

# ADMISSIONS

## AGE VERIFICATION LOGS

At the end of every session, you should complete an AGE VERIFICATION LOG **whether you have asked for ID or not.**

- When you ASK FOR ID and the customer provides it;
  - Open the Intranet Home Page and click **Data Forms**, this will then prompt you to log in. (Login details should be kept at the admissions desk)
  - When logged in, click the **Age Verification Challenges** option
    - You will then need to click “create” to create a new log.
    - This will take you to a page where you will be able to insert the information on the ID
    - Make sure you select the **correct club and session.**
    - Then fill out the form with the information on the membership form that the customer has filled in and click save.
  
- If you have Challenged a customer but they don't have ID;
  - You still need to record the challenge
  - Open up the **Age Verification Challenge** as before
    - Record the customers name (if you know it) or a description of the customer
    - Skip the Membership Number, ID Type, Date of Birth/Age and jump to the 'Outcome' line – type in '**Refused**' and click save
  
- If you have not had to ask for proof of age;
  - You need to record that there were NO CHALLENGES
  - Open up the **Age Verification Challenge** as before
    - Select your club and session, then click NIL RETURNS
    - Input the Duty Managers name and click save