

## Checking proof of age

When you ask somebody to produce proof of age in order to complete a purchase you must ensure that only an approved form of identification is accepted and that you check it correctly :

Only accept:

- a valid passport
- a European-style photo driving licence
- a PASS accredited card such as
  - Portman 'Prove It' card
  - Citizen card

**Always ask for the identification to be handed to you for authentication purposes**

Check that:

1. Passport
  - the passport date – it is valid
  - the photograph - it belongs to the customer
  - date of birth – the customer is old enough to complete the purchase
2. European style driving licence
  - the licence date – it is valid
  - the photograph – it belongs to the customer
  - date of birth – the customer is old enough to complete the purchase
3. PASS cards
  - the card is completely flat with no raised edges around the photo or PASS logo – **reject the card if it is not flat**
  - the PASS logo hologram 3d effect is working
  - the card date – it is valid
  - the photograph – it belongs to the customer
  - date of birth – the customer is old enough to complete the purchase
4. The customer
  - matches the photograph on the card
  - is not acting suspiciously
  - has not altered the card offered in any way

If you are in any doubt about the validity of the identification offered or the age of the customer even with the identification

**You MUST refuse the sale  
and record the details in the refusals book**