

The following excerpts are taken from the Casino Terms & Conditions and Operating Guidelines (CTCOG). For cross-referencing purposes, the italicized information contained in parentheses is the corresponding sub-section in the CTCOG from which the information was obtained. A copy of the CTCOG has been provided to all casino facility licensees. The CTCOG may also be accessed on the AGLC website at [aglc.ca](http://aglc.ca).

**1. DEFINITIONS (1.1)**

1.1 In this document,

- a) “Advisor” means all independent advisors (cash cage advisor or count room advisors).
- b) “AGLC” means the Alberta Gaming and Liquor Commission.
- c) “Board” means the Board of the AGLC.
- d) “Bona fide member of a licensed charity” means an individual who is listed or named in the licensed charity’s official records as a current member in good standing of the licensed charity.
- e) “Casino facility licensee” means the individual, partnership or corporation holding a casino facility licence which authorizes the operation of a facility in which a casino event may be conducted;
- f) “Casino licence” means a licence issued by the AGLC to a charitable or religious organization authorizing the charitable or religious organization to conduct a casino event.
- g) “Casino Terms & Conditions and Operating Guidelines (CTCOG) means the AGLC’s set of policy requirements and operating guidelines which apply to casino events held in a licensed casino facility.
- h) “Charitable Gaming Policies Handbook” means the AGLC’s set of policies, policy standards and procedures that apply to gaming licensing eligibility and the use of gaming proceeds.
- i) “Charity worker” means a registered gaming worker who is a paid employee of a First Nation Charity that is working in the capacity of a general manager, alternate general manager, banker, cashier, chip runner, count room supervisor, sorter, counter, recorder or amalgamator.
- j) “Discrepancy Report” means a report prepared by the casino facility licensee, licensed charity, registered worker and/or volunteer regarding a breach of the casino terms and conditions, security breach or any other illegal activity.
- k) “Event” means all casino games conducted during a specified period of time indicated on the casino licence.
- l) “Inspector” means an Inspector of the AGLC, any Police Officer as defined in the *Police Act* or a person designated by the AGLC as an Inspector under the *Gaming and Liquor Act*.
- m) “Licensed charity” means the charitable or religious organization holding a casino licence authorizing a casino event within a licensed casino facility or other approved location.
- n) “Minor” means a person under the age of 18 years.
- o) “Registered gaming worker” means a person registered with the AGLC to perform the function(s) specified in their registration.
- p) “Volunteer” means an individual who works without remuneration at a casino event for a licensed charity.

## **2. LEGISLATION AND BOARD POLICIES (1.2)**

- 2.1 Casino facilities and casino events must be operated in accordance with the *Gaming and Liquor Act* (GLA), the Gaming and Liquor Regulation (GLR) and Board policies established under the legislation including these terms and conditions.
- 2.2 This document contains the policies and operating procedures established by the Board pursuant to Section 38(1) of the GLA, which states:  
*The Board's policies respecting the activities authorized by a gaming or facility licence are conditions of the licence, including policies made after the licence is issued.*
- 2.3 All references in this document to "Terms & Conditions" or "Operating Guidelines" are considered to be references to Board policies.
- 2.4 Casino facility licensees, registered gaming workers and licensed charities must comply with the legislation and Board policies.
- 2.5 Non-compliance with the legislation or Board policies contained in this document may result in disciplinary action up to and including suspension or cancellation of licence.

## **3. LICENSING AND REGISTRATION (1.3)**

- 3.1 A casino licence issued pursuant to Section 19(d) of the GLR authorizes a casino.
- 3.2 An applicant for a casino licence must be a charitable or religious organization and must satisfy the Board that the proceeds from the casino will be used for a charitable or religious object or purpose approved by the Board.

## **4. ALBERTA GAMING AND LIQUOR COMMISSION (AGLC) (1.4)**

- 4.1 The AGLC is the province's gaming authority, responsible for conducting and managing provincial lotteries (as defined in section 1(1) (x) of the *Gaming and Liquor Act*) and for licensing and regulating charitable gaming activities such as casinos.
- 4.2 The AGLC issues gaming licences to charitable and religious groups to conduct casino events.
- 4.3 A casino event may only occur under a casino licence issued by the AGLC to an eligible charitable or religious group.
- 4.4 The administration and monitoring of licensed casino facilities and casino events is the responsibility of the AGLC.
- 4.5 A minimum of five (5) copies of the CTCOG and a copy of the GLA and GLR are provided to each casino facility licensee.
- 4.6 The casino facility licensee is responsible for ensuring the CTCOG are available throughout the casino facility to both registered gaming workers and the licensed charity.

- 4.7 Information contained in this document is provided to all licensed charities in the casino licence application. The licensed charity is responsible for ensuring that volunteers for the casino are familiar with its contents.
- 4.8 Additional or replacement copies of the CTCOG may be purchased from the AGLC for a fee of \$25.00 per copy or may be accessed on the AGLC website at [aglc.ca](http://aglc.ca).
- 4.9 Additional or replacement copies of the legislation may be obtained from the Queen's Printer Publication Services in Edmonton at (780) 427-4952, in Calgary at (403) 297-6251 or may be accessed on the AGLC website at [aglc.ca](http://aglc.ca).
- 4.10 Training is available to applicants and licensed charities through the AGLC's Gaming Information for Charitable Groups (GAIN) program. The GAIN sessions include information on the following topics:
- a) the licensing application process;
  - b) eligibility for casino licensing;
  - c) approved use of casino proceeds;
  - d) reporting requirements following a casino event; and
  - e) legislation, regulation and policy that govern the conduct of casino events.

Further information about the GAIN program may be obtained on the AGLC web site at [aglc.ca](http://aglc.ca) or by contacting the AGLC at 1-866-307-7499 (toll free).

