

Policy on Asking for ID

The Liquor Control Act states that:

A person under the age of 19 years shall not

- ➔ Enter a liquor store unless accompanied by a parent or guardian;
- ➔ Buy alcoholic liquor for himself or herself or another;

A person shall not sell or give liquor to a person who has not reached the age of 19 years;

A licensee shall require an identification card from a person whom he or she has reasonable grounds to suspect has not reached the age of 19 years before permitting that person to enter or remain upon a licensed premises.

The NLC requires staff to ask anyone of questionable age for ID. Questionable age is anyone who appears to be under the age of 25 years.

Penalties

Penalties a licensee faces for not requesting ID or selling alcohol to a minor can range from a warning to suspension or cancellation of the liquor license.

When Do You Ask for ID?

1. When the customer appears to be under the age of 25 years.
2. When you're simply not sure.

Be sure to use your judgement.
Be wise if you're not sure, ASK for ID.

Acceptable Forms of ID

- ➔ NL Photo Driver's Licence
- ➔ NL Photo Identification Card
- ➔ Passport
- ➔ Municipal, Provincial or Federal Police Force Identification
- ➔ Canadian Armed Forces ID Card
- ➔ Out-of-Province Photo Driver's Licence

If you have any doubts, ask for a second piece of ID

Examining Photo ID

1. Always ask customer to remove the ID card from their wallet or pocketbook and from protective plastic holders.
2. Has the card been tampered with? Is the plastic laminate peeling or bubbling?

3. Has the lettering been altered?
4. Is there any mismatched typeface?
5. Does the photo match the appearance of the customer?
6. Pay particular attention to distinguishing facial features such as eye color, large/small nose, broad face, etc.
7. Look at the date of birth to determine if the person appears old enough to be the person on the ID.
8. Calculate that the date of birth on the ID does in fact confirm that they are 19 or older.
9. Beware of misspelled words or disclaimers.

Questions to Confirm Authenticity of the ID!

1. What is your date of birth?
2. Could you spell your last name for me?
3. What does your middle initial stand for?
4. What is your postal code?

Be sure to observe the accuracy and speed of response. If the customer hesitates, ask further questions.

Refusing the Sale

- ➔ Keep your head up and make direct eye contact with the person
- ➔ Speak with confidence using a calm tone of voice
- ➔ Be professional and courteous
- ➔ Politely decline the sale or service
- ➔ State that the law prohibits sale or service to minors
- ➔ Don't argue or become confrontational with customers
- ➔ Don't accuse a customer of being underage
- ➔ Simply point out that they have not presented the valid proof-of-age ID
- ➔ Don't let yourself be talked out of a decision
- ➔ Request assistance from your supervisor if necessary

Be sure to be firm but polite at all times!

Sample Phrases to Use!

1. It's part of my job to ensure social responsibility
2. NLC requires that I see valid ID. I'd be happy to hold this for you while you go get it.



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Contact NLC for More Information:

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Identifying Minors

Tips for Management and Staff

