

Best Practice: Guidance and Templates for Off-Licences



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Introduction to Responsible Alcohol Retailing

As a licence holder, it is essential that you have a comprehensive understanding of your responsibilities regarding the responsible retailing of alcohol. Promoting best practices and ensuring compliance with the Licensing Act 2003 are fundamental to maintaining your licence and operating your business effectively.

You must exercise great caution in how and to whom you sell alcohol. Poor staff training and lack of knowledge are significant factors in failed test purchases conducted by the Police and Trading Standards. If your premises are associated with underage drinking, it can have serious repercussions on your trade. You or a member of your staff may face prosecution, or your premises licence could be reviewed. Such a review could result in the suspension or even revocation of your licence.

You and your staff have an obligation to your customers and the local community to be responsible retailers. This includes ensuring that all staff, including family members who may assist in the store, are well-informed and trained. Proper training is essential to prevent underage sales and to uphold the integrity of your business.

This guidance package is designed to be as beneficial for employees who have worked in the licensed trade for many years as it is for new employees. It contains a comprehensive overview of the basic information needed to sell alcohol and other age-restricted products responsibly. This manual should be readily available in your store for reference whenever necessary. By adhering to the guidelines and information provided in this manual, you can maintain a safe and compliant environment for both your customers and your community. Thank you for your commitment to responsible retailing.

This guidance aims to support you in fulfilling your duties as a licence holder and ensuring the responsible sale of alcohol at your premises. The templates provided here are to be used as guidance only and should be amended in accordance with the requirements of your licence.

What is alcohol and why is the sale by retail a licensable activity?

Alcohol, chemically known as ethanol, is a psychoactive substance found in beverages like beer, wine, and spirits. It affects the central nervous system, leading to changes in mood, behaviour, and cognition. The concept of alcohol units helps individuals monitor their consumption. One unit of alcohol is equivalent to 10ml or 8g of pure alcohol, roughly the amount an average adult can process in an hour¹. To calculate units, multiply the volume of the drink (in ml) by its alcohol by volume (ABV) percentage and divide by 1,000. For

example, a pint of strong lager (568ml, 5.2% ABV) contains approximately 2.95 units ¹. Health guidelines recommend that both men and women should not regularly consume more than 14 units per week, ideally spread over three or more days. This is equivalent to about six pints of average-strength beer or ten small glasses of lower-strength wine.

Alcohol can be enjoyable at social events, but it's important to be aware of the health risks. Drinking too much can lead to high blood pressure, heart disease, and liver damage. It's also linked to various cancers and can affect your mood, causing anxiety and depression. It impairs judgment and coordination, increasing the risk of accidents and injuries. Remember, moderation is key. Stick to health guidelines to enjoy alcohol responsibly and minimise these risks.

Further useful links and support can be found below:

Drinkaware:

- Website: <https://www.drinkaware.co.uk>
- Offers educational resources about the effects of alcohol, tools to track drinking habits, and advice on responsible drinking.
- Contact: 020 7766 9900

NHS Alcohol Support:

- Website: <https://www.nhs.uk/live-well/alcohol-advice>
- Provides guidance on reducing alcohol intake, understanding the risks, and finding local support services.

Selling Alcohol: What You Need to Know

Selling alcohol comes with serious responsibilities, and it's important to follow the law to keep everyone safe. First and foremost, it's illegal to sell alcohol to anyone under 18. That's why most shops use a policy called Challenge 25—if someone looks under 25, you must ask for ID. Always check for valid photo ID like a passport, driving licence, or a PASS-approved card. No ID, no sale.

You also can't serve anyone who seems drunk or under the influence of drugs. If someone looks intoxicated, it's your legal duty to refuse the sale—no exceptions.

Drinking alcohol inside the shop is not allowed, whether it was bought there or brought in. And remember, alcohol can only be sold during the hours listed on your store's Premises Licence. These hours must be clearly displayed where customers and staff can see them.

Only staff aged 18 or over should be selling alcohol, and in many cases, this is a condition of the store's licence. If you're unsure, check with your manager.

Finally, keep an eye out for theft—especially by younger customers. Alcohol is a common target, and stolen products can end up in the hands of children. Staying alert helps protect your store and your community.

Premises Licence Summary Display

In accordance with the Licensing Act 2003, the summary of the premises licence (or a certified copy) must be prominently displayed at or on the premises. This summary should be placed in a location where it is easily visible to staff, customers and enforcement officers.

