

Refusals Register

How to use the Refusals Register

It is an **offence** to allow under 18s to access or use sunbeds. Lancaster City Council recommend implementing a **Challenge 25** approach. The Refusals Register should be kept in a safe place away from customers where all staff can access it easily. When a customer is challenged to provide Identification, you should record this in the register. Record both when a customer is refused and when they are not. This demonstrates that you are challenging people who appear under 25. The owner/manager will monitor that the register is being used properly and sign the bottom of each page.

Tips for staff

Asking for proof of age

This helps the situation as it is not a direct refusal. It says that you will make the sale if they can produce valid proof of age. Only accept proof of age with a photo, and only then if you are happy it is correct. **Refuse politely**, if necessary, repeat your refusal clearly. **Keep calm** and don't get into an argument.

Explain briefly why you cannot sell a sunbed, try saying:

- 'I'm sorry, if I serve you I will be breaking the law'
- 'Our policy is to ask anyone who looks under 25 for identification: no proof of age, no sale'
- 'It is illegal for us to allow people under 18 to use the sunbeds'.
-

Give them the web address for an approved proof of age card scheme www.pass-scheme.org.uk and tell the customer that if they come back with a proof of age card showing they are old enough you will be happy to serve them.

Be positive in your refusal

Have a firm tone of voice, be confident and use direct eye contact. Do not waver from your decision not to sell. If you look unsure a customer may think you are likely to change your mind and continue to argue. The law is on your side and you are doing the right thing. You can refer to posters provided by Lancaster City Council, available to download for free from www.lancaster.gov.uk/sunbeds

Call your supervisor or manager for support if necessary

Record details in your Refusals Register.

Report incidents where you have felt threatened and/or intimidated

Dial 999 for police assistance if the situation becomes an emergency, for example in the case of an assault, threats, swearing, etc. or call the police on 101 to report low level incidents such as nuisance youths at the premises or situations where you have felt intimidated.





Refusals Register

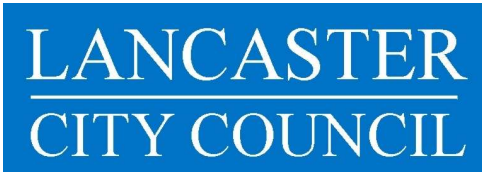


Date	Time	Name of person and/or description	ID provided <i>(e.g. passport, driving license, military card, age scheme, etc.)</i>	Refused	Comments	Staff initials
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		

Premises.....Managers signature Date.....



Refusals Register



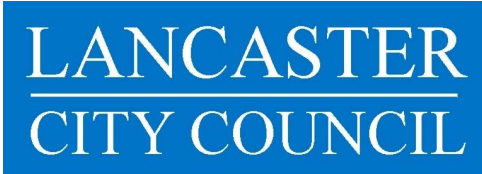
Promoting City, Coast & Countryside

Date	Time	Name of person and/or description	ID provided <i>(e.g. passport, driving license, military card, age scheme, etc.)</i>	Refused	Comments	Staff initials
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		

Premises.....Managers signature Date.....



Refusals Register



Promoting City, Coast & Countryside

Date	Time	Name of person and/or description	ID provided <i>(e.g. passport, driving license, military card, age scheme, etc.)</i>	Refused	Comments	Staff initials
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		
/ /	:			<input type="checkbox"/> Yes <input type="checkbox"/> No		

Premises.....Managers signature Date.....