## **5. CONTACTING THE AGLC (1.5)**

- 5.1 Written communication may be addressed to any of the following:

Alberta Gaming and Liquor Commission  
50 Corriveau Avenue  
St. Albert, Alberta T8N 3T5  
Fax: 780-447-8912

Alberta Gaming and Liquor Commission  
#110 Deerfoot Atrium  
6715 - 8 Street N.E.  
Calgary, Alberta T2E 7H7  
Fax: 403-292-7302

Alberta Gaming and Liquor Commission  
3, 7965 – 49 Avenue  
Red Deer, Alberta T4P 2V5  
Fax: 403-314-2660

Alberta Gaming and Liquor Commission  
100-11039 78 Avenue  
Grande Prairie, Alberta T8W 2J7  
Fax: 780-832-3006

Alberta Gaming and Liquor Commission  
3103 – 12 Avenue North  
Lethbridge, Alberta T1H 5P7  
Fax: 403-331-6506

5.2 The following is a list of AGLC office telephone numbers. Telephones will be answered by machine when staff is not available or calls are outside normal office hours. Normal office hours are 8:15 a.m. to 4:00 p.m. Monday to Friday, excluding holidays.

St. Albert (Head Office):	780-447-8600
Calgary:	403-292-7300
Red Deer:	403-314-2656
Grande Prairie:	780-832-3000
Lethbridge:	403-331-6500
Gaming Irregularities Only:	1-800-742-7818

5.3 The Internet address of the AGLC is [aglc.ca](http://aglc.ca).

## **6. GUIDING PRINCIPLES FOR GAMING (1.6)**

6.1 The guiding principles for gaming adopted by the province of Alberta are as follows:

- a) The integrity of gaming will be ensured.
- b) Gaming policies will reflect a commitment to social responsibility.
- c) The financial return to eligible charities from charitable gaming is to be maximized for the benefit of charitable and religious groups, the programs or activities they deliver and the communities in which those programs or activities are undertaken.
- d) Gaming policies will be supported by sound research and consultation with the public and stakeholders.
- e) The collection and use of gaming revenue will be open and accountable.
- f) Gaming activities will meet standards of quality to protect the integrity of gaming activities, provide gaming entertainment value to consumers and help to keep gaming dollars in the province.
- g) The guiding principles for gaming will be subject to review, to ensure they reflect Albertans' wishes.

## **7. MINORS (1.10)**

7.1 A licensed charity must not use minors as volunteers for a casino event.

## **8. EXTENDING CREDIT (1.11)**

8.1 Cashing patrons' personal cheques or extending credit to patrons in any form by the casino operator, office staff, registered gaming workers, volunteers, or any other casino or facility staff is prohibited.

Exception: Cash Call cheques as per Section 1.22 of the CTCOG may be accepted.

## **9. CASINO ACCESS (1.12)**

9.1 Every Police Officer as defined in the *Police Act* is an Inspector for the purposes of the GLA.

- 9.2 Casino facility licensees, licensed charities and registered gaming workers are required to cooperate fully with Inspectors and Police Officers attending at a casino facility. A licensee must, on the request of an Inspector, the AGLC or an employee of the AGLC:
- a) assist the Inspector in carrying out an inspection; and
  - b) provide the Inspector with records, documents, books of account and receipts and provide a place where they may be inspected, audited, examined or copied.
- 9.3 To ensure compliance with the GLA, the GLR and Board policies, an Inspector:
- a) must be given full and unrestricted access to all areas of a casino facility;
  - b) may take reasonable samples of gaming supplies;
  - c) may inspect, audit, examine and make copies of any records, documents, books of account and receipts relating to gaming activities and gaming supplies or may temporarily remove any of them for those purposes; and
  - d) may interview the licensee or agents of the licensee with regard to any records, documents, books of account and receipts.
- 9.4 A field technician employed by or working on behalf of the AGLC in a casino facility installing, servicing or removing electronic gaming or gaming related equipment has been designated as an Inspector pursuant to Section 98(1) of the GLA.
- 9.5 An auditor or person employed or working on behalf of the AGLC in a casino facility has been designated as an Inspector pursuant to Section 98(1) of the GLA.

## **10. HOURS OF OPERATION (1.13)**

- 10.1 Casino table games are allowed to operate a maximum of 17 consecutive hours, commencing no earlier than 10:00 am and ending no later than 3:00 am.
- 10.2 Casino slot machines are allowed to operate a maximum of 17 consecutive hours, commencing at 10:00 a.m. and ending no later than 3:00 a.m.
- 10.3 Casino poker rooms may operate 24 hours a day, provided the conditions in Section 10.3.2c) of the CTCOG are met.
- 10.4 Casinos are allowed to operate seven (7) days a week.
- 10.5 All casinos must be closed on Christmas Day.

## **11. TOURNAMENTS (1.17)**

- 11.1 Applications for tournaments will be considered providing the following information is received with the application at least 10 days prior to the intended event:
- a) sample entry form;
  - b) complete rules of play;
  - c) eligibility and disqualification criteria;

- d) complete prize structure;
- e) Table Control Form (not required for poker);
- f) proposed advertising or promotion schemes; and
- g) amount of compensation to the charity.

11.2 Tournaments may only be held during a licensed casino event, (see Section 10 - Hours of Operation).

11.3 A tournament may not adversely affect normal revenues for the licensed charity.

11.4 Casino facility licensees shall split the revenue generated from entry fees, re-buys and add-ons with the charity holding the event licence as follows:

- a) in tournaments where entry fees are \$150.00 and less, 10% of the revenue generated shall be allocated as compensation to the licensed charity;
- b) in tournaments where entry fees are greater than \$150.00, 2.5% of the revenue generated shall be allocated as compensation to the licensed charity; and
- c) the remaining revenue generated shall be allocated to the casino facility licensee in order to pay all prize amounts.

11.5 Approval from the AGLC Regulatory Division is required if a casino facility licensee proposes to charge an administrative fee which is not subject to the charity compensation fee.

11.6 Prior to the casino event starting, the general manager shall communicate the date, time and tournament fee schedule to the cash cage advisor and/or count room advisor by a memorandum posted in the cash cage and count room.

11.7 The count room advisor shall record tournament fees on the Master Revenue Report separately from the rake. The fee is to be clearly identified as "Tournament Fees".

11.8 Poker tournaments cannot be filmed or recorded.

11.9 Casino facility licensees must not use, or be affiliated with, online gaming sites (free or pay) to:

- a) advertise tournaments;
- b) promote tournaments (including off-site functions);
- c) qualify participants for its tournaments (i.e. select tournament participants are determined through online, free or pay, poker tournaments); or
- d) supplement tournament prize money.

