

Fee boosts

Bike boosts

You must check the customer's ID when an items. You're required to do this e ? the 18.

United Kingdom

It's against the law to sell age-restricted items to anyone under the age of 18. **It's your responsibility to make sure that you don't deliver age-restricted items to anyone under 18.**

When you pick up an order, check the receipt to find out if there's alcohol included.

When you deliver an order containing alcohol, you must check the customer's ID – even if they look older than 18.

You must not:

- Hesitate to ask for ID
- Deliver age-restricted items to a customer if you suspect that the ID shown is not genuine or if they refuse to show an ID. When this happens, contact Rider Support – don't complete the order
- Deliver alcohol to the customer if you believe they're already drunk
- **Leave the age-restricted products anywhere except the delivery address. If the customer doesn't provide proof that they're over 18, the alcohol should be disposed of responsibly**
- Ask for the customer's date of birth without checking their ID
- Deliver alcohol to customers in public places – alcohol can only be delivered to residential and business addresses

During the COVID-19 pandemic you should ask the customer to hold their ID at a distance for you to check, but you should not take it from them.

Acceptable forms of ID: