

Under 25?

If you appear  
to be under 25  
years of age  
we have to ask  
you for I.D for  
alcohol purchases

It is a criminal  
offence to  
attempt OR to  
purchase alcohol for a  
person under 18 years  
of age

We are duty bound to report  
this to the police. It is  
punishable by fine OF UP TO  
£5000

CCTV OPERATES  
THROUGHOUT  
THIS STORE FOR  
THE PROTECTION  
OF CUSTOMERS  
AND STAFF AND  
TO DETECT CRIME  
AND DISORDER

DEAR  
CUSTOMER- PLEASE RESPECT  
THE NEEDS OF LOCAL  
RESIDENTS AND LEAVE THE  
PREMISES AND THE AREA  
QUIETLY

and not loiter or consume alcohol outside the premises.

THANK YOU

I, \_\_\_\_\_ BEING A PERSONAL LICENCE HOLDER HEREBY AUTHORIZE THE FOLLOWING  
STAFF MEMBERS TO SELL ALCOHOL AT \_\_\_\_\_

[illegible]



[illegible]







[illegible]



[illegible]



[illegible]

[illegible]

[illegible]





# REFUSAL REGISTER

## INCIDENT BOOK

The following details shall be recorded: -

Date

Time

Location

Nature of incident

Summary of incident

SIGNATURE OF STAFF AND DPS

Any incidents of disorder

Any visit by a relevant authority or emergency service

All ejections of patrons

.Any drugs or offensive weapons found

TIME	DATE	STAFF SIGS	DETAILS OF INCIDENT-	ACTION TAKEN	ANY POLICE CONTACT LOG NO. OR	SIGS DPS
------	------	---------------	----------------------	-----------------	---	-------------

					CRIME NUMBER IF ANY	

TIME	DATE	STAFF SIGS	DETAILS OF INCIDENT-	ACTION TAKEN	ANY POLICE CONTACT LOG NO. OR	SIGS DPS
------	------	---------------	----------------------	-----------------	---	-------------

					CRIME NUMBER IF ANY	

TIME	DATE	STAFF SIGS	DETAILS OF INCIDENT-	ACTION TAKEN	ANY POLICE CONTACT LOG NO. OR CRIME NUMBER IF ANY	SIGS DPS

TIME	DATE	STAFF SIGS	DETAILS OF INCIDENT-	ACTION TAKEN	ANY POLICE CONTACT LOG NO. OR CRIME NUMBER IF ANY	SIGS DPS

TIME	DATE	STAFF SIGS	DETAILS OF INCIDENT-	ACTION TAKEN	ANY POLICE CONTACT LOG NO. OR CRIME NUMBER IF ANY	SIGS DPS



TIME	DATE	STAFF SIGS	DETAILS OF INCIDENT-	ACTION TAKEN	ANY POLICE CONTACT LOG NO. OR CRIME NUMBER IF ANY	SIGS DPS

TIME	DATE	STAFF SIGS	DETAILS OF INCIDENT-	ACTION TAKEN	ANY POLICE CONTACT LOG NO. OR CRIME NUMBER IF ANY	SIGS DPS

TIME	DATE	STAFF SIGS	DETAILS OF INCIDENT-	ACTION TAKEN	ANY POLICE CONTACT LOG NO. OR CRIME NUMBER IF ANY	SIGS DPS

TIME	DATE	STAFF SIGS	DETAILS OF INCIDENT-	ACTION TAKEN	ANY POLICE CONTACT LOG NO. OR CRIME NUMBER IF ANY	SIGS DPS

TIME	DATE	STAFF SIGS	DETAILS OF INCIDENT-	ACTION TAKEN	ANY POLICE CONTACT LOG NO. OR CRIME NUMBER IF ANY	SIGS DPS

TIME	DATE	STAFF SIGS	DETAILS OF INCIDENT-	ACTION TAKEN	ANY POLICE CONTACT LOG NO. OR CRIME NUMBER IF ANY	SIGS DPS

Cctv log

**CHECK CCTV ON  
REGULAR BASIS**

TIME	DATE	STAFF SIG	NAME OF PERSON CHECKING CCTV	ACTION TAKEN		SIGS DPS



TIME	DATE	STAFF SIGS	NAME OF PERSON CHECKING CCTV	ACTION TAKEN	ANY POLICE CONTACT LOG NO. OR CRIME NUMBER IF ANY	SIGS DPS