## **12. SLOT OPERATIONS (1.19)**

12.1 Slot machines are installed in a licensed casino facility subject to the terms and conditions of the agreement between the casino facility licensee and the AGLC.

12.2 Services and space provided for the operation of slot machines is the sole responsibility of the casino facility licensee and does not involve the charity licensee volunteers.

- 12.3 Casino facility licensees shall provide a cash cage, physically separate from the licensed charity casino cash cage, to provide coin redemption and to sell change for the slot machines.
- 12.4 15% of net sales generated by slot machines is allocated for licensed charities. These funds will be collected by the AGLC. These revenues shall be pooled separately from the casino pool, on a facility basis, or in the case of cities with two or more casinos, on a city wide basis, for each pooling period. Funds shall be distributed at the end of the pooling period.
- 12.5 The float and financial controls for the slot operation shall be maintained separate from all other casino financial transactions and controls.
- 12.6 A casino facility licensee may make application to the AGLC for permission to obtain advances from the charity's casino float for additional slot float funds in emergency situations only (e.g., slot float has been depleted by a large number of payouts). Approval is subject to:
- a) submission and approval of forms to be used to document such advances which include:
    - i) Slot Advance Voucher; and
    - ii) Fill Slip.
  - b) complying with the following conditions:
    - i) the entire advance shall be repaid in cash prior to the completion of a licensee's event. Issuing cheques to repay an advance is not permitted;
    - ii) if the advance is required near closing time on the final day of the event, the licensee will deduct the amount of such an advance from their outstanding opening casino float total. For example, if the casino provides a \$120,000 casino float, and an advance of \$5,000 is required by the slot manager, the event licensee will only be responsible for paying back \$115,000;
    - iii) all advances are to be taken and paid in \$1,000 increments; and
    - iv) each casino facility licensee will develop and submit for approval their own fill/credit slips and all related forms necessary to conduct a slot operation.
  - c) transactions will be witnessed by the general manager and completed as follows:
    - i) slot manager prepares and signs a Slot Advance Voucher and presents it, through the general manager, to the banker in the cash cage;
    - ii) witnessed by the cash cage advisor, banker in the cash cage prepares a fill slip and provides the slot manager with the amount of cash requested;
    - iii) banker, cash cage advisor, slot manager and general manager sign fill slip; and
    - iv) banker enters transaction on the Banker's Daily Master Cash/Chip Control form.
  - d) a copy of the Slot Advance Voucher shall be submitted to the AGLC with the other records/reports within seven (7) days after the completion of the casino event.

### **13. EQUIPMENT IN CASINOS (1.20)**

- 13.1 Only equipment and/or gaming apparatus approved in writing by the AGLC may be utilized in a casino facility.
- 13.2 All gaming related equipment is subject to inspection by the AGLC. Casino operators may be required to replace or repair worn or used equipment.

#### 14. AUDIT (1.25)

- 14.1 Casino books and records are subject to review by the AGLC and must be maintained in a manner acceptable to the AGLC.
- 14.2 The articles/instruments normally subject to audit will include, but are not limited to:
- a) books of original entry (including computerized records);
  - b) invoices;
  - c) bank statements and cancelled cheques;
  - d) event control and summary sheets;
  - e) internal controls;
  - f) annual financial statements;
  - g) Income Tax and Goods and Services Tax Returns;
  - h) external accountants working paper files; and
  - i) ownership structure.

#### 15. ELIGIBILITY GUIDELINES (2.1)

- 15.1 Groups applying for a casino licence must be structured in a manner acceptable to the AGLC and prove a record of active delivery of their charitable or religious program or service to the community. In locations where there is no casino wait list, casino licences will be considered after 12 months of active program delivery. For locations with a wait list, an active record of program delivery for the previous 24 months is required. The policies established by the AGLC for eligibility for casino gaming licensing are contained in Sections 2 and 3 of the *Charitable Gaming Policies Handbook*. Copies of the handbook may be accessed at no charge on the AGLC's website at [aglc.ca](http://aglc.ca).
- 15.2 Each licence application is evaluated based on its geographic location:
- a) Groups located within the boundary of Edmonton must conduct casinos within that city. Groups located outside of Edmonton may not access casinos within Edmonton.
  - b) Groups located within the boundary of Calgary must conduct casinos within that city. Groups located in close proximity to Calgary may conduct casinos at Century Casino Calgary. This area includes Banff to the west, Crossfield to the north, Strathmore to the east and High River to the south.
  - c) Outside of Edmonton and Calgary [except as provided for in Section 15.2b)] groups shall normally conduct their casino events at licensed casino facilities situated outside of Edmonton and Calgary which are in their location or at the casino facility in closest proximity to their location.
  - d) Provincial groups are eligible to conduct casino gaming events in any community in the province subject to compliance with the Board's Related Groups- Eligibility policy in the *Charitable Gaming Policies Handbook*. To establish "provincial group status" for gaming licences, groups must establish with the AGLC that:
    - i) the registered charitable objectives of the group have a provincial focus;
    - ii) the by-laws of the group provide for the establishment of offices in other Alberta communities;
    - iii) the executive and membership lists of the group indicate that membership is drawn from communities throughout Alberta; and



- iv) the group has a record of program or service delivery and plans to continue to deliver its programs and/or services to communities throughout Alberta.

## 16. USE OF CASINO PROCEEDS (2.2)

- 16.1 The policies established by the Board for the use of casino proceeds are contained in Sections 4 and 5 of the *Charitable Gaming Policies Handbook*. Copies of the handbook may be accessed at no charge on the AGLC's website at [aglc.ca](http://aglc.ca).
- 16.2 Casino revenue from non-electronic table games can be used to pay prizes and approved expenses needed to operate the casino event. The remaining gaming funds from non-electronic table games are casino proceeds. The commissions paid to Licensed Charities from slot machines form part of the Licensed Charity's casino proceeds. The Licensed Charity's casino proceeds, which are provided by the AGLC, must be deposited to the Licensed Charity's casino bank account.
- 16.3 Casino proceeds shall only be spent on charitable or religious purposes approved by the AGLC, detailed on the Licensed Charity's casino application and approved on the casino licence.
- 16.4 Changes to the approved use of proceeds after the casino licence is issued must be approved by the AGLC prior to the disbursement of proceeds. Two (2) executive members of the licensed group must sign the letter of request for the change in the use of proceeds.

