

Refusals book

The law prohibits the selling of certain goods such as cigarettes and alcohol to young people. Ask for proof of age before you sell.

Name and address of shop



Refusals book

How to use this book:

When you or your staff refuse a sale make a record in this refusal book.

You should monitor the refusals book to:

- ensure that all staff are using it
- see if there are any patterns

If you require a new refusals book or need further advice please contact Islington Trading Standards Service, using the contact details given below.

Useful contacts

Islington Trading Standards Service

Tel: 020 7527 3198

Email: trading.standards@islington.gov.uk

Islington Business Partnership

Tel: 020 7527 3185

Email: businesspartnership@islington.gov.uk

Islington Licensing Service

Tel: 020 7527 3803

Email: licensing@islington.gov.uk

Islington Police Safer Neighbourhoods' Teams

Tel: 020 7704 1212

Web: www.met.police.uk/saferneighbourhoods

Record of refusals

Date and time	Product	Person refused	Asked for ID?	Comments	Refused by
<i>Example:</i> <u>05 / 03 / 07</u> @ <u>3 : 15</u> am/pm	<input checked="" type="checkbox"/> Alcohol <input type="checkbox"/> Tobacco <input type="checkbox"/> Other _____ _____	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female Desc. <u>Brown Hair</u> Approx. Age <u>17</u> Height <u>5' 4"</u> Build <u>Slim</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<u>Boy wearing city</u> <u>uniform</u> _____ _____	 <u>John Smith</u> <u>Assistant</u>
___ / ___ / ___ @ ___ : ___ am/pm	<input type="checkbox"/> Alcohol <input type="checkbox"/> Tobacco <input type="checkbox"/> Other _____ _____	<input type="checkbox"/> Male <input type="checkbox"/> Female Desc. _____ Approx. Age _____ Height _____ Build _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____ _____ _____	_____ _____
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Record of refusals review

<p><i>Example:</i> 01/04/07—Suspicion City school students are asking for products – will let safer neighbourhood team know. Employee J Smith has made no entries – will ask why.</p>