TIME	DATE	STAFF SIGS	NAME OF PERSON CHECKING CCTV	ACTION TAKEN	ANY POLICE CONTACT LOG NO. OR CRIME NUMBER IF ANY	SIGS DPS

TIME	DATE	STAFF SIGS	NAME OF PERSON CHECKING CCTV	ACTION TAKEN	ANY POLICE CONTACT LOG NO. OR CRIME NUMBER IF ANY	SIGS DPS

TIME	DATE	STAFF SIGS	NAME OF PERSON CHECKING CCTV	ACTION TAKEN	ANY POLICE CONTACT LOG NO. OR CRIME NUMBER IF ANY	SIGS DPS

## CHILD SEXUAL EXPLOITATION

What are your responsibilities working in the licensed trade?

Under the Licensing Act 2003 premises licence holders and designated premises supervisors have a legal responsibility to make sure that children and young people are protected from harm at their premises.

The guidance issued under Section 182 of the Licensing Act 2003, requires that children must be protected from “physical, psychological and moral harm”, so premises allowing persons under the age of 18 are expected to have systems in place to safeguard children and young people.

One of the risks at licensed premises is that of sexual exploitation. To minimise the risk to children and young people, premises need to have preventive systems in place.

What is child sexual exploitation?

Exploitative situations, contexts and relationships where young people (or a third person or persons) receive something (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or another or others performing on them, sexual activities.

How might this involve licensed premises?

Premises providing goods or services that can be offered to children as gifts in exchange for sexual favours (for example, free food, drinks or cigarettes; free transport; free access to a venue in exchange for sexual favours) present risk if a groom is employed there (or works voluntarily) and has regular or private contact with children.

LOOK FOR for any signs of vulnerability

Are children looking scared or distressed-are they too young to be on their own

Are they looking lost

Make sure you understand THE Operation Makesafe poster

What to do if you have concerns about child sexual exploitation

Ring the Police on 101 (or 999 in an emergency)

Child Line 0800 1111 (24 hour helpline)

LOCAL COUNCIL

Our policy is to report any suspicious behaviour

This would be adults passing any goods to children in return for favours

Report such behaviour to police and childline and/or other referenced numbers above .

If you have any worries about a child's safety speak to THE DPS

Those best placed to consider what to do about your worries are the specialist professionals in the area the child lives. It is their job, in law, to help safeguard and protect children. It is vital that you discuss your concerns with those who are best placed regarding any concerns that you have, no matter how trivial they may seem initially.

**Finally, if you think a child is at risk of immediate harm, please contact the police by calling 999**

**STAFF TRAINING PROGRAM**

Your text here

Copyright

Pr Retail Consultants Ltd

It is illegal to use this material  
without written consent

From Pr Retail Consultants  
Ltd

**THE FOUR LICENSING OBJECTIVES**

**PUBLIC SAFETY**

**PROTECTION OF CHILDREN FROM HARM**

**PREVENTION OF PUBLIC NUISANCE**

**PREVENTION OF CRIME AND DISORDER**

Copyright

Pr Retail Consultants Ltd

It is illegal to use this material  
without written consent

From Pr Retail Consultants  
Ltd

**PUBLIC SAFETY**

CCTV

EASY ACCESS AND EXIT TO /FROM PREMISES

RISK ASSESSMENTS

Copyright

Pr Retail Consultants Ltd

It is illegal to use this material  
without written consent

From Pr Retail Consultants  
Ltd



## **PROTECTION OF CHILDREN FROM HARM**

**COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD**

AGE VERIFICATION

PROXY SALE TRAINING

STAFF NEED TO BEAR IN MIND THAT ADULTS MAY ATTEMPT TO PURCHASE ALCOHOL FOR PEOPLE UNDER EIGHTEEN YEARS AGE.