## 17. DISBURSEMENT OF CASINO PROCEEDS (2.3)

- 17.1 All disbursements of casino proceeds shall normally be made within 24 months of the receipt of the funds. Any extension of this period must have prior written approval of the AGLC. All requests for an extension of this time period must include a supporting business plan. The business plan shall include the following:
  - a) a written explanation why the proceeds have to be accumulated beyond 24 months;
  - b) any other sources of revenues associated with the planned project or event;
  - c) a list of expenditures associated with the planned project or event; and
  - d) a timeline for the anticipated disbursement of the accumulated proceeds.
- 17.2 All payments from the casino account for approved charitable or religious purposes shall be made by cheque, signed by two (2) current members of the group's executive. The cheques must normally be payable directly to the vendor or supplier. Cheques to individuals are not permitted unless prior approval has been granted by the AGLC and/or proper documentation is maintained to ensure the disbursement is for an approved use.
- 17.3 Casino proceeds must normally remain in the casino account until spent on the approved uses. If not required immediately, casino proceeds may:
  - a) be put into a separate interest account(s);
  - b) be used to purchase deposit certificate(s);
  - c) if the group qualifies as a trustee under the *Trustee Act*, be invested subject to the conditions established for and applying to, investments by a trustee under the *Trustee Act*. To qualify to invest, the AGLC will require a letter from the group's lawyer confirming the trustee qualification.
  - d) if casino proceeds are re-directed as stated in Section 17.3 a) to c), the following conditions apply:

- i) investments made as stated in Section 17.3a) and b) must be fully insured as defined in the *Canada Deposit Insurance Act*;
  - ii) the financial institution, account or deposit number, or details of other permitted investments and the total value of the funds proceeds transferred or invested shall be identified on financial reports;
  - iii) all interest, dividends or other income earned becomes part of casino proceeds and shall be retained in the separate interest bearing account or shall be retained as part of the investment if the income is in the form of shares or units; and
  - iv) when needed for approved uses, proceeds shall be transferred back to the casino account to be disbursed.
- e) be contributed to an endowment fund, subject to the conditions specified in Section 5.25 of the *Charitable Gaming Policies Handbook*.

## **18. LICENSED CHARITY'S ROLES AND RESPONSIBILITIES (2.4)**

18.1 The licensed charity shall operate the casino according to:

- a) the licence which includes information pertaining to the location, number of games, dates and hours of operation;
- b) the operating requirements provided in the CTCOG. A copy is to be available at the casino premises in the following areas:
  - each games pit;
  - cash cage;
  - count room;
  - volunteer lounge; and
  - staff lounge;
- c) any special conditions required by the Board;
- d) the House Rules of the casino facility which must not conflict with the CTCOG; and
- e) all municipal, provincial and federal laws.

18.2 Licensed charities must immediately report to the AGLC any irregularities, theft, fraud cheating at play or violations of policy in the conduct of its licensed casino event and in the use of casino proceeds.

18.3 Where casino revenue or casino proceeds are missing due to suspected theft or fraud, the licensed charity shall not initiate any civil action against, or enter into any repayment agreement or other agreements with, persons suspected of being responsible for the missing casino revenue or proceeds.

## **19. CASINO FACILITY AND SERVICE AGREEMENTS (2.5)**

19.1 Licensed charities may sign a Casino Facility and Service Agreement with the casino facility licensee of their choice. The following conditions apply:

- a) a licensed charity must not solicit or accept any financial inducement from a casino facility licensee to enter into a Casino Facility Agreement;
- b) a casino facility licensee must not offer or give any financial inducement to a licensed charity to enter into a Casino Facility and Service Agreement;
- c) a licensed charity must not enter into a Casino Facility and Service Agreement with a casino facility

licensee which guarantees a minimum net return to the licensed charity;

- d) a casino facility licensee must not offer or enter into a Casino Facility and Service Agreement with a licensed charity which guarantees a minimum net return to the licensed charity; and
- e) the AGLC does not advocate the pre-signing of agreements or contracts where the charity is obligated to hold their next casino event in a specific location where the duration of the contract exceeds one year. Where such contracts have been signed, charities are advised to seek their own legal advice on the legality and enforceability of these contracts.

19.2 Casino facility licensees must provide each licensed charity with a Casino Facility and Service Agreement which establishes fixed fees or charges, excluding GST, for the operation of the casino.

19.3 The Casino Facility and Service Agreement must include a provision that at the completion of the casino event it will be determined if the total of the fixed fees and charges of the casino facility licensee exceeds:

- a) for Edmonton and Calgary casinos, 50% of the net table game casino proceeds;
- b) for St. Albert casino, 65% of the net table game casino proceeds;
- c) for casinos outside Edmonton and Calgary with 350 or more slot machines, 65% of the net table game casino proceeds, and
- d) for casinos outside Edmonton, Calgary and St. Albert with 349 or less slot machines, 75% of the net table game casino proceeds.

If such fees and charges exceed the above net proceeds, the casino facility licensee will only be entitled to payment of an amount equivalent to 50%, 65%, or 75% of the net table game casino proceeds.

19.4 For casinos outside of Edmonton and Calgary that increase their number of slot machines from 349 or less to 350 or more, the split of 65/35 of the net table game casino proceeds will be effective Day 1 of the casino event following the installation of the additional slot machines.

19.5 GST (if applicable) is paid only on the actual revenues received by the casino facility licensee and is to be calculated on the total amount retained by the facility licensee at the end of the quarter. The charity pool will be responsible for paying a portion of this using the same formula as it used to calculate the charity's portion of the proceeds (50% in Edmonton and Calgary; 35% in St. Albert; 35% outside of Edmonton and Calgary with 350 or more slot machines; and 25% for all others.

19.6 The casino facility licensee may keep table game surpluses generated at casino events to cover table game deficits which may occur at subsequent casino events. Net accumulated surpluses that exist at the end of each pooling period will be collected by the AGLC through electronic funds transfer.

