Commercial Bingo Handbook

AGLC
Alberta Gaming & Liquor Commission

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COMMERCIAL BINGO

HANDBOOK

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SUBJECT: DEFINITIONS

POLICY

1.1.1 General definitions in these Policies:

a) "Advertising" refers to the use of media (for example, newspapers, magazines, radio, television, signage, internet including e-mail messaging) to communicate a message to a wider audience.

b) "AGLC" means the Alberta Gaming and Liquor Commission.

c) "Association Executive" means the volunteer executive members of a Bingo Association.

d) "Bingo Association" means an incorporated, not-for-profit entity that represents or acts as the agent for its members, which are Licensed Charities. A Bingo Association is a Class A Facility Licensee and coordinates activities related to bingo and Pull Ticket sales (if applicable) on behalf of or as agent for all of the Licensed Charities conducting bingo Events in its Licensed Facility.

e) "Bingo Licence" means a licence issued by the AGLC to a charity authorizing the charity to conduct one or more bingo Events.

f) "Bingo Society" means an incorporated, not-for-profit entity that represents or acts as the agent for its Licensed Charities, primarily to allocate bingo Events among them at a designated Licensed Facility operated by a Class B Facility Licensee.

g) "Commercial Bingo Handbook" means the AGLC's set of Policy requirements and operating Guidelines that apply to bingo Events held in a Licensed Facility.

h) "Board" means the Board of the AGLC.

i) "Bona Fide Member" 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.

j) "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.

k) "Class A Bingo Facility Applicant" means a Bingo Association eligible to apply for a Class A Bingo Facility Licence, or an existing Class A Bingo Facility Licensee applying for a new Class A Bingo Facility Licence.

l) "Class B Bingo Facility Applicant" means a person or entity eligible to apply for a Class B Bingo Facility Licence, or an existing Class B Bingo Facility Licensee applying for a new or additional Class B Bingo Facility Licence.

m) "Class A Licensed Facility" means a Licensed Facility whose Facility Licence is held by a Bingo Association.

n) "Class B Licensed Facility" means a Licensed Facility whose Facility Licence is held by an entity other than a Bingo Association.

o) "Due Diligence" means measures or practices to prevent criminal activity, abuse, or other activity that is a detriment to gaming or the integrity of gaming in Licensed Facilities.

p) "Due Diligence Investigation" means a background investigation intended to determine the suitability of an applicant or any person associated to the applicant in order to ensure the integrity of gaming, and that the involvement of the applicant or associated person is not a detriment to the lawful conduct of gaming, and includes a records check and corporate and personal financial investigation.

q) "Facility Licence" means a licence that authorizes a Facility Licensee to operate a bingo facility where gaming activities, that are authorized by a gaming licence and/or provincial lotteries may be conducted.

r) "Facility Licensee" means the entity that holds a bingo Facility Licence issued by the AGLC.

s) "Full-Time Equivalent" means the number of scheduled hours of work in a week that equals one full-time employee.

t) "Gaming Stream" means paper bingo, electronic bingo or Pull Ticket.

u) "Guideline" means best business practices designed to help licensees meet operating requirements.

v) "Inspector" means an Inspector of the AGLC or someone designated by the AGLC as an Inspector under the Gaming and Liquor Act.

w) "Licensed Charity" means the charitable or religious organization holding a licence authorizing a bingo Event within a Licensed Facility.

x) "Licensed Facility" means a facility in which bingo Events may be conducted.

y) "Minor" means a person under the age of 18 years.

z) "Paid Staff" means Registered Gaming (bingo) Workers pursuant to the Gaming and Liquor Regulation.

aa) "Policy" ("Policies") means the Commercial Bingo Handbook Policies approved by the Board of the AGLC and signed by its Chair, on behalf of the Board.

bb) "Profitability Requirements" means the required contributions to the charity pool for each Gaming Stream as specified by the AGLC.

cc) "Pull Ticket" means a type of instant-win ticket sold separately from bingo cards under a Pull Ticket Licence issued by the AGLC.

dd) "Pull Ticket Licence" means a licence issued by the AGLC to Licensed Charities authorizing the Licensed Charities within a licensed bingo facility to conduct pull ticket sales during bingo Events. A single licence is issued in the name of all charities conducting pull ticket sales in the Licensed Facility.

