

# REFUSALS REGISTER



If a customer fails to produce valid photo – ID which confirms his or her age, the sale should be **REFUSED** and recorded in the refusals register, after the customer has left the premises.

Keep the register close to the counter but out of sight.

The sale should be **REFUSED** if the customer is unable to prove he or she is 18 years or older, if the product is a tobacco product including roll your own tobacco, cigarettes, cigars, cigarette papers and filters.

All staff should know where the refusals register is kept and should write an entry whenever an age-related sale is **REFUSED**.

If staff sell tobacco products to under 18's, both manager and staff may be liable on conviction to a fine and/or imprisonment (see guidance, below).

The manager will sign off and date each page of the register, which will be kept in a safe place away from customers. The register may need to be produced in the event that enforcement officers from the OTC or the relevant Health Board undertake test purchases or other enforcement activity, or if a threat of legal action against the premises' manager or staff arises.

Copies of this register can be downloaded from [www.showmeid.ie](http://www.showmeid.ie)

**PLEASE KEEP COMPLETED COPIES ON FILE.**

## **MAXIMUM PENALTIES**

### **PUBLIC HEALTH (TOBACCO) ACTS 2002 TO 2009**

Fine not exceeding **€3,000** and/or up to 3 months imprisonment for selling a tobacco product by retail, or supplying a tobacco product, to, or inviting an offer to purchase a tobacco product by, a person who has not attained the age of 18 years.

Fine not exceeding **€3,000** and/or up to 3 months imprisonment for failing to show prescribed sign informing the public that tobacco products may be sold at those premises to persons who have attained the age of 18 years.

Conviction could also lead to loss of registration with the OTC for up to 3 months (and retailing tobacco products without being registered could lead to a fine of up to **€125,000** and/or a prison term of up to 2 years).