19.7 The casino facility licensee may request an adjustment to its fixed fees, providing such requests have been submitted for the prior approval of the AGLC. Adjustment, once approved, would commence at the start of a new quarter.

19.8 The casino facility licensee shall be responsible for the applicable percentage of losses (net proceeds after prizes are paid is negative), in Edmonton and Calgary 50%; St. Albert 65%; outside of Edmonton and Calgary with 350 or more slot machines 65%; and all others 75%.

## **20. CANCELLATION OF CASINO DATES / RELOCATION TO ANOTHER FACILITY (2.6)**

20.1 A licensed charity that cancels a casino date or asks to relocate to another facility will be bound by the following procedures:

- a) it is the option of the licensed charity to select the casino facility to hold its casino event;
- b) a licensed charity may cancel at one casino facility and relocate to another casino facility within the same municipality if the facility is available for those same dates. In doing so, the licensed charity is responsible for any contractual obligation which may result with the original casino facility licensee;
- c) if a licensed charity cancels its casino event entirely, the AGLC will schedule another licensed charity for the dates vacated; and
- d) if a licensed charity cancels its scheduled casino event and requests that it be rescheduled, the charity will be rescheduled by the AGLC in the quarter the applications are currently being slotted for.

## **21. ADVISOR CONTRACTS (2.7)**

21.1 The AGLC does not advocate Advisor contracts, which obligate charities to utilize the services of a specific advisor for their next casino event where the duration of the contract exceeds one (1) year. Where such contracts have been signed, charities are advised to seek their own legal advice on the legality and enforceability of these contracts.

21.2 The fee stated on an advisor's contract must be the actual amount charged to the charity upon the conclusion of the casino event, as indicated on the Casino Track Reconciliation of Casino Win/Loss and Pool Contribution form.

## **22. CASINO EXPENSES (2.8)**

22.1 Licensed charities are responsible for the following casino expenses:

- a) food and refreshments for volunteers while working at the casino;
- b) cash cage advisor and count room advisor fees;
- c) pool administration costs; and
- d) any other expenses approved by the Board.

22.2 The following expenses shall be paid, by cheque, at the conclusion of the casino event:

- a) Food and refreshment expenses for volunteers while they are working at the casino event, to a maximum of:
  - i) Edmonton, St. Albert and Calgary casinos: \$1175 (GST included);
  - ii) All others: \$705 (GST included).
- b) Cash cage advisor fees to a maximum of:
  - i) Edmonton, St. Albert and Calgary: \$1445/event (plus applicable taxes) plus \$45/hour for each extra hour the table games are open longer than 14 hours/day (e.g. if table games are open for 16 hours on Day 1 and 17 hours on Day 2, an advisor may earn an extra 5 hours pay or \$225).
  - ii) All others: \$1043/event (plus applicable taxes) plus \$45/hour for each extra hour the table games are open longer than 14 hours/day.

- c) Count room advisor fees to a maximum of:
  - i) Edmonton, St. Albert and Calgary: \$573 (plus applicable taxes);
  - ii) All others: \$535 (plus applicable taxes).

22.3 Where casino net proceeds are insufficient to cover food and refreshment expenses and advisor fees, the casino facility licensee will reimburse the charity for these costs. The casino facility licensee will be reimbursed for these costs through a reduction of the regular AGLC electronic funds transfer, which collects the net casino proceeds.

22.4 The pool administration costs and casino licence fees will be paid out of the pool by the AGLC at the end of the pooling period, prior to the distribution of casino proceeds.

## 23. CASINO POOLING (2.9)

23.1 Casino pooling means the collection of all casino proceeds (and/or losses) over a three (3) month period of time (as specified in Section 23.3) from events held in a licensed facility or facilities. The proceeds are placed into two (2) separate pools as follows:

Pool A - Table Game Proceeds: refers to the funds remaining after the payment of approved prizes and approved casino event expenses; and

Pool B - Commissions from Electronic Games: refers to the commissions paid to the licensed charities from electronic games (e.g. slot machines).

23.2 Casino pools are administered by the AGLC for the benefit of the licensed charities.

23.3 Licensed charities must pool casino proceeds (and/or losses) within the same pooling period as follows:

- a) licensed charities conducting casinos in communities with two (2) or more casino facility licensees must pool net casino proceeds (and/or losses) with all charities licensed in the same community within the same pooling period (Exception: Century Casino Calgary does not pool its table game proceeds with other casinos in Calgary);
- b) licensed charities conducting casinos in St. Albert and Camrose must pool net casino proceeds (and/or losses) with all charities within the same pooling period; and
- c) licensed charities must submit net casino proceeds to the casino facility licensee at the end of each casino event. The facility licensee must deposit the net casino proceeds the next business day. The AGLC will obtain the net casino proceeds from the facility licensee through electronic funds transfer. The AGLC will notify the casino facility licensee of the required amount of the transfer.

23.4 The pooling period is the same as the quarterly casino draw period. Quarters are January-March, April-June, July-September and October-December.

23.5 After the pooling period is over, the AGLC will provide each licensed charity with a statement of distribution of pooled funds. This statement will include the following information:

- a) the total pooled funds received;
- b) any re-imburement of event losses;
- c) the interest earned on pooled funds;
- d) the final payments made to the AGLC for the quarterly license fees and the pool administration costs;

- e) other adjustments as required;
- f) the number of charity shares; and
- g) the amount disbursed to each charity.

23.6 The AGLC will deposit these funds to each charity's approved casino bank account through electronic funds transfer (EFT). If unable to make an EFT, the AGLC will mail a cheque to the licensed charity for deposit to its approved casino bank account.

23.7 No advances to any licensed charity shall be made from the pool prior to the end of the pooling period.

23.8 In the event Pool A is in a deficit position at the end of the pooling period, the AGLC will administer the pool as follows:

- a) applications from charities for reimbursement of food and refreshment expenses and advisor fees will be added to the overall pool deficit;
- b) claims for the charities' portion of the float losses will be added to the pool deficit;
- c) pool administration costs and licence fees will be added to the pool deficit; and
- d) once the overall Pool A deficit has been calculated, the deficit will be offset by an equal amount from Pool B containing the commissions from electronic gaming accumulated during the pooling period.