Underage Sales

As a DPS or member of staff working in an alcohol licensed premises, it's crucial to remain vigilant to prevent underage and proxy sales of age-restricted products. Underage sales can be identified by checking for valid identification from customers who appear to be under a certain age, typically under 21 or 25, depending on your store's policy. Look for signs such as nervous behaviour, reluctance to show ID, or presenting fake identification.

Proxy Sales

Proxy sales occur when an adult purchases age-restricted items on behalf of a minor. Signs of proxy sales include adults buying large quantities of alcohol or tobacco, especially if accompanied by minors, or if minors are seen handing money to adults outside the store. Always be cautious of groups where one person makes the purchase while others wait outside. Implementing a robust age verification policy and maintaining a refusal log can help ensure compliance and protect your business.

The following may help if you are suspicious:

1. Person and Items purchased

- Does the purchase match the person? For example, if a middle-aged woman is buying a large quantity of alcopops, you may wish to ask her who she is buying them for.

2. Payment Method

- If an adult pays with a large amount of loose change, it might have been collected from several teenagers. Additionally, if a receipt is requested, it could indicate that the products are intended for multiple young persons,

and the buyer wishes to collect money from them. Consider the type and quantity of products purchased to reinforce or allay your suspicions.

3. Follow-on Purchase

- If you refuse service to someone you suspect is underage, and shortly after an adult comes in to make the same purchase, this could suggest that the adult is buying the alcohol for the underage person. You may consider refusing service in this case, if so, make sure you record this on your refusals log.

4. Product Quantity

- If an adult asks to buy several small bottles of vodka when a larger bottle is cheaper, it might indicate that they are purchasing for multiple underage individuals.

IF IN DOUBT, DON'T SELL!

Always follow the standard procedure for age-restricted products, even during busy periods. Stay vigilant, calm, and understanding. Remember, breaking the law makes you, the management, and any supervisors liable. Observe the customer and apply the 21 or 25 Policy. If you have any doubt about their age, ask for ID without questioning their age directly. Accept only IDs with a photo and date of birth, such as a passport, photocard driving licence, or a Proof of Age card with a PASS hologram. Verify the details on the ID thoroughly. If satisfied, log the ID check if possible. Be aware of forgeries, but if the ID seems genuine, you can accept it.

Test Purchasing

Test purchasing is a method used by Thames Valley Police (sometimes Trading Standards depending on product) to ensure that licensed premises comply with laws, particularly regarding the sale of alcohol to underage individuals. It involves sending an underage volunteer to attempt to purchase alcohol, testing the premises' adherence to age verification procedures. These checks are undertaken to protect young people and ensure public safety. To pass, always ask for valid ID from anyone who appears under 25, train your staff regularly, and keep a refusals log. Failing a test purchase can lead to enforcement action, fines, or a review of your premises licence before the Licensing Sub-committee. Upholding the four licensing objectives—preventing crime and disorder, ensuring public safety, preventing public nuisance, and protecting children from harm—is crucial. Ensure you implement clear policies, engage with the community, and regularly review your practices to maintain compliance and create a safe environment for everyone.

Licensing Act 2003

Licensing Objectives for Off-Licences

The Licensing Act 2003 outlines four key objectives that must be promoted by anyone running an off-licence. These objectives are designed to ensure that the sale of alcohol is conducted responsibly and with consideration for residents.

1. Prevention of Crime and Disorder

This objective aims to reduce crime and disorder associated with the sale of alcohol. Off-licence operators can promote this by:

- Implementing robust security measures: Installing CCTV cameras, employing security staff (where required) and ensuring good lighting around the premises.
- Training staff: Ensuring all staff are trained to handle difficult situations and recognise signs of
- disorderly conduct.
- Refusing sales to intoxicated individuals: Establishing clear policies for refusing service to those who are visibly intoxicated.

2. Public Safety

Ensuring the safety of customers and staff is paramount. Licensees can support this objective by:

- Maintaining a safe environment: Regularly checking the premises for hazards and ensuring all safety equipment is in good working order.
- Emergency procedures: Having clear procedures in place for emergencies, including fire safety measures and first aid provisions.
- Staff training: Providing training on health and safety regulations and emergency response.

