

TRADING STANDARDS INFORMATION

Weights & Measures legislation requires that **gin, rum, vodka & whisky** are sold in **25 or 35 ml** (or multiple). Still table **Wine sold by the glass** must be in quantities of **125 ml or 175 ml**. A notice must be displayed stating which of the quantities have been chosen. **Draught beer & cider** must be sold in **½ pint or a multiple** and must be served in a stamped measure of that capacity, unless served through stamped beer meters. Brim or line glasses may be used. Table wine sold by the carafe must be in stamped carafes of ½ litre or a multiple & the menu should state what quantity is being served.



Prices legislation requires a price list to be displayed at the bar where customers can read it. Your price list should show at least 30 drinks if you sell more than this number including at least 5 prices of soft drinks, or all soft drinks if less than 5 are available. If you categorise the list then at least 5 of each category should be shown and at least 5 prices of soft drinks, or all if less than 5 soft drinks are available. If you stock less than 30 drinks all should be shown on the price list.

Food descriptions must be accurate. For instance if you call beef Topside then it must actually be Topside of beef.

Drink is included in the definition of food so for instance Smirnoff vodka must actually be Smirnoff and not some other brand, or Smirnoff vodka with added water.

Genetically modified ingredients contained in food must be brought to guests' attention. The menu may indicate which specific items contain such products or may indicate that specific information can be obtained from staff.

Allergies – Some people experience allergic reactions to foods which can cause a life threatening reaction. The most common foods causing such a reaction are nuts, shellfish and

sesame seeds. In case a customer asks you about the ingredients of a meal make sure that there is someone who knows or can find out the ingredients of all the foods you provide. If you are not sure whether there is a trace of a life threatening ingredient in a meal then say so – never guess. If foods contain nuts make sure this is reflected in the name or the menu description.

Do not mislead. Make sure that the prices you quote to customers are all inclusive. If any items such as TVs attract an additional charge this should be made clear. All claims and descriptions of facilities at the hotel must be true and accurate as must any claims of memberships of trade associations or recognition or approval by any body e.g. ETC

It is now permissible to charge a fee for payment by credit card. If such a fee is charged a notice must be displayed at the point of payment indicating how the fee is calculated e.g. "2% of transaction", "£1 per transaction" etc. and customers paying over the telephone must be made aware of this before payment is taken.



Tourism Unless all your business consists of advance bookings a notice must be displayed at or near reception showing current prices per night for:

- 1) A bedroom for one person
- 2) A bedroom for two persons
- 3) A bed in any other type of room.

If you are VAT registered the prices must include VAT.

Dates The majority of pre-packed foods are required to be marked with a minimum durability date, either best-before or use-by. Best-before dates are recommendations from the manufacturer and may be exceeded provided the food retains its original qualities. Use-by dates are applied to foods with short shelf lives such as meat and dairy products. These must never be exceeded as harm can be caused to people. Food with a use-by date should never be supplied after this date has expired.