sale of cigarettes, fireworks and lottery tickets.

You can also **display notices** about lighter refills, alcohol and solvents.

Separate age-restricted videos from general videos and keep solvents out of view to make it easier for you to control their supply.

Cigarette vending machines must be located where their usage can be monitored and controlled.

Consider a 21 policy for alcohol and 18 policy for cigarettes by requesting proof of age if the purchaser does not look over 21 for alcohol and 18 for cigarettes.