Note: If the commissions from electronic gaming do not offset the deficit, each charity will be required to reimburse an equal share of the deficit to the pool.

#### **24. FINANCIAL REPORTS (2.10)**

24.1 A licensed charity is required to complete financial reports regarding the revenues and proceeds generated during its casino event.

24.2 The licensed charity must complete and submit financial reports as they come due. For this purpose, a licensed charity will receive the required financial report forms to complete from the Financial Review Section of the AGLC. The requirements in this regard are as follows:

- a) financial reports are mailed after the licensed charity's casino event;
- b) supplementary financial reports are required if the licensed charity has funds left in its casino account. The report is mailed out every twelve months until all proceeds are spent; and
- c) the licensed charity's ending bank balance, that is, the proceeds remaining from the previous financial report becomes part of the new financial report.

24.3 Licensed charities shall complete the required financial report and submit the report within 60 days from the mail-out date, along with the supporting documents as indicated in the report.

24.4 The following information must be provided with the required financial report:

- a) bank statements;
- b) cancelled cheques; and
- c) invoices/receipts.

- 24.5 Licensed charities have the option of hiring a Chartered Professional Accountant (CPA) to prepare casino financial reports. Casino proceeds may be used to pay the expenses related to preparing these reports if performed by a CPA in good standing.
- 24.6 Casino proceeds may not be used to pay for the preparation of financial reports other than those allowed for in Subsection 24.5.
- 24.7 For more information, consult the *Charitable Gaming Policies Handbook* or contact the Financial Review Section of the AGLC by telephone at 1-800-272-8876 during regular business hours.
- 24.8 All casino records shall be kept for two (2) years after the final day of the casino.

## **25. CONSOLIDATED GAMING ACCOUNT (2.11)**

- 25.1 If a licensed charity has more than one (1) gaming licence, it may open a Consolidated Gaming Account for gaming proceeds.
- 25.2 A Consolidated Gaming Account allows the licensed charity to:
- a) issue cheques from one (1) gaming bank account; and
  - b) track the proceeds available for distribution more easily than under multiple accounts.
- 25.3 To open a Consolidated Gaming Account, the licensed charity must:
- a) open an account (entitled “Consolidated Gaming Account”) at a financial institution; and
  - b) notify the Financial Review Section of the AGLC of the financial institution, branch and account number of the Consolidated Gaming Account.
- 25.4 Separate bank accounts must be maintained for each type of licensed gaming event (for example, Casino, Raffle, Pull Ticket and for each Bingo Location). These accounts are for deposits of revenue and payment of expenses related to each particular licence.
- 25.5 At the licensed charity’s discretion, proceeds may be transferred from the individual gaming accounts to the Consolidated Gaming Account.
- 25.6 All disbursements from the Consolidated Gaming Account are subject to the conditions specified in Section 17 – Disbursement of Casino Proceeds.
- 25.7 Consolidated financial reports are due every 12 months. The financial reports are forwarded to the licensed charity as they become due. Groups have 60 days from the mail-out date to complete and return the reports and supporting documents.
- 25.8 For more information on Consolidated Gaming Accounts, contact the Financial Review Section of the AGLC by telephone at 1-800-272-8876 during regular business hours.

## **26. AUDIT REQUIREMENTS (2.12)**

- 26.1 The books and records of licensed charities are subject to review and/or audit by the AGLC and must be maintained in a manner acceptable to the AGLC.

26.2 The areas normally subject to audit will include, but not be limited to:

- a) books of original entry (including computerized records);
- b) invoices;
- c) bank statements and cancelled cheques;
- d) event control and summary sheets;
- e) contracts, agreements or similar documents;
- f) Income Tax and Goods and Services Tax returns;
- g) minutes of annual general meetings, and meetings of general membership, board and executive;
- h) external accountant's/auditor's working paper files;
- i) annual (audited) financial statements; and
- j) business and financial records (as outlined above) of any entity (including but not limited to societies, non-profit organizations, associations, community leagues, corporations, partnerships, limited partnerships, joint ventures, proprietorships, etc.) that is related to the licensed charity and/or an executive or board member of the licensed charity that is in receipt of any of the licensed charity's gaming funds either directly, indirectly or through a series of transactions.

## 27. ELIGIBILITY REQUIREMENTS FOR VOLUNTEER STAFF OR CHARITY WORKERS (3.1)

27.1 Eligibility requirements for volunteer staff or charity workers are as follows:

- a) only bona fide members of the licensed charity or employees of a First Nation Charity shall work in the positions of general manager, banker, cashier, count room supervisor or advisor (when performed by a volunteer). The licensed charity may use non-members, on a volunteer basis, to fill other positions as required. Licensed charities whose members are disabled may accept outside volunteer help for all positions;
- b) charity workers must be registered with the AGLC and may only work at First Nation casinos;
- c) charity workers' wages shall be subject to AGLC approval;
- d) all volunteer staff and charity workers must be 18 years of age or older; and
- e) a person may not be eligible to work in a casino if the person:
  - i) has, within the five years prior to the submission of the application been charged with or convicted of:
    - an offence under the *Criminal Code* (Canada), the *Excise Act* (Canada), the *Food and Drugs Act* (Canada) or the *Controlled Drugs and Substances Act* (Canada), or
    - an offence under a foreign Act or regulation that, in the Board's opinion, is substantially similar to an offence referred to in subclause i).
  - ii) has, at any time been charged with or convicted of:
    - an offence under the *Criminal Code* (Canada), the *Excise Act* (Canada), the *Food and Drugs Act* (Canada) or the *Controlled Drugs and Substances Act* (Canada), or
    - an offence under a foreign Act or regulation that, in the Board's opinion, is substantially similar to an offence referred to in subclause ii),if in the Board's opinion the offence is sufficiently serious that it may detract from the integrity with



which gaming activities or provincial lotteries are to be conducted in Alberta; or

iii) has, within the five (5) years prior to the submission of the application, been serving a term of imprisonment of three (3) years or more.