3. Prevention of Public Nuisance

This objective focuses on minimizing the impact of the off-licence on the surrounding community. Operators can achieve this by:

- Controlling noise levels: Ensuring that noise from the premises does not disturb nearby residents, especially during late hours.
- Managing waste: Properly disposing of waste and ensuring the area around the premises is kept clean and tidy.
- Responsible advertising: Avoiding promotions that encourage excessive drinking or could lead to anti-social behaviour.

4. Protection of Children from Harm

Protecting children from the negative effects of alcohol is crucial. Off-licences can promote this objective by:

- Age verification: Implementing strict age verification policies, such as the Challenge 25 scheme, to prevent underage sales.
- Staff training: Training staff to recognize fake IDs and understand the importance of refusing sales to minors.
- Product placement: Placing alcohol products in areas that are less accessible to children and avoiding marketing that targets young people.

Designated Premises Supervisor

The Designated Premises Supervisor (DPS) plays a crucial role in managing licensed premises day to day and are responsible for overseeing and authorising the sale of alcohol to customers. They must consent to this role, and their details will be listed on the premises licence. It is essential to know that no alcohol can be sold without an appointed DPS. If the DPS leaves, resigns, or changes, you must notify the licensing authority and the Police by applying to vary the licence. Selling alcohol without a DPS can lead to prosecution. The DPS must hold a personal licence and ensure that all staff understand their responsibilities under licensing law.

To become a DPS, you must meet several requirements:

Hold a Valid Personal Licence: This licence is necessary to authorise the sale of alcohol and ensures that the DPS understands the legal responsibilities involved.

Be Named on the Premises Licence: The DPS must be the sole named individual on the premises licence, which includes their name, address, and contact details.

Register with the Local Licensing Authority: The DPS's details must be registered with the local licensing authority.

To update these details with the Licensing team please see our website –

<https://www.milton-keynes.gov.uk/environmental-health/licensing/alcohol-entertainment-late-night-refreshment/designated-premises>

To apply for a Personal licence, you can find relevant information via the below link –

[https://www.milton-keynes.gov.uk/environmental-health/licensing/Authorisation to Sell Alcohol](https://www.milton-keynes.gov.uk/environmental-health/licensing/Authorisation%20to%20Sell%20Alcohol)

To comply with the requirement that alcohol sales must be made or authorised by a personal licence holder, follow these steps:

Mandatory Conditions for Premises Licences

These conditions apply to all premises licences in England and Wales that authorise the sale or supply of alcohol. They are legally binding and must be adhered to at all times. A full copy is listed on your premises licence and it is vital all licence holders are aware and implement these throughout day-to-day business operations.

A summary of these conditions can be found below –

1. Authorisation of Alcohol Sales

- Alcohol must not be sold when there is no **Designated Premises Supervisor (DPS)** in place or if the DPS does not hold a valid personal licence.
- Every sale of alcohol must be made or authorised by a person who holds a personal licence

2. Age Verification Policy

- An age verification policy must be implemented and available to authorised officers.
- Staff must request ID from anyone appearing under the age specified in the policy (e.g. under 25).
- Acceptable ID includes a passport, photo driving licence, or a PASS-accredited card

3. Permitted Price

- Alcohol must not be sold below the **permitted price**, calculated as:

- $P = D + (D \times V)$

Where:

- **P** = permitted price
 - **D** = rate of duty
 - **V** = rate of VAT

4. Free Potable Water

- Free drinking water must be provided on request where reasonably available.

5. Irresponsible Promotions

Although primarily aimed at on-sales, off-sales premises must still avoid promotions that could undermine licensing objectives, such as:

- Selling alcohol in a way that encourages excessive or rapid consumption.
- Offering alcohol as a prize to incentivise bulk purchasing.

Consequences of Non-Compliance

Failure to comply with mandatory conditions can result in:

- **Licence Review:** The premises licence may be reviewed, leading to suspension, revocation, or additional conditions being attached to your premises licence.
- **Prosecution:** Offences under Section 136 of the Licensing Act 2003 may result in:
 - Up to **6 months imprisonment**
 - An **unlimited fine**
- **Formal Investigation:** Operators may be subject to interviews under caution and enforcement action.

Important: If a condition is outdated or no longer appropriate, it must be formally varied or removed through the proper licensing process. Arbitrary non-compliance is not permitted and carries enforcement risks.

