***ANNEX 2:* Refusal / Incident Book (example)**

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| --- | --- | --- | --- | --- | --- | --- |
| **Date** | **Time** | **Product** | **Reason for Refusal / Description of incident** | **Description of Person / Action taken** | **Name and Signature** | **Date record checked and signed by DPS** |
| *Example 01.01.2015* | *19:32* | *Pint of Carlsberg* | *Refused sale: Customer unable to supply proof of age on request* | *Female, blonde approx. 16 years of age, red jacket.* | *John Smith (Signature)* | *05.01.2015*  *(signature)* |
| *Example 13.02.2015* | *16:52* | *Double Whiskey* | *Refused sale to customer who was drunk. Customer reacted to refusal by shouting at staff members. Was asked to leave store and police called* | *Male, early 40’s, Grey t- shirt, jeans and beard.* | *Sarah Jones (signature)* | *15.02.2015*  *(signature)* |
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