



LOTTERY AND SCRATCHCARDS

- Customer must look 25 years or older
- If not, customer should be asked to produce suitable ID to, prove that they are at least 16 years old
- Do not ask another member of staff for their advice at this stage as responsibility lies with yourself
- If for any reason you require to enter numbers manually through the lottery machine, then it is essential that those numbers are checked by the customer before they leave
- Any winning scratch card or lottery ticket should firstly be put through the lottery machine in order to verify the amount and then put through the expenses button on the till
- **ANYONE NOT FULLY UNDERSTANDING ANY ASPECT OF THE LOTTERY SHOULD SPEAK TO THE MANAGER**
- **ANY ERRORS ON PAYOUTS ARE YOUR RESPONSIBILITY**