Duties and Responsibilities of a Premises Licence Holder

Overview

A Premises Licence Holder is legally accountable for ensuring that all licensable activities—such as the sale of alcohol, provision of entertainment, and late-night refreshment—are conducted in full compliance with the **Licensing Act 2003**. Their role is essential in maintaining lawful operations and protecting public interest.

Core Responsibilities

Premises Licence Holders must actively promote the **four licensing objectives**:

Licensing Objective	Description
Prevention of Crime and Disorder	Prevent illegal activity and maintain order on and around the premises.
Public Safety	Ensure the premises are safe for customers and staff.
Prevention of Public Nuisance	Minimise noise, litter, and anti-social behaviour.
Protection of Children from Harm	Prevent underage access to alcohol and inappropriate content or activity.

Specific Duties

Duty	Description
Appoint and Maintain a DPS	Ensure a Designated Premises Supervisor (DPS) is in place and holds a valid personal licence. Notify the licensing authority of any changes.
Implement Age Verification Policies	Enforce Challenge 21 or Challenge 25. Train staff to check ID and maintain a refusals register. Acceptable ID includes passports, photo driving licences, and PASS-accredited cards.
Comply with Licence Conditions	Operate within permitted hours and follow all licence conditions (e.g. CCTV, signage, staffing).
Prevent Underage and Intoxicated Sales	Alcohol must not be sold to individuals under 18 or those who are clearly intoxicated.
Maintain Safety and Hygiene Standards	Ensure the premises are clean, well-lit, and safe, with clear emergency exits.
Provide Free Drinking Water	Offer free potable water to customers upon request, where reasonably available.
Avoid Irresponsible Promotions	Do not run promotions that encourage excessive drinking or undermine licensing objectives.

Consequences of Non-Compliance

Consequence	Impact
Licence Review	May result in suspension, revocation, or additional conditions.
Criminal Prosecution	Fines and up to 6 months' imprisonment under Section 136 of the Licensing Act 2003.
Formal Investigation	May include interviews under caution and enforcement action.
Reputational Damage	Loss of public trust and strained relationships with relevant authorities.

What is a Personal Licence?

A Personal Licence allows an individual to authorise the sale or supply of alcohol at premises licensed for that purpose. It is essential for anyone acting as a Designated Premises

Supervisor (DPS) and ensures accountability in alcohol retailing. The licence is portable, meaning it can be used across different premises in England and Wales without reapplication.

Eligibility Requirements

To apply for a Personal Licence, an individual must:

- Be **18 years or older**.
- Hold an **accredited licensing qualification**, such as the Level 2 Award for Personal Licence Holders
- Have the **right to work in the UK**.
- Submit a **basic criminal record check** dated within one month of application.
- Not have had a personal licence **forfeited within the last 5 years**
- Not be subject to a **police objection notice** due to relevant or foreign convictions, unless the licensing authority deems the licence appropriate.

Responsibilities of a Personal Licence Holder

Responsibility	Description
Authorise Alcohol Sales	Ensure alcohol is sold responsibly and only by authorised individuals.
Act as Designated Premises Supervisor	Be named as DPS on a premises licence and oversee day-to-day alcohol sales. <i>Informative:</i> You do not need to be a DPS to hold a personal licence.
Promote Licensing Objectives	Uphold the four objectives: crime prevention, public safety, public nuisance prevention, child protection.
Train and Support Staff	Provide training on age verification policies and responsible alcohol retailing.
Prevent Underage and Intoxicated Sales	Refuse alcohol sales to individuals under 18 or those who are clearly intoxicated.
Maintain Accurate Records	Notify the licensing authority of changes to name/address and report any relevant convictions.

Responsibility	Description
Cooperate with Enforcement Authorities	Engage with police and licensing officers during inspections or investigations.

This guidance provides an overview of key licensing responsibilities, procedures, and legal requirements relevant to operating off licensed premises in Milton Keynes. It is designed to support licence holders and staff in maintaining compliance with the Licensing Act 2003 and associated regulations.

If you have any questions or need further guidance, please contact the Licensing Team by emailing licensing@milton-keynes.gov.uk or visit the Milton Keynes City Council website for more information, application forms, and updates.

<https://www.milton-keynes.gov.uk>

Annex A – Other age restricted products

Appendix: Age-Restricted Products in UK Retail

This table outlines common age-restricted products sold in retail settings, the legal minimum age for purchase, and the relevant legislation. Staff must be trained to check valid ID and refuse sales where necessary to ensure compliance with UK law as of August 2025.

