Central England Trading Standards Authorities

EnTSA

ID Verification Checklist for Age-Restricted Sales

Selling age-restricted products to underage individuals can result in serious consequences for your business. To avoid fines or prosecution, always verify age using an approved form of ID. Use this checklist to aid compliance.

Navigate Compliance with Confidence: Your Pathway to Building Customer Trust

1. Acceptable Forms of Identification

Make sure the ID is one of the following:

Military Identification Cards (MOD90)

- Can be used as proof of age.
- Note: Military IDs can be held by 16- and 17-year-olds, so always double-check the date of birth on the ID.

PASS Cards

- Used for age verification. A reliable form of ID for those who don't drive or have a passport. The PASS scheme is the UK's national scheme for proof of age standards, ensuring that cards are reliable and verifiable.

Passports

- Both UK and foreign passports are valid for age verification.

Driving Licences (Provisional or Full)

- Both provisional and full driving licences are valid for age verification.
- Note: Provisional Driving Licences can be held by 17-years-olds, so always double check the date of birth on the ID.

2. Key Features to Check on IDs

Even if the ID is valid, make sure you confirm these details:

✓ **Hologram:**
Look for a clear, visible hologram. This is difficult to fake and ensures authenticity.

✓ **Photograph:**
Ensure the photo matches the person. If in doubt, ask for a closer look, if in doubt refuse the sale.

✓ **Date of Birth:**
Check the date of birth against the legal age for the product. If they're underage, refuse the sale.

✓ **Smooth, Un-Tampered Card:**
Ensure the card isn't scratched, bent, or damaged. Any signs of tampering should raise suspicion.

✓ **Check the Person:**
Does the person in front of you match the photo? If something doesn't seem right, refuse the sale.

3. Important: Use the Year of Birth to Verify Age Quickly

When checking the date of birth, use the year of birth to quickly verify if the person is of legal age for purchasing age-restricted products. This simple step helps speed up the process and ensures you're following the law.

4. What to Do if You're Unsure

❌ Refuse the Sale:
If the ID doesn't meet all the checks or if you're uncertain about its authenticity, it's your legal responsibility to refuse the sale.

❗ Refuse the ID:
If the ID seems fake or the person looks underage, you have the right to refuse it.

📝 Record the Details (if applicable):
When you refuse a sale, record the details in your refusals register or EPOS system. This helps protect you in case of any issues.

5. Helpful Tips for Successful Age Verification

Don't Be Afraid to Ask for ID:

Always ask for ID if someone looks under 25. It's better to be cautious and ask than to risk a fine or prosecution.

Use a 'Challenge 25' Policy:

If you're unsure if someone is over 25, ask for ID. This simple practice ensures you're compliant with the law.

Stay Consistent:

Apply the same rules for every age-restricted sale to avoid mistakes and ensure fair treatment for all customers.

Remember: You Have the Right to Refuse the Sale! If you're in doubt, always refuse the sale. It's your responsibility to ensure age-restricted products are sold only to those of legal age.

For More Information:
Visit our website here or contact your local Trading Standards for further support.

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