

Alcohol Policy

Ocado offers quality groceries with impeccable service and unrivalled reliability. As a retailer, we understand our responsibility with respect to alcohol – alcohol sales, alcohol deliveries and alcohol consumption. We also recognise that most of our customers enjoy alcohol in moderation, as part of a balanced diet, and can often include alcohol as part of their weekly shop.

We passionately believe in offering our customers the widest possible choice, supported by information enabling our customers to make informed choices. We routinely include low and no alcohol inclusions in meal deals and other “package” promotions.

We prevent under age sales by operating a Challenge 25 policy. If our drivers believe the person they are delivering to appears under 25, they will routinely request ID proving they are over 18.

If an order contains any age restricted items, the drivers hand held device prompts them to challenge 25 and requires their input to confirm they are happy the person looks over 25 or they have checked suitable ID.

If suitable ID is not given during a challenge 25 check, the driver can make a door stop adjustment so the age restricted item is removed from the customer’s invoice and returned to our warehouse. All our drivers carry an information sheet of acceptable ID's.

The “**NHS Live Well – Alcohol**” site (www.nhs.uk/livewell/alcohol) contains useful tools to assist in monitoring alcohol consumption, low or no alcohol alternatives as well as hints and tips on cutting down.