STAFF SHOULD ENSURE THEY USE THERE BEST ENDEAVOURS TO PREVENT THIS.

THE FOLLOWING MAY MEAN THAT PEOPLE ARE BUYING FOR **COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD**

PERSONS WHO ARE UNDERAGE:

A PERSON MAY PURCHASE A GREAT DEAL OF ALCOHOL WHICH MAY SIGNAL THEY ARE PURCHASING FOR OTHER PEOPLE. THEY MAY HOWEVER JUST BE HAVING A PARTY. IF YOU ARE IN ANY DOUBT ASK THE PURCHASER IF THE ALCOHOL IS FOR THIER OWN CONSUMPTION.

VERY OFTEN THE CHILDREN WILL BE WAITING FOR THE ALCOHOL NOT FAR FROM THE SHOP.  
OBSERVE WHAT IS GOING ON OUTSIDE

UNDERAGE PEOPLE MAY COME INTO THE SHOP AND ASK FOR SAY bottle shiraz wine AND A COKE WHICH IS DECLINED

IMMEDIATELY OR SOON AFTER AN ADULT ASKS for bottle shiraz wine AND A COKE

THIS IS A SURE SIGN THAT IT IS LIKELY A PROXY SALE

SIGNS ARE PUT UP IN THE SHOP NEAR THE ALCOHOL SALES SECTION REMINDING CUSTOMERS THAT IT IS A CRIMINAL OFFENCE TO PURCHASE ALCOHOL ON BEHALF OF PERSONS UNDER EIGHTEEN YEARS OF AGE.

IF STAFF SUSPECT AN INDIVIDUAL THEN THEY CAN REMIND THEM OF THIS LAW. ALSO AN INDIVIDUAL MAY RETURN TO THE SHOP FOR MORE ALCOHOL. IT SHOULD BE ASKED WHY THEY DID NOT BUY THE ALCOHOL THEY NEEDED ON THE FIRST VISIT

IF IN DOUBT SAY IT IS COMPANY POLICY NOT TO SERVE A PERSON MORE THAN ONCE IN A DAY.

REMIND PEOPLE IT IS A CRIMINAL OFFENCE TO SUPPLY UNDER EIGHTEENS WITH ALCOHOL

IF IN ANY DOUBT DO NOT SERVE.

### **CHILD PROTECTION POLICY**

**Any concerns call child line or local council**

**COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD**

### **GROUPS OF PEOPLE**

A GROUP OF SAY TWO OR THREE PEOPLE MAY COME INTO THE SHOP TO BUY ALCOHOL.

ONE OF THE GROUP MAY BE OVER EIGHTEEN. HOWEVER IN THIS CASE THE WHOLE GROUP SHOULD BE ASKED FOR I.D.

HOWEVER COMMON SENSE SHOULD PREVAIL.

TWO ADULTS AND A SEVEN YEAR OLD

OBVIOUSLY FAMILY GROUPS SHOULD NOT BE ASKED TO PROVIDE I.D. FOR CHILDREN SO YOUNG.

HOWEVER YOU MAY HAVE A PARENT COME IN THE SHOP AND THEIR CHILD WHO IS A TEENAGER BUT NOT EIGHTEEN STARTS SELECTING THE ALCOHOL FOR THE PARENT TO BUY. IN THIS CASE CLEARLY THE ALCOHOL IS FOR THE CHILD SO THE SALE SHOULD BE DECLINED EXPLAINING THAT IT IS A CONDITION OF THE LICENCE TO ASK ALL PERSONS IN THE GROUP FOR I.D. AND THAT THE MATTER IS OUT OF YOUR HANDS.

OBVIOUSLY COMMON SENSE WILL HAVE TO PREVAIL BUT DO NOT FORGET IT IS YOU THAT WILL BE HELD RESPONSIBLE BY THE POLICE SHOULD AN ADULT PASS ALCOHOL ON TO UNDER EIGHTEENS IF YOU HAVE NOT CARRIED OUT THE REQUIRED CHECKS.

**COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD**

COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD

### **CONSEQUENCES OF AN UNDERAGE SALE**

IF AN UNDERAGE SALE TAKES PLACE THE FOLLOWING MAY OCCUR .

- 1) YOU AND DPS COULD BE FINED AN UNLIMITED AMOUNT AND SENT TO PRISON
- 2) THE LICENCE CAN BE REVIEWED
- 3) ALSO DEFENDANTS MAY HAVE TO PAY COURT COSTS

THE POLICE CAN ISSUE A FIXED PENALTY NOTICE OF £90 FOR THE FOLLOWING OFFENCES:

CONSUMPTION OF ALCOHOL BY AN UNDER 18 YEAR OLD

SELLING ALCOHOL TO AN UNDER 18 YEAR OLD

OBTAINING ALCOHOL FOR AN UNDER 18 YEAR OLD

ALLOWING CONSUMPTION OF ALCOHOL BY AN UNDER 18 YEAR OLD

DELIVERY OF ALCOHOL TO AN UNDER 18 YEAR OLD

ALLOWING DELIVERY OF ALCOHOL TO AN UNDER 18 YEAR OLD

THE FINE CAN BE UNLIMITED AND/OR SIX MONTHS IN JAIL.

COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD

COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD

COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD

### **PREVENTION OF PUBLIC NUISANCE**

THE ISSUES WILL MAINLY CONCERN NOISE NUISANCE, LIGHT POLLUTION, NOXIOUS SMELLS AND LITTER.

PUBLIC NUISANCE MAY ALSO ARISE AS A RESULT OF THE ADVERSE EFFECTS OF ARTIFICIAL LIGHT, DUST,

ODOUR AND INSECTS OR WHERE ITS EFFECT IS PREJUDICIAL TO HEALTH.

WE HAVE A LITTERPATROL POLICY

MAKE SURE FRONT AND SURROUNDING AREA KEPT FREE OF ANY LITTER

MAY INVOLVE COLLECTION OF LITTER NOT EMANATING FROM OUR PREMISES IF SAFE TO DO SO

COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD

COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT  
WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD

**PREVENTION OF CRIME AND DISORDER**

WE HAVE CCTV TO RECORD INCIDENTS

NOT TO SELL TO DRUNKS OR STREET DRINKERS

ADEQUATE STAFFING LEVEL SO POLICE CAN BE CALLED IF NECESSARY

AGE VERIFICATION

CONDITIONS ON LICENCE

COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT  
WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD

## **AGE VERIFICATION AND CHALLENGE 25**

**ALL PERSONS WHO APPEAR TO BE UNDER 25 WHO ATTEMPT TO PURCHASE ALCOHOL MUST BE ASKED FOR I.D.**

### **UK DRIVING LICENCE**

CHECK DATE OF BIRTH AND PHOTO

PHOTO SHOULD NOT BE RAISED FROM ANY ID DOCUMENT-MUST BE SMOOTH

.CHECK PHOTO IS LIKENESS OF PERSON

CHECK EMBOSSED SURNAME , TRIANGLE , ONE WAY SIGN OR STEERING WHEEL. OR EMBOSSED SECTION 9

USE ULTRAVIOLET LIGHT IF AVAILABLE

**COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD**

### **UK PASSPORT**

CHECK DATE OF BIRTH AND PHOTO

PHOTO SHOULD NOT BE RAISED FROM ANY ID DOCUMENT-MUST BE SMOOTH

CHECK HOLOGRAM –THREE DIMENSIONAL IMAGE-THAT THE PASSPORT IS INTACT AND HAS NOT BEEN TAMPERED WITH. FOR EXAMPLE THE PHOTO DOES NOT STAND UP FROM THE PAGE. OR THAT THE TRANSPARENT COVER OVER THE PHOTO IS NOT DAMAGED AND A DIFFERENT PHOTO PUT INSIDE.

CHECK THE PHOTO IS A LIKENESS OF THE PERSON PURCHASING THE ALCOHOL.