ee) "Registered Gaming Worker" means a person registered with the AGLC to perform a function(s) specified in their registration.

ff) "Related Entity" means an entity which is:

i) controlled by another entity;

ii) one of several entities controlled by the same person or group of persons;

iii) controlled, related, affiliated or associated pursuant to the Income Tax Act (Canada); or

iv) controlled, owned or affiliated to one of the board members of the association or charity.

gg) "Volunteer" means an individual who works without remuneration at a bingo Event for a Licensed Charity or on the board of a Bingo Association or Bingo Society.

hh) "Witness" (includes "Witnessing" and "Witnessed") means to be present at a transaction so as to be able to testify to its having taken place.

1.1.2 Bingo definitions in these Policies:

a) "Advance" means where a Bingo Association acts as an agent for its members, a fixed amount per bingo Event, or an amount determined by attendance thereat, to be advanced by a Licensed Charity to a Bingo Association to cover Expenses incurred in providing the Licensed Charity with the space and services to assist the Licensed Charity to conduct its bingo Event.

b) "Bingo Game" means a game of chance, authorized by the AGLC, played on a paper or electronic bingo card face having 25 numbered squares (5 rows/columns with 1 free space) corresponding to numbered balls drawn at random and won by achieving a specified pattern on the card.

c) "Bonanza" means a pre-call game that, after the pre-call of numbers, a break in the calling of numbers occurs and the game is completed at a later time in the bingo program.

d) "Discrepancy Report" means a report prepared by the Facility Licensee, Licensed Charity, registered worker and/or Volunteer regarding a breach of Policy, security breach, or any other illegal activity.

e) "Drop-in Bingo" means a bingo program format which allows customers to purchase and play a limited or specific number of games.

f) "EMS" means the Event Management System provided by the AGLC to bingo Facility Licensees.

g) "Event" means:

i) all Bingo Games, bingo schemes and promotions, and related gaming activities conducted during a specified period of time during the day (for example, morning event, afternoon event, evening event or late night event); or

ii) all Personal Play Games conducted throughout a Game Day.

h) "Game" means a game of bingo in which the player pays to play and for which a prize is awarded.

i) "Gaming Floor" means the gaming area dedicated to the conduct of games.

j) "Gaming Worker" means a person who is paid to assist either a gaming licensee in the conduct or management of a gaming activity, or a Facility Licensee in the operation of a Licensed Facility.

k) "House Rules" means the rules governing the operation of a bingo Event, adopted specifically by a Facility Licensee, and which must be consistent with these Policies.

l) "Linked Bingo" means a Bingo Game played simultaneously by participants at different locations in which the locations are linked by a communication system.

m) "Loonie Pot" means a progressive prize scheme played with regular Bingo Games in a bingo program.

n) "Network Studio" means the studio from which Linked Bingo is transmitted to subscribing bingo locations.

o) "Pre-mark Game" means a special Bingo Game with separate card sales and involving a pre-call of bingo numbers either through the calling of numbers drawn from the blower (e.g. Bonanza) or through other predetermined criteria (e.g. odd/even) and pre-marked by players.

p) "Regular Games" means a series of games played on a booklet of cards purchased as admission to a bingo Event.

q) "Rules of Play" means the Rules of Play governing the operation of Bingo Games and schemes and which must be consistent with these Policies.

r) "Satellite Game" means a Linked Bingo Game supplied and delivered by Alberta Satellite Bingo during a bingo Event conducted by a Licensed Charity.

s) "Special Event" means a bingo Event or any other Event that requires AGLC approval outside of the regularly played Bingo Program.

t) "Special Games" means an individual game or series of games played on cards purchased separately from the Regular Games.

