

Best practice guidance age restricted treatments

Trading Standards Information

www.southwark.gov.uk

This is an advisory document to help licensees comply with laws designed to protect children and new special treatment licence conditions regarding Challenge 25 age verification.

Certain treatments may only be provided to customers above a certain age – these are detailed in your licence conditions. It is illegal to carry out or permit treatments in breach of these age restrictions.

<p>18</p> <ul style="list-style-type: none"> ▪ Piercing nipples & genitals ▪ Piercing other body parts (without written parental consent or proof of 16+age) ▪ Tanning equipment use ▪ Tattooing 	<p>16</p> <ul style="list-style-type: none"> ▪ Piercing without written parental consent <p>15</p> <ul style="list-style-type: none"> ▪ Use of heated spa baths
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It is difficult to judge how old teenagers are so you and your staff must be sufficiently trained to prevent illegal underage treatments. Just telling them '**do not allow anyone underage in**' will not be enough;

- **Make sure your staff understand how difficult it is to accurately judge young peoples ages.**
- **Adopt a 'Challenge 25' policy, to ensure your staff always ask for proof of age when dealing with young people wanting to have special treatments, and display relevant signage.**
- **Make sure your staff know what acceptable proof of age cards or documents look like.**
- **Use our free point of sale, door and till stickers to act as a permanent reminder for your customers and staff about proof of age requirements.**
- **Train and keep records of training given to all staff. Include guidance on how to say 'no' to underage customers without conflict. Make sure they sign to confirm they have understood the training. You can copy the form on the back of this leaflet for this purpose.**
- **Keep a logbook detailing refused sales and instruct staff to complete it when sales have been refused - regularly review these records and sign that you have done so.**
- **In premises where services are coded at the till use a till prompt to alert staff that they need to check the age of the purchaser.**
- **Regularly monitor your staff to check they are following instructions and procedures.**

The proof of age cards or documents that we recommend you accept are detailed in our information leaflet *Proof of age cards*. Please contact us for a free copy if you don't have one.

Age restricted treatments – guidance for staff

It is illegal to provide certain treatments to children under a specific age including;

<h1 style="font-size: 2em; margin: 0;">18</h1> <ul style="list-style-type: none"> ▪ Piercing nipples & genitals ▪ Piercing other body parts (without written parental consent or proof of 16+age) ▪ Tanning equipment use ▪ Tattooing 	<h1 style="font-size: 2em; margin: 0;">16</h1> <ul style="list-style-type: none"> ▪ Piercing without written parental consent <h1 style="font-size: 2em; margin: 0;">15</h1> <ul style="list-style-type: none"> ▪ Use of heated spa baths
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Trading Standards will use underage volunteers to check how traders are selling age-restricted goods and services. Both you and your employer could be prosecuted or face other action if you sell to underage persons.

It is difficult to judge how old teenagers are so here are some do's and don'ts concerning sales;

- ✗ Don't rely on looks alone - children can often look a lot older than they really are.
- ✗ Don't sell to a child even if they say they have their parents consent.
- ✗ Don't ask 'how old are you', 'are you 18' or 'when were you born' – underage persons may just lie.
- ✓ Do follow a 'Challenge 25' policy so that you always ask for proof of age when selling age restricted services to anyone appearing to be under 25. Check that the proof is valid.
- ✓ Do make sure you know what forms of proof of age are acceptable e.g. passport, driving licence, or a PASS approved proof of age card (e.g. CitizenCard, PAL card, IDGO, Totum etc.)
- ✓ Do read our free guidance leaflets 'proof of age cards' and 'saying no, avoiding conflict'.
- ✓ Do make sure warning notices about age restricted sales and proof of age are clearly displayed where customers can see them.
- ✓ Do maintain a log of refused sales so that you can demonstrate that you are careful in how you are selling age restricted goods or services.
- ✓ Do sign the declaration below. If you would like any further information on age restricted sales please contact Southwark Trading Standards on 020 7525 2000 or visit www.southwark.gov.uk

Declaration: I have read and understood this leaflet. I am aware of the laws prohibiting the sale of age restricted services to underage persons and what forms of proof of age are acceptable.

Full name	Position held	Signature	Date

PLEASE NOTE: Only the Courts can interpret statutory legislation with authority and this leaflet may be revised or amended without notice. (Ref: BPG/1.4 June 2022)