Product Name	Minimum Legal Age	Relevant Legislation
Alcohol	18	Licensing Act 2003
Tobacco and Cigarettes	18	Children and Young Persons Act 1933
E-cigarettes and Vapes	18	Nicotine Inhaling Products Regulations 2015
Lottery Tickets and Scratchcards	18	National Lottery etc. Act 1993
Fireworks and Sparklers	18	Fireworks Regulations 2004
Knives and Bladed Articles	18	Criminal Justice Act 1988
Aerosol Paints	16	Anti-social Behaviour Act 2003
PEGI-rated Video Games	12 / 16 / 18	Video Recordings Act 1984
DVDs / Blu-rays / Streaming	12 / 15 / 18	British Board of Film Classification (BBFC)
Lighter Refills (Butane)	18	Cigarette Lighter Refill (Safety) Regulations 1999
Solvents (e.g. glue)	18	Intoxicating Substances (Supply) Act 1985

Annex B – Authorisation Notice Template

The below authorisation should be filled in for all members of staff involved in the sale of alcohol and be signed by the current DPS.

Authorisation to Sell Alcohol

I, [Name of DPS/Personal Licence Holder.....], holder of Personal Licence Number [Licence Number.....], hereby authorise the below employees to sell alcohol at [Name and address of Premises.....] under my supervision.

Details:

Employee Name	Premises Name	Premises Licence No.	Date of Authorisation	Employee Signature	Signature of DPS

Annex C – Example refusal/incident log

This log should be used to document all refused sales of age restricted products, to act as evidence of due diligence and to show staff are actively enforcing age restriction policies such as Challenge 25. It is best practice, and may be a condition of the licence, for the manager or DPS to check this log regularly and countersign it.

This template can also be used as an incident log, to record incidents of crime and disorder, customer ejections, safety incidents and any other relevant incidents as soon as they have occurred.

The licence holder should ensure that all staff know the location of this log, what they should record in it, and when.

Time/Date	Location	Person Involved	Details of Refusal/Incident	Action Taken	Follow-Up Required	Logged By

Annex D – Staff Training Log Template

Many premises licences require staff training of some sort, and even for those that don't, it is good practice to have proof of all training staff have undergone, including refresher training, for due diligence and as proof to provide to Authorised Officers. The log should be used whenever a new staff member is hired and whenever changes in policy, legislation, or licence conditions have occurred.

It is recommended that any policies in place, for example, an age verification policy like Challenge 25, should be in writing, and a copy should be kept on site for reference.

This training guide is focused mainly in respect of the Licensing Act 2003, which should include matters such as staff responsibilities under the Licensing Act, promotion of the licensing objectives, licence conditions, DPS authorisation, age verification policy, use of refusal/incident log and where relevant, noise and dispersal policies. But you will also need to cover training under different legislation, for example, health and safety in the workplace, fire safety, etc.

Staff Training Log

Name of Staff Member:

Employment Start Date:

Premises Name and Address:

Training Subject	Brief description of topics covered	Completion date	Staff Signature	Refresher Training Due Date

Annex E – Knowledge Quiz

Responsible Alcohol Retailing – Staff Training Pack

This training pack is designed to help staff understand their responsibilities when selling alcohol. It includes a multiple-choice quiz covering legal requirements, refusal skills, managing aggressive customers, and consequences of irresponsible retailing.

Staff should be scoring 80% of answers correctly. Record their details and scores on the page at the end of this assessment. Don't worry if the answers aren't right first time, refresher training is always a good idea to keep on top of rules and regulations. (The below questions are correct as of 30/09/2025 and are subject to change)

Staff Knowledge Quiz

1. What is the legal age to purchase alcohol in the UK?

- A) 16
- B) 18
- C) 21
- D) 25

2. Which of the following is an acceptable form of ID?

- A) Student card
- B) Birth certificate
- C) Passport
- D) Library card

3. What does the Challenge 25 policy mean?

- A) Only people over 25 can buy alcohol
- B) You must ask for ID if the customer looks under 25
- C) You can refuse service to anyone under 25
- D) You must challenge anyone buying more than 25 units

4. If a customer appears drunk, what should you do?

- A) Serve them one last drink
- B) Refuse service politely
- C) Ask them to leave immediately
- D) Ignore it