CHECK THE DATE OF BIRTH ON THE PASSPORT.

USE ULTRA VIOLET LIGHT IF AVAILABLE

## **PASS CARDS**

CHECK DATE OF BIRTH AND PHOTO AND PASS HOLOGRAM AND THERE MUST BE LARGE 18+ PRINTED ON CARD

PHOTO SHOULD NOT BE RAISED FROM ANY ID DOCUMENT-MUST BE SMOOTH

COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD



## **CONDITIONS ON THE LICENCE**

IN THIS SECTION WE LOOK AT CURRENT CONDITIONS ON THE LICENCE AND PROPOSED CONDITIONS TO BE ADDED

IT IS A CRIMINAL OFFENCE NOT TO COMPLY WITH CONDITIONS ON A LICENCE

COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD

COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD

## **DRUNKS AND STREET DRINKERS**

IN THIS SECTION WE LOOK AT HOW TO MAKE SURE WE DO NOT SERVE DRUNKS OR STREET DRINKERS

HOW TO RECOGNIZE A DRUNK PERSON

HOW TO RECOGNIZE A STREET DRINKER

COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD

PLEASE DO NOT SERVE DRUNKS OR STREET DRINKERS.

HOW DO WE DEFINE A DRUNK?

YOU WILL AS PART OF THIS TRAINING BE SHOWN ANY KNOWN STREET DRINKERS IN THE AREA

.

IN AN OFF-LICENCE I WOULD DESCRIBE A DRUNK AS

SOMEONE WHO IS UNSTEADY ON THERE FEET

HAS TROUBLE SPEAKING AND SLURS THERE WORDS

HAS TROUBLE SORTING OUT THEIR MONEY.

AND DROPPING THEIR MONEY

HAVE ALCOHOL SMELL ON THEIR BREATH ALTHOUGH SOME ARE GOOD AT HIDING THE SMELL

IF IN DOUBT DO NOT SERVE.

SOME PEOPLE HOWEVER THEY WILL BE FEW AND WILL LIKELY BE KNOWN TO YOU WILL HAVE DIFFICULTY WITH THE ABOVE DUE TO ILLNESS BUT YOU MUST BE CAREFUL AND REALISE THAT SOME GENUINE PEOPLE WILL NOT GET

SERVED BUT IT WILL NOT STAND UP IN COURT IF YOU SAY YOU THOUGHT THE PERSON HAD AN ILLNESS

IF PERSONS ARE OBSERVED DRINKING ALCOHOL IN A NEARBY STREET PLEASE DO NOT SERVE THEM ANY PRODUCTS AND REPORT THE MATTER TO THE DPS.

**COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD**

.

## **STREET DRINKERS**

MAY BE UNSHAVEN AND HAVE SCRUFFY APPEARANCE.

USUALLY INTOXICATED

DRUNK

THE DPS WILL TALK TO YOU ABOUT THIS.

THE POLICE MAY IDENTIFY STREET DRINKERS TO US.

UNDER NO CIRCUMSTANCES SERVE THESE PEOPLE.

DO NOT SERVE STREET DRINKERS. BE AWARE OF THE LOCAL AREA SO ANY STREET DRINKERS GO SOMEWHERE ELSE.

COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD

COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD

## **REFUSAL REGISTER**

PLEASE USE THE REFUSAL FOR ANY REFUSED SALES OF AGE RESTRICTED PRODUCTS

FOR EXAMPLE

NO ID

DRUNK

KNOWN STREET DRINKER

**Incident book**

**PLEASE USE THE INCIDENT BOOK FOR ANY RELEVANT INCIDENTS**

**CRIME AND DISORDER**

**PUBLIC NUISANCE ETC**

**SEE INCIDENT BOOK FOR FURTHER DETAILS**

COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT  
WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD

COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT  
WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD



## **LICENSING HOURS**

**COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT  
WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD**



## **PUNISHMENT AND FINES**

THERE ARE AN ARRAY OF PUNISHMENTS UNDER THE LICENSING ACT 2003

IT IS BEST PERHAPS BEST TO REMEMBER THAT FOR MOST OFFENCES THE FINE CAN BE UNLIMITED  
AND THE PRISON SENTENCE SIX MONTHS

COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT  
WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD

### **RESPONSIBLE AUTHORITIES**

PLEASE BE HELPFUL IF ANY RESPONSIBLE AUTHOTITIES OR AUTHORIZED AUTHORITIES CALL

PLEASE ENTER IN THE INCIDENT BOOK AND REPORT TO THE DPS

ALL SHOULD HAVE I.D.