27.2 A minimum of 25 volunteers are required for a 16-50 game casino. A minimum of 15 volunteers are required for a 15 game or less casino. Volunteers or charity workers are required to fill the following positions:

- a) general manager(s) and alternate;
- b) banker;
- c) cashier;
- d) chip runner;
- e) count room supervisor; and
- f) count room staff (5).

27.3 Paid staff of the licensed group can work any position, provided:

- a) they are bona fide members of the licensed charity;
- b) they volunteer their services outside normal working hours; and
- c) they do not fill the following positions:
  - i) general manager;
  - ii) alternate general manager;
  - iii) banker; or
  - iv) count room supervisor.

## **28. CONDUCT (3.2)**

28.1 Volunteers working a licensed casino event shall not be paid cash, from casino proceeds or from any other source of revenue, for their services. This includes, but is not limited to:

- a) cash payments;
- b) casino licensee "vouchers" that can be exchanged for cash; and
- c) receiving money, goods or services for personal use, from individuals which provide premises, services, equipment or supplies to events sponsored by the volunteer's group.

28.2 Volunteers working a licensed casino event may receive credits to help offset the cost of participating in the approved charitable program conducted by the licensee including eligible:

- a) membership, registration, competition, affiliation or insurance fees to tournaments or competitions, or to local, provincial, national or international governing bodies when the fees are related to a group's specific charitable objectives, and individual members of the group do not also pay the fee; and/or
- b) travel expenses.

28.3 The credits must not:

- a) exceed 10% of the casino proceeds generated per casino licence;
- b) be redeemable for any form of payment listed in Section 28.1; and/or

c) be used for any social or recreational purposes or any purposes not listed in Section 28.2.

28.4 The charitable group may transfer the credits earned from working an event:

- a) to other members of the licensed group; or
- b) to individuals who are beneficiaries of the group's programs (e.g., an amateur athlete participating in a structured and developmental sport); or
- c) to another AGLC licensed group. Transfers of \$5,000 or more, to other licensed groups, require prior AGLC approval.

28.5. The group issuing the credits must maintain records of the credits. The records are subject to review by the AGLC, and must include a ledger with the following information:

- a) the names of the volunteers earning the credits;
- b) whether the volunteer is a member or non-member of the group;
- c) the dates the volunteer earned the credits;
- d) the credit and cash value of the credits;
- e) the date the credits were issued, redeemed or transferred;
- f) the purpose(s) for which the credits were redeemed (if applicable); and
- g) the name of the payee to whom the cheque was written.

28.6. Groups transferring credits to other licensees must issue a volunteer credit receipt as a means of exchange. The volunteer credit receipt must include the following information:

Group providing the credits/issuing the volunteer credit receipt

- a) the name of the licensed group;
- b) the serial number;
- c) the date of issuance;
- d) the credit and cash value of the volunteer credit receipt;
- e) the name and telephone number of the person the volunteer credit receipt was issued to;
- f) whether the recipient is a member or non-member of the group issuing the volunteer credit receipt;
- g) the expiry date (not to exceed one year from date of issuance);
- h) an authorizing signature verifying the information is correct; and
- i) the name of the licensed group receiving or redeeming the credits.

Group receiving the credits

- j) the redemption date;
- k) the redemption purpose;
- l) an authorizing signature verifying the information is correct; and
- m) the name and account number of the gaming account to which the payment was deposited.

28.7 The group issuing the credits must retain the information in Sections 28.6a) to i), and provide it to the AGLC upon request. The group receiving the credits must retain the information in Section 28j) to l), and provide

it to the AGLC upon request. All credits earned, received and redeemed must be reported separately on the group's gaming financial report.

- 28.8 Transfers must be made from one gaming account to another gaming account.
- 28.9 A volunteer credit system is not an eligible charitable program.
- 28.10 Groups cannot make it compulsory to volunteer at gaming events. Additionally, all volunteers must be given equal opportunity to earn credits by volunteering at gaming events.
- 28.11 All volunteer staff must report to the general manager and ensure their printed name, signature, position and date and time of shift are recorded on the Casino Volunteer / Charity Worker Approval and Sign-In form before starting their shift.
- 28.12 Volunteer staff shall work only in positions specified on the Casino Volunteer / Charity Worker Approval and Sign-In form.
- 28.13 No volunteer staff shall work more than one position during the casino licence period except:
  - a) the general manager may assign a count room worker to witness table closing chip counts. This must not interfere with count room duties; and
  - b) in casinos outside of Edmonton, Calgary and St. Albert those individuals assuming the positions of banker, cashier(s) and chip runner may, once their Cash Cage duties have been concluded, also work in the various count room positions. The one exception being the banker, who shall not be allowed to assume the position of count room supervisor.
- 28.14 Volunteer staff shall wear a name badge while on duty showing first or common name, position, and date of casino.
- 28.15 All volunteer staff is prohibited from playing casino games or gaming terminals (including slot machines and VLTs) where they are working for the duration of their licensed charity's event.
- 28.16 Volunteer staff is prohibited from consuming liquor, being under the influence of liquor or using illicit substances.
- 28.17 Volunteer staff is prohibited from cashing cheques or extending credit.
- 28.18 Personal possession of chips by volunteer staff is prohibited and shall be reported immediately to the AGLC by the general manager.

## **29. GENERAL MANAGER AND ALTERNATE GENERAL MANAGER (3.3)**

- 29.1 The General Manager is responsible for all aspects of the casino.
- 29.2 In consultation with the games manager, the general manager shall ensure the casino is conducted in accordance with the CTCOG.
- 29.3 An alternate general manager shall be on duty in the General Manager's absence.
- 29.4 The general manager duties are as follows:
  - a) Operational Functions:

- i) enters the appropriate information from the licence into the CasinoTrack system;
  - ii) ensures all volunteer staff (excluding count room staff) are in the casino facility a minimum of one (1) hour prior to casino opening;
  - iii) ensures the count room staff are present a minimum of 15 minutes prior to scheduled start of shift;
  - iv) ensures the names of all volunteer staff are entered into the CasinoTrack system;
  - v) ensures designated volunteer staff is in place and have signed in at the beginning of shift and signed out at end of shift with system access cards on the CasinoTrack system;
  - vi) witnesses interim and final pull of drop boxes;
  - vii) may perform duties of other volunteer staff or charity workers on a temporary basis [no longer than one (1) hour] as long as all procedures for the position are followed, e.g. assuming duties of other volunteer staff to allow them to take a break or eat a meal;
  - viii) may fill a position that becomes vacant due to unforeseen circumstances (shall be documented on a Discrepancy Report);
  - ix) may assign another volunteer or charity worker to fill a vacant position for the duration of the licence period; (shall be documented on a Discrepancy Report) and
  - x) sign all Discrepancy Reports in addition to the advisor or the games manager.
- b) Financial Transactions:
- i) counts and verifies the opening cash bankroll and the opening chip inventory received from the casino facility licensee or his designate each day;
  - ii) witnesses transfer of cash from count room supervisor to banker;
  - iii) ensures closing cage bankroll, next day's opening float and chips are in secure overnight storage;
  - iv) ensures the casino facility licensee or designate provides a cheque at the end of the event for the cost of the advisor fees and concession fees;
  - v) ensures all financial transaction entries into the CasinoTrack system are completed as required;
  - vi) investigates fully any error, procedural irregularity or other breach of CTCOG and reports to the AGLC (see Section 5.2);
  - vii) reports immediately to the Investigations Branch any volunteer in personal possession of casino chips; and
  - viii) returns remaining chips to the casino facility licensee or designate and enters the information on the CasinoTrack system;
  - ix) returns and signs, after the close of the event, to the casino facility licensee or his designate, cash equal to the opening cash bankroll received the morning of each day; and
  - x) after the conclusion of all related tasks, all cash including the opening bankroll and the event proceeds are to be returned to the casino facility licensee. Verification of the return of this cash is to be obtained from the casino facility licensee's designated individual.
- c) Security:
- ensures secure handling and storage of chips and cash at all times during the casino event.

### 30. BANKER (3.4)

- 30.1 The banker supervises the cash cage and is directly accountable to the general manager.
- 30.2 The banker is responsible for the cashiers and the chip runners.
- 30.3 Specific duties of the banker are as follows:
- a) documents all transactions as required and ensures security of all chips and cash in cash cage;
  - b) ensures cashiers retain personal control of chips and cash for which they are responsible while on duty;
  - c) receives and counts opening cash bankroll and chip inventory with the general manager;
  - d) records and maintains a running inventory of the cash bankroll and the chip inventory;
  - e) issues opening inventory of chips to games where required;
  - f) documents transactions as required and maintains security and control of chips/coin inventory during shift;
  - g) supplies games with chips/coin as requested on CasinoTrack system;
  - h) receives excess chips/coin from games as requested on CasinoTrack system;
  - i) issues opening cash fill and subsequent cash fills to cashiers;
  - j) obtains cash transfers from the count room supervisor as required;
  - k) receives inventory of chips/cash from cashiers;
  - l) counts, amalgamates and records all chips and cash in cash cage at the end of the day;
  - m) returns remaining chips to the facility operator at the end of the day and enters information on the CasinoTrack system;
  - n) at the end of the day, transfers cash to general manager for secure overnight storage or transfer to casino facility licensee.

### **31. CASHIER (3.5)**

- 31.1 The cashier duties are as follows:
- a) receives and counts opening cash fill from the banker;
  - b) maintains security of the cash and chips for which he or she is responsible while on duty in the cash cage;
  - c) redeems players' chips for cash;
  - d) ensures the general manager, banker or advisor witnesses all player cash-outs over \$200;
  - e) ensures trays are put in cash drawers and the drawers are locked when leaving cash cage;
  - f) at the end of a shift, accounts for and transfers all chips and cash for which he or she is responsible to the banker.
- 31.2 The cashier must not:
- a) sell chips;
  - b) exchange U.S. currency for chips or cash; and
  - c) exchange traveller's cheques for chips or cash.

**32. CHIP RUNNER (3.6)**

32.1 The chip runner duties are as follows:

- a) participates in games opening and closing with gaming table personnel;
- b) transfers fills from the banker to games and credits from games to banker;
- c) verifies the accuracy of these transactions;
- d) at final close of games each day, witnesses chip count and verifies on the CasinoTrack system; and
- e) may assist the general manager during pull of drop boxes.

**33. COUNT ROOM SUPERVISOR (3.7)**

33.1 The count room supervisor is directly accountable to the general manager for the supervision of count room procedures and count room staff.

33.2 The count room supervisor shall document all transactions as required and ensure security of all cash and chips in the count room.

33.3 Specific duties of the count room supervisor are as follows:

- a) ensures count room is secured;
- b) records the number of bills, coins and chips (if any) counted by the amalgamator, on the CasinoTrack system;
- c) verifies the information entered by the recorder;
- d) supplies cash to banker as required;
- e) ensures the rake boxes are counted first and chips are transferred to banker before continuing the count;
- f) prepares float and bank deposits; and
- g) generates Master Revenue Report and Count Room Drop Box Verification on CasinoTrack system.

**34. SORTER (3.8)**

34.1 The duties of the sorter are as follows:

- a) empties the contents of the drop box and shows open box to camera to ensure it is empty;
- b) sorts cash or chips into denominations and places into money bin with a "Box ID Card" and passes bin to counter;
- c) witnesses count by counter; and
- d) at final close of games may witness table chip count, if required.

**35. COUNTER (3.9)**

35.1 The duties of the counter are as follows:

- a) counts the contents of the money bin using money counting machine;
- b) places contents of drop box back into the money bin along with the "Box ID Card" and passes bin to the

amalgamator; and

- c) assists sorting of chips and cash as needed.

**36. RECORDER (3.10)**

36.1 The duties of the recorder are as follows:

- a) enters the table number from the "Box ID card" into the CasinoTrack system; and
- b) enters the number of bills, coins and chips (if any) counted by the counter into the Casino Track system.

**37. AMALGAMATOR (3.11)**

37.1 The duties of the amalgamator are as follows:

- a) receives cash or chips from counter in money bin;
- b) verifies all bills are of the same denomination;
- c) uses a counting machine to verify contents of the money bin and advises count room supervisor of the amount by denomination; and
- d) amalgamates all cash or chips in the count room by denomination into bundles of one hundred after receiving confirmation from the count room supervisor that the totals from both counts match.