5. Who is legally responsible if alcohol is sold to someone underage?

- A) The customer
- B) The manager only
- C) The staff member who served
- D) The police

6. What should you do if you're unsure about a customer's age and they don't have ID?
- A) Serve them anyway
 - B) Ask them to promise they're over 18
 - C) Refuse the sale
 - D) Ask another staff member
7. Which of the following is a sign that someone may be intoxicated?
- A) Slurred speech
 - B) Loud or aggressive behaviour
 - C) Unsteady walking
 - D) All of the above
8. What is the maximum fine for selling alcohol to someone under 18?
- A) £100
 - B) £500
 - C) £1,000
 - D) £5,000
9. What is the best way to refuse service to someone who appears intoxicated?
- A) Ignore them and walk away
 - B) Say "I'm not allowed to serve you right now" politely
 - C) Shout at them to leave
 - D) Serve them one last drink
10. If a customer becomes aggressive after being refused alcohol, what should you do?
- A) Argue back
 - B) Call for a manager or security
 - C) Serve them to calm them down
 - D) Leave the premises
11. Why is it important to stay calm and polite when refusing service?
- A) It helps avoid conflict
 - B) It makes the customer feel respected
 - C) It shows professionalism
 - D) All of the above
12. What should you do if a customer offers someone else (who looks underage) a drink you served them?
- A) Ignore it
 - B) Warn them and monitor the situation
 - C) Stop service and report it to a manager
 - D) Ask them to share responsibly
13. Which phrase is most appropriate when refusing service?

- A) "You're too drunk, go home."
- B) "I'm sorry, but I can't serve you any more alcohol."
- C) "You've had enough."
- D) "I don't want to serve you."

14. If a customer becomes verbally aggressive after being refused alcohol, what should you do first?

- A) Argue back to defend yourself
- B) Stay calm and avoid escalating the situation & call the police if necessary
- C) Swear at them
- D) physically remove them from the store

16. What is the safest way to deal with a customer who is shouting and threatening staff?

- A) Shout louder to assert control
- B) Try to reason with them alone
- C) Alert a manager or security and keep a safe distance
- D) Serve them to calm them down

17. Why is it important to avoid physical contact with an aggressive customer?

- A) It could escalate the situation
- B) It may be seen as assault
- C) It puts you and others at risk
- D) All of the above

18. What should you do after an aggressive incident?

- A) Forget about it and move on
- B) Report it to your manager and complete an incident log
- C) Post about it on social media
- D) Confront the customer again later

19. Which of the following is a good de-escalation technique?

- A) Using calm and non-threatening body language
- B) Standing very close to the customer
- C) Matching their tone and volume
- D) Ignoring them completely

20. What is the maximum fine for persistently selling alcohol to children (under 18)?

- A) £5,000
- B) £10,000
- C) £20,000
- D) Unlimited

21. What can happen to a premises licence if alcohol is persistently sold to children?

- A) It can be suspended for up to 3 months

- B) It can be permanently revoked
- C) Nothing happens
- D) The premises must close for one day

22. What is the offence under Section 141 of the Licensing Act 2003?

- A) Selling alcohol without a licence
- B) Selling alcohol to a drunk person
- C) Selling alcohol to someone under 16
- D) Selling alcohol after hours

23. What is the maximum penalty for selling alcohol to a drunk person?

- A) Verbal warning
- B) Level 3 fine
- C) £1,000
- D) Unlimited fine

24. What is the penalty for selling alcohol to someone under 18?

- A) £500 fine
- B) Unlimited fine
- C) 3-month suspension of licence
- D) No penalty if they look 18

25. What powers do police have if a premises persistently sells alcohol to children?

- A) Issue a closure notice for up to 14 days
- B) Arrest all staff
- C) Revoke the Licence immediately
- D) Issue a verbal warning only

Responsible Alcohol Retailing – Answer Sheet

1. B
2. C
3. B
4. B
5. C
6. C
7. D
8. D
9. B
10. B
11. D
12. C
13. B
14. B
15. B
16. C
17. D
18. B
19. A
20. C
21. A
22. B
23. B
24. B
25. A

Annex F – Printable Resources

Free printable resources for display at your premises and further resources can be found at:

www.pass-scheme.org.uk/downloads/

www.bestbarnone.com/resources

www.NOIDNOSALE.com