1.1.3 Financial definitions in these Policies:

a) "Bingo Float" means the funds provided by the Facility Licensee at the beginning of a bingo Event to the Licensed Charity and which is due to the Facility Licensee immediately following the Event.

b) "Bingo Prizes" means cash, merchandise or other award(s) given to bingo players in a Licensed Facility in conjunction with an approved bingo program.

c) "Deficit" means the amount by which actual Expenses exceeds the Event Fee.

d) "Expenses" means the direct costs incurred by a Licensed Charity to conduct bingo and Pull Ticket sales. Such costs may include Paid Staff, rent, supplies, Advertising, services such as Linked Bingo, meal costs incurred by Volunteers to work at the bingo Event, etc.

e) "Event Fee" means the Facility Licensee's fee for providing the Licensed Charity with the space and services to assist the Licensed Charity to conduct its bingo Event, or an Advance (see also 1.1.2 a)).

f) "Facility Reserve Fund" means the funds collected within the Event Fee structure and accumulated to meet significant future costs related to the gaming portion of facility upgrades, renovations or costs related to the replacement or maintenance of bingo related equipment and furniture.

g) "Gross Bingo Revenue" means the funds raised from a bingo Event through the sale of bingo cards or other schemes conducted with a Bingo Game.

h) "Net Bingo Revenue" means Gross Bingo Revenue less Bingo Prizes and Expenses.

i) "Operating Reserve Fund" means – the funds collected within the Event Fee structure and accumulated to pay for any shortfall resulting from the association monthly gaming Expenses being greater than the Event Fees collected from the bingo licensees due to unplanned or unforeseen circumstances.

j) "Pooling" means the collecting and disbursement of all Net Bingo Revenue, commissions and Alberta Lottery Fund payments over a specified regular period of time from Events held in a Licensed Facility according to a Pooling agreement approved by the AGLC.

k) "Pooling Account" means the bank account into which the Proceeds are deposited.

l) "Proceeds" means the net revenue after payment of approved prizes and Expenses to Licensed Charities from the conduct of bingo and pull ticket sales, and also includes commissions paid to Licensed Charities from Electronic Bingo Games, Keno, and Personal Play Games, Keno Alberta Lottery Fund payments, and apportioned Electronic Bingo Lottery Fund payments.

m) "Sales Receipt" means the EMS receipt, which is issued to a Player upon purchase of paper bingo or Electronic Bingo Equipment products.

n) "RIBS" means the Remote Information Bingo System.

o) "Remote Information Bingo System" means an electronic reporting system provided by the AGLC that enables Facility Licensees to submit required financial data electronically to the AGLC.

p) "Surplus" means the amount by which the Event Fee or Advance exceeds actual Expenses.

1.1.4 Electronic definitions in these Policies:

a) "Account Play" means:

i) purchase(s) made by a Player on Electronic Bingo Equipment – initially in the form of a currency deposit made to an electronic account which the Player will then use to purchase and play electronic bingo cards or Personal Play Games throughout Game Day; and

ii) prize payments made to a Player's account balance either from an Electronic Bingo Game win or from a Personal Play Game win.

b) "Adjustments" means the amount of money that will be applied to a Negative Invoice in a given invoice period in order to bring the electronic invoice Total Net Due to a value of $0.00 (see Subsection 7.6.15 for the adjustment rational);

c) "AGLC Expenses" means the designated costs incurred by the AGLC to provide electronic games to the Electronic Bingo/Keno Retailer;

d) "Amount Due: Electronic Bingo Games" means the Net Sales for Electronic Bingo Games less the Electronic Bingo Play retailer commission;

e) "Amount Due: Personal Play Games" means the Net Sales for Personal Play Games less the Personal Play Games retailer commission;

f) "Amount Due: Expired Account Play Balances" means the total monies from unclaimed Account Play within a given invoice period;

g) "Bingo Hall" means the lands and buildings, or area in the lands and buildings, located at the address listed on the bingo Facility Licence and the Retailer Agreement(s);

h) "Electronic Bingo Game" means a Bingo Game as defined in 1.1.2 b) played on or through Electronic Bingo Equipment and conducted and managed by the AGLC in the Bingo Hall from time to time;

i) "Electronic Bingo Retailer" means the service provider named in the preamble of the Electronic Bingo Retailer Agreement that has agreed to supply certain operational services pertaining to the AGLC's conduct and management of Electronic Bingo and Personal Play Games in the Bingo Hall subject to the terms and conditions of the agreement;

j) "Electronic Linked Game" means a linked electronic game played by Players on or through Electronic Bingo Equipment linked via a communications network, and conducted and managed by the AGLC in the Bingo Hall from time to time;

