



UK Vaping Industry Association



# Best Practice Guide

#SupportLocalVapeShops

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## **LOCKDOWN GUIDANCE FOR LOCAL VAPE STORES**

This guidance is designed to provide reassurance to vape store retailers who wish to carry out home or click and collect deliveries in support of the millions of UK vapers during lockdown.

### **Supporting Vapers through lockdown**

Vape retailers should make it known that they are still open for business through click and collect and home delivery orders. Businesses are encouraged to display signs in their shops, informing customers of the latest Government guidance. They should also offer support by advising customers of the alternative ways in which they can still gain access to their favourite vape brands.

### **Taking an order**

Businesses will have their own processes already in place for taking an order, following the first national lockdown. For retailers offering delivery or click and collect services for the first time, orders can be taken by email, text, direct message on social media or via their website.

Any orders which do not take place on the business' website (where age verification should already be integrated), should ensure that the age of the customer is verified at the point of delivery or during collection. Staff must continue to enforce 'Challenge 25' during this lockdown period.

If a customer intends to collect their order from your store, retailers are recommended to hand over the order in a Covid secure way. This should include providing collection times to avoid over-crowding and, where possible, not permitting customers from entering the site.

### **What to consider?**

If you're providing customers with a shopping list or order form, you must ensure that you are clear in what you are selling. Businesses should specify the brand of every device, and the size and strength of any e-liquids available to purchase. Remember to make the ordering process as convenient for the purchaser as possible.



## How to take payment?



**Use a virtual terminal provider** like Paypal or Worldpay and other online systems



**Cash is perfectly acceptable** and for best hygiene practice you should separate handling of cash and food preparation

## How to deliver to customer?

- Check your vehicle insurance. Standard car insurance policies may not cover the use of the vehicle for business purposes and you may need to update your policy. Contact your insurance provider/broker to check if they can extend your business and vehicle insurance to cover home delivery.
- Be Covid-19 secure. Ensure your staff are well equipped with gloves and masks, keeping to one person per vehicle and a 2-metre distance between themselves and others.
- If you haven't been able to verify age at the point at which the order was made, the staff member must ensure that they validate age at the point of delivery. Remember to use Challenge 25 and be confident to ask customers to remove their facemask to help validate identity. Staff should feel empowered to refuse to hand over delivery if the customer refuses to remove their face covering or present valid identification.
- Parking restrictions apply as normal. The Ministry of Housing, Communities and Local Government advise that good practice in parking enforcement allows for a 10 minute grace period.

## Reduce the risk of spreading Covid-19

**Adopt sensible measures to minimise risk especially when delivering to people who have stated they are self isolating, notably by leaving deliveries at the front door. Do not enter their home or directly hand the delivery to them.**

**Washing hands for a minimum of 20 seconds every time you return to the store, and at least every two hours.**

**Avoiding shaking hands or direct contact with customers and others when delivering products.**

**Cleaning on a regular basis surfaces you regularly touch, including phones, car steering wheels, bicycle handles and car handles.**

**If you have less than 250 full time employees you do not have to apply the single use carrier bag charge.**

## Age restrictions

All product age restrictions apply. For more details on how to successfully prevent an underage sale, see the UKVIA's Preventing Underage Sales Guide [here](#).

## How do you manage data security?

We recommend all retailers follow good practice in handling customer data. Retailers should ensure their systems are secure, and only retain customer details as long as it is justifiable to do so.

## Contact

For more details on guidance, contact the UK Vaping Industry Association team on 020 3267 0074, or at [UKVIAinfo@jbp.co.uk](mailto:UKVIAinfo@jbp.co.uk). Further guidance is also available on the Government's website: <https://www.gov.uk/coronavirus>