SUCH AS

POLICE

ENVIRONMENTAL HEALTH

FIRE OFFICE

LICENSING OFFICER

TRADING STANDARDS OFFICE

CHILD PROTECTION FROM HARM OFFICER

IMMIGRATION OFFICIAL

AMONG OTHERS

COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT  
WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD

COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT  
WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD

CCTV

AT ALL TIMES COMPLY WITH DATA PROTECTION

IT IS NOT LAWFUL TO SHOW RECORDED CCTV FOOTAGE UNLESS AN APPROPRIATE REQUEST IS MADE

THE AUTHORITIES SHOULD KNOW THIS AND IT IS USUAL FOR A SECTION 29 REQUEST IS MADE  
POLICE MAY HAVE ACCESS IF IN PURSUIT OF CRIMINAL-THEY SHOULD KNOW THE RULES

COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT  
WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD

### **STOCK CONTROL-GOODS-ALCOHOL-CIGARETTES**

WE UNDERSTAND WE CANNOT TAKE PART IN ANY STOCK SWAPS. WE CAN NOT ORDER ANY ALCOHOL OR TOBACCO ,ACCEPT DELIVERY OF ANY ALCOHOL OR TOBACCO OR PAY FOR ANY ALCOHOL OR TOBACCO -WE CANNOT REFUND CUSTOMERS MONEY FOR ALCOHOL OR TOBACCO AS THEY MAY BRING IN NON DUTY/ILLICIT STOCK THAT HAS NOT BEEN SOLD BY US TO ATTEMPT TO OBTAIN MONEY AND THE GOODS MAY BE STOLEN-ALL REQUESTS TO BE RELAYED TO THE DPS- IF ANY PERSON CALLS AT THE PREMISES ATTEMPTING TO SELL TOBACCO OR ALCOHOL PLEASE REPORT IMMEDIATELY TO TRADING STANDARDS AND DPS WHO WILL ALSO REPORT TO TRADING STANDARDS

### **AGE TRELATED PRODUCTS AVAILABLE AT THIS PREMISES**

#### **GAS LIGHTERS AND REFILLS**

#### **RIZLA PAPERS**

#### **ALCOHOL**

#### **TOBACCO**

#### **VAPE PRODUCTS**

## **LIST ANY OTHERS**

**Please follow challenge 25 policy for above products**

**CONDITIONS ON LICENCE**

**IT IS A CRIMANAL OFFENCE NOT TO COMPLY WITH CONDITIONS AND AN UNLIMITED FINE AND SIX MONTHS JAIL SENTENCE CAN OCCUR ON SUMMARY CONVICTION IF THEY ARE BREACHED**

**COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD**

**OUTSIDE LICENSING HOURS**

NO ALCOHOL CAN BE SOLD OUTSIDE LICENSING HOURS GRANTED

UNLIMITED FINE AND IMPRISONMENT CAN OCCUR

COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT  
WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD

## **CONFLICT MANAGEMENT**

WHEN REFUSING SERVICE AT ALL TIMES REMAIN CALM

DO NOT RAISE YOUR HANDS OR POINT

DO NOT SHOUT

PLEASE SAY THAT YOU COULD LOSE YOUR JOB IF YOU WERE TO SERVE THE CUSTOMERS

IT IS ALWAYS GOOD PRACTICE TO DEFLECT THE BLAME FROM YOURSELF

FOR EXAMPLE IT IS INSTRUCTION FROM MANAGEMENT