k) "EMS Computer System" means the central computer system of the AGLC, or any computer system prescribed by the AGLC to record Bingo Game transactions, including sales and validation by a computer terminal, and includes any computer system used by the AGLC in the operation of a Bingo Game, Electronic Linked Game, or Personal Play Game;

l) "Game Day" means the Event date printed on the Sales Receipt and encompasses any Event commencing on that date within a consecutive time span commencing 0800 hours (8:00 a.m.) to 0300 hours (3:00 a.m.) the following day;

m) "Keno Retailer" means the service provider named in the preamble of the Lottery Ticket Centre Retailer Agreement that has agreed to supply certain operational services pertaining to the AGLC's conduct and management of Keno in the Bingo Hall subject to the terms and conditions of the agreement;

n) "Negative Invoice" means an electronic invoice for a particular period where the Total Amount Due plus the Amount Due - Expired Account Play Balances is less than zero;

o) "Net Sales" means, for a particular period, all money paid in by Players to play an Electronic Bingo Game or Personal Play Game, less all money determined by the Electronic Bingo Equipment, to be payable to all Players;

p) "Personal Play Game" means an electronic game played by a single Player on or through an electronic gaming device at the discretion of the AGLC and conducted and managed by the AGLC;

q) "PIN" means Personal Identification Number selected by the Player and entered on the EMS PIN pad at the time of purchase;

r) "Player" means a person 18 years or older who has paid lawful currency in exchange for the privilege to play Electronic Bingo Equipment;

s) "Remuneration" means the commission rate set by the AGLC;

t) "Retailer Agreement(s)" means the Lottery Ticket Centre Retailer Agreement and/or the Electronic Bingo Retailer Agreement and/or the EMS Computer System Agreement between the Retailer, the AGLC and for Keno, the Western Canada Lottery Corporation.

u) "Total Amount Due" means the sum of the Amount Due: Electronic Bingo Play and the Amount Due: Personal Play Games; and

v) "Total Net Due" means the grand total of the Total Amount Due, Adjustments, and Amount Due: Expired Account Play Balances. It is also referred to as the invoice sweep amount.

SUBJECT: LEGISLATION AND BOARD POLICIES

POLICY

1.2.1 Facility Licensees and Licensed Charities must operate in accordance with the *Gaming and Liquor Act*, the *Gaming and Liquor Regulation* and AGLC Policies and procedures established under the legislation including these Policies and the Charitable Gaming Policies Handbook.

1.2.2 Registered gaming suppliers and Registered Gaming Worker suppliers, while providing gaming supplies or Gaming Workers (as authorized in their registration), must ensure that they and the supplies or Gaming Workers that they provide comply with the *Gaming and Liquor Act*, *Gaming and Liquor Regulation*, AGLC Policies and all terms and conditions of the gaming licence and/or Facility Licence.

1.2.3 Facility Licensees, bingo licensees, bingo Volunteers, and Registered Gaming Workers must comply with all federal, provincial and municipal laws.

1.2.4 Board Policies are approved by the Board of the AGLC and signed by its Chair, on behalf of the Board.

1.2.5 Board Policies related to Bingo, Pull Ticket and Facility Licence activities are conditions of the licence. This includes Policies approved after the Bingo Licence, Pull Ticket Licence or Facility Licence is issued (Section 38(1) of the *Gaming and Liquor Act*).

1.2.6 Any activity not specifically permitted in these Policies is prohibited.

1.2.7 Notwithstanding these Policies, the Board may make policy decisions in the best interest of the gaming industry of the province.

1.2.8 Non-compliance with federal, provincial, or municipal laws or Board Policies may result in disciplinary action.

SUBJECT: GUIDING PRINCIPLES FOR GAMING

POLICY

1.3.1 The guiding principles for gaming adopted by the province 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.

SUBJECT: A GOOD CALL BINGO STAFF TRAINING

POLICY

(Amended Apr 2016)

1.4.1 For the purposes of this section, "A Good Call" means a social responsibility training program designed to educate bingo Facility Licensees and their staff on how to recognize the differences between responsible and problem gambling behaviour and appropriately respond to someone who may have a problem with their gambling.

1.4.2 Bingo Facility Licensees must meet A Good Call Bingo Staff Training requirements. Equivalency will not be granted for programs offered in other provinces.

1.4.3 A Good Call certification is mandatory for the following Registered Gaming Workers working full-time or part-time in a Class A or Class B Licensed Facility:

a) hall manager;

b) assistant hall manager;

c) hall advisor (includes independent hall advisor);

d) assistant hall advisor;

e) games manager;

f) caller;

g) cashier;

h) sellers/checkers;

i) bingo co-ordinator;

j) Pull Ticket manager;

k) Pull Ticket sellers; and

l) security guard

1.4.4 A Good Call certification is not required for staff working full-time or part-time as:

a) concession staff;

b) cleaning staff; or

c) volunteers.

1.4.5 Persons requiring A Good Call certification must be certified within 30 days of their employment start date.

1.4.6 A minimum score of 80% on an AGLC administered examination is required for A Good Call certification.

1.4.7 A Good Call certification is valid for a period of five (5) years from the date of successfully completing the program.

1.4.8 A Good Call certification must be maintained by successfully repeating the A Good Call program (including passing the exam) before the certification expiry date.

1.4.9 Bingo Facility Licensee staff must provide proof of A Good Call certification at the request of an AGLC Inspector. Failure to present proof of A Good Call certification may result in disciplinary action. Proof of A Good Call certification includes:

a) paper printed versions that have a QR code;

b) the personal information page printed from the staff member's SMART account;

c) a plastic card (that does not have a QR code);

d) clear images of any of the above (i.e. image, photograph or screen shot) saved on the staff member's mobile device/phone. *(Amended Oct 2016)*

1.4.10 When A Good Call certification is required, it is the responsibility of the bingo Facility Licensee to ensure that at least one (1) A Good Call certified staff member is on shift at all times.

1.4.11 Bingo Facility Licensees must keep a log of employees who are A Good Call certified, including the following information:

a) employee name as it appears on the certification card;

b) SMART Training registration number; and

c) expiry date.

Note: Logs are subject to review by the AGLC.

SUBJECT: A GOOD CALL BINGO STAFF TRAINING

GUIDELINES

1.4.12 A Good Call certification options are found on the SMART Training website. For more information on A Good Call, contact:

SMART Training Programs

Alberta Gaming and Liquor Commission

50 Corriveau Avenue

St. Albert, Alberta

T8N 3T5

Toll Free: 1-877-436-6336

Fax: 780-651-7626

Website: smartprograms.aglc.ca

SUBJECT: ALBERTA GAMING AND LIQUOR COMMISSION

POLICY

1.5.1 The Alberta Gaming and Liquor Commission (the AGLC) is the province's gaming authority, responsible for licensing and regulating charitable gaming activities.

1.5.2 The AGLC issues gaming licences to charitable and religious organizations to conduct gaming activities. Licences are issued by the AGLC for bingo Events and bingo facilities.

1.5.3 A Bingo Licence authorizes an eligible charitable or religious organization to conduct a bingo Event(s). The Proceeds derived from these activities must be used for charitable or religious purposes.

1.5.4 Policies established by the Board of the AGLC relating to the eligibility for charitable gaming licensing and the use of gaming Proceeds are contained in the Charitable Gaming Policies Handbook.

1.5.5 Facility Licences are issued by the AGLC and Facility Licensees must operate under the charitable gaming model of the province. That is, a bingo Event may only occur under the authority of a Bingo Licence issued by the AGLC to an eligible charitable or religious organization.

1.5.6 If a Licensed Charity's Bingo Licence expires, is suspended, or cancelled by the Board of the AGLC, the Licensed Charity must stop conducting bingo Events.

1.5.7 Facility Licensees, Licensed Charities and Registered Gaming Workers:

a) are responsible for becoming familiar with the legislation and the Policies referred to or contained in the Commercial Bingo Handbook;

b) must ensure that all records, reports, and Financial/Inventory Control System forms as required by the AGLC or its representatives are complete and accurate; and

c) must ensure that all communications (written or oral) with the AGLC or its representatives are accurate.

1.5.8 The administration and monitoring of Licensed Facilities and bingo Events is the responsibility of the AGLC.

1.5.9 Facility Licensees are responsible for keeping their Commercial Bingo Handbook updated as notifications of amendments are distributed by the AGLC. All amendments are available on the AGLC website at aglc.ca. The Facility Licensee will ensure that all Bingo Association executive, Licensed Charities, Volunteers and Registered Gaming Workers understand their respective responsibilities.

1.5.10 These Policies do not take precedence over the *Gaming and Liquor Act* or the *Gaming and Liquor Regulation*; however, Board Policies are a condition of the licence pursuant to section 38 of the *Gaming and Liquor Act* and a condition of registration pursuant to section 17 of the *Gaming and Liquor Regulation*.

GUIDELINES

1.5.11 A copy of the *Gaming and Liquor Act* and the *Gaming and Liquor Regulation* are provided at no cost to each Facility Licensee at the time the bingo Facility Licence is issued. Additional or replacement copies of the legislation may be obtained from the Queen's Printer Publication Services, in Edmonton at 780-427-4952 and in Calgary at 403-297-6251 or may be accessed on the AGLC website at aglc.ca.

1.5.12 Five copies of the Commercial Bingo Handbook are provided at no cost to each Facility Licensee, at the time the facility is licensed. Each Licensed Charity is provided with a copy of the Bingo Licensee Terms and Conditions – Licensed Bingo Facility. Additional or replacement copies of the Commercial Bingo Handbook may be purchased from the AGLC for a fee of $25.00 per copy or may be accessed at no charge on the AGLC's website at aglc.ca.

1.5.13 The primary purpose of the Commercial Bingo Handbook is to help Facility Licensees and Licensed Charities meet AGLC requirements.

1.5.14 Inspectors are available to provide information sessions for Volunteers and Facility Licensee management and staff to better understand their responsibilities and authority under the *Gaming and Liquor Act*, *Gaming and Liquor Regulation* and AGLC Policies. The aim is to assist all licensees in implementing checks and balances to prevent breaches of the legislation.

1.5.15 Visits by Inspectors are opportunities to ask questions about the legislation, regulation or Policies which affect the operation of the bingo Events or the bingo facility.

SUBJECT: CONTACTING THE AGLC

POLICY

1.6.1 Should an incident involving any suspicious or criminal activity/violations occur, the Facility Licensee, Licensed Charity or Registered Gaming Worker(s) must contact the Investigations Branch of the AGLC at:

St. Albert	(0800 to 1600):	780-447-8855
	(after hours):	1-800-561-4415
Calgary	(0800 to 1600):	403-292-7300
	(after hours):	1-800-561-4415

CONTACT INFORMATION

1.6.2 The Gaming Irregularities phone number is: 1-800-742-7818.

1.6.3 The Hotline phone number is: 1-800-561-4415. Hotline Fax number is: 403-740-7014.

1.6.4 The Alberta Health Services Addiction Helpline phone number is: 1-866-332-2322.

1.6.5 The administration and regulation of activities of licensed premises is managed by the AGLC.

1.6.6 Written communication may be addressed to the respective office of the AGLC:

Alberta Gaming and Liquor Commission
50 Corriveau Avenue
St. Albert, Alberta
T8N 3T5
Fax Number: 780-447-8911 / 780-447-8912

Alberta Gaming and Liquor Commission
110 Deerfoot Atrium
6715 - 8 Street NE
Calgary, Alberta

T2E 7H7

Fax Number: 403-292-7302

Alberta Gaming and Liquor Commission

3, 7965 - 49 Avenue

Red Deer, Alberta

T4P 2V5

Fax Number: 403-314-2660

Alberta Gaming and Liquor Commission

3103 - 12 Avenue North

Lethbridge, Alberta

T1H 5P7

Fax Number: 403-331-6506

Alberta Gaming and Liquor Commission

Suite 100, 11079-78 Avenue

Grande Prairie, Alberta

T8W 2J7

Fax Number: 780-832-3006

1.6.7 The website address of the AGLC is aglc.ca. The email address for gaming licensing inquiries is Gaming.Licensing@aglc.ca.

1.6.8 The following is a list of AGLC office telephone numbers. Toll-free access is available by initially dialling 310 0000. Telephones will be answered by machine when staff are not available and outside of normal office hours.

St. Albert (Head Office): 780-447-8600

1-800-272-8876

SUBJECT: CONTACTING THE AGLC

Calgary:	403-292-7300
	1-800-372-9518
Red Deer:	403-314-2656
Lethbridge:	403-331-6500
Grande Prairie:	780-832-3000

SUBJECT: ABANDONED OR UNATTENDED CHILDREN

POLICY

1.7.1 Bingo Facility Licensees must develop a policy to address the issue of children left unattended on bingo property.

1.7.2 A "child," as defined in the *Child, Youth and Family Enhancement Act* (Alberta), means "a person under the age of 18 years."

1.7.3 Bingo property is defined as property under the direct control of the bingo Facility Licensee.

1.7.4 The bingo Facility Licensee must prepare a detailed Discrepancy Report, including where possible, the vehicle description and licence number where the child was located and the names and addresses of the child and parent(s) or guardian(s). The report must be forwarded to the Investigations Branch of the AGLC.

1.7.5 The *Child, Youth and Family Enhancement Act* states, a child is in need of intervention if there are reasonable and probable grounds to believe that the survival, security or development of the child is endangered because of being abandoned or lost. Any person who has reasonable and probable grounds to believe and believes that a child is in need of intervention shall forthwith report the matter to a director. The Act states that no action lies against a person reporting pursuant to the act, unless the reporting is done maliciously or without reasonable and probable grounds for the belief.

SUBJECT: NEW GAME APPROVAL PROCESS

POLICY

1.8.1 The approval process for a new gaming activity involves four major steps, as follows:

a) Step One – Initial Assessment

i) The proponent of a new activity must provide to the AGLC a business plan and other required information which will allow the AGLC to arrive at a sound preliminary assessment related to the viability of the proposed new game.

ii) The AGLC will evaluate the proposal using criteria such as:

- compliance with the requirements of the *Criminal Code* (Canada), *Gaming and Liquor Act* (Alberta) and *Gaming and Liquor Regulation* (Alberta);
- demand from consumers (market potential) for the proposed new game;
- benefits to be derived for charitable, non-profit, public or community-based initiatives;
- requirement to deliver the proposed new game with integrity and in a socially responsible manner;
- feasibility of the proposed new game when all costs are considered;
- impact the proposed new game will have on other existing gaming activities; and
- manner in which the proposed new game would be delivered, including the proposed location from which the new game is to be conducted or delivered.

iii) The proposal must clearly indicate how the revenue from the new game would be divided among prizes, expenses and ultimately proceeds to charity.

b) Step Two – Obtaining Community Views

i) The AGLC will determine the type and extent of public input required regarding the proposed new game. Such

input required may range from public consultations or the express consent of a community to considering community objections. The decision in this regard will be affected, among other considerations, by the proposed new game, including its type, where it would be available, financial benefit/cost, and impact on existing gaming activities.

c) Step Three – Final AGLC Review

i) The AGLC will forward the proposal and results of its final review including results from public input, for review and consideration by the Board of the AGLC.

d) Step Four – Approval

i) The Board of the AGLC will consider the proposal and results of the AGLC's review. The new game will be authorized subject to the Board's approval.

1.8.2 New games considered for introduction to the province includes gaming activities that possess features or methods of delivery that are deemed to be significantly different from the features or methods of delivery of gaming activities currently available in the province.

1.8.3 New games do not include minor variations of existing technologies or gaming activities. A minor variation of an already approved bingo game is not considered a new game.

SUBJECT: VOLUNTEER BOARD MEMBERS

GUIDELINES

1.9.1 Volunteer board members should be aware of the roles and responsibilities of not-for-profit boards and the issues that could affect them (liability, bylaws, etc.). The Board Development Program, offered by Alberta Culture and Community Services, is a unique service that provides assistance to not-for-profit boards in the area of governance. Assistance is provided through workshops, consultations, training, resource materials and special presentations.

1.9.2 Further information may be obtained by contacting the Board Development Program staff:

#907 Standard Life Centre

10405 Jasper Avenue

Edmonton, Alberta

T5J 4R7

Telephone: 780-427-2001

Toll-free is also available by dialling 310-0000

Fax: 780-427-4155

Email: mailto:bdp@gov.ab.ca

Website: http://culture.alberta.ca/community/programs-and-services/board-development/default.aspx

SUBJECT: COUNTERFEIT MONEY HANDLING PROCEDURES

POLICY

1.10.1 The following procedures must be followed when counterfeit money is identified or suspected on the floor sales areas:

a) Seller and/or Checker:

i) handles the bill(s) as little as possible and immediately notifies the hall advisor and/or security;

ii) does not place the bill(s) in the apron or cash tray;

iii) makes note of time and suspect's description; and

iv) writes a discrepancy report giving as many details as possible.

b) Hall Advisor/Security Guard:

i) contacts local law enforcement agency to advise them the suspect(s) is or is not on site and follows the direction of the agency;

ii) seizes suspect bill(s), placing them in a clean envelope, handling the bill(s) as little as possible, and retains the envelope until it is turned over to the investigating officer;

iii) a detailed description of the suspect(s) and, if possible, the vehicle and licence plate number (if the suspect leaves the facility), should be given to the police on their arrival.

NOTE: Under no circumstances should the suspect(s) be detained as there is no authority to do so.

iv) advises bingo chairperson of the occurrence;

v) completes a counterfeit check list and discrepancy report; and

vi) within 24 hours, faxes the completed counterfeit check list and all discrepancy report(s) to the Investigations Branch of the AGLC (see Section 1.6). The AGLC will send a notice to all licensed facilities regarding the matter.

SUBJECT: COUNTERFEIT MONEY HANDLING PROCEDURES

1.10.2 If a counterfeit bill(s) is located in the cash cage or counting areas during a count, and the identity of the person who passed the bill(s) is not known, the hall advisor will:

a) contact local enforcement agency and follow their direction;

b) seize the bill(s) and place them in a clean envelope and retain for delivery to the investigating officer; and

c) within 24 hours faxes a completed counterfeit check list and all discrepancy reports to Investigations Branch of the AGLC (see Section 1.6). The AGLC will send a notice to all licensed facilities regarding the matter.

SUBJECT: APPLICATION PROCESS

POLICY

2.1.1 The Board of the AGLC can restrict the number of Bingo Associations, Bingo Societies and/or bingo Events a charity can access. The AGLC may consider the following criteria when reviewing Bingo Licence applications in either existing or proposed new bingo facilities:

a) basic eligibility as described in the Charitable Gaming Policies Handbook;

b) whether the applicant is affiliated with any other charity, parent group or governing body; and

c) the number of bingo facilities the applicant is currently involved in, and/or the number of bingo Events the applicant currently accesses.

2.1.2 A Licensed Charity must submit its Bingo Licence application at least sixty (60) days before its existing Bingo Licence expires, if it chooses to continue to conduct bingo Events. The application submission process is as follows:

a) A Licensed Charity that conducts its bingo Events in a Class A Licensed Facility may submit its application through the Facility Licensee.

b) A Licensed Charity that conducts its bingo Events in a Class B Licensed Facility may submit its application through its Bingo Society.

2.1.3 The AGLC will notify the Facility Licensee in the case of a Class A Facility Licensee, and the Bingo Society in the case of bingo conducted in a Class B Licensed Facility, that its Licensed Charities must apply for Bingo Licences before their current Bingo Licences expire.

2.1.4 If the AGLC does not support issuing a licence due to:

a) operational concerns;

b) basic eligibility of the applicant is in question; or

c) the number of bingo Events the charity (or related group) accesses is in question,

the application will be referred to the Board of the AGLC.

2.1.5 A completed Bingo Licence application and the correct annual fee must be submitted to the AGLC before a Bingo Licence will be issued. NOTE: Licence fees of Licensed Charities are forwarded through the Facility Licensee.

2.1.6 When applying for Bingo Licences at the end of the two-year licence period, the Bingo Association or Bingo Society must submit a completed bingo application from each member group (Application for Bingo Licence form LIC/GAM 5241 (2013 Apr) Part A & B). Applications must be signed by both the President and Treasurer of the member group and accompanied by:

a) bingo bank account number;

b) meeting motion authorizing the application;

c) names of the Licensed Charity's current elected executive members; and

d) completed "Part B" of the application - Use of Gaming Proceeds.

2.1.7 To prevent processing delays, the required application information must be submitted to the AGLC at least sixty (60) days before the current Bingo Licence expires.

2.1.8 Licence fees are required from Licensed Charities in order that they may conduct bingo in a Licensed Facility. The licence fee is $30 per Event.

2.1.9 The Facility Licensee must submit the licence fees on behalf of the Licensed Charities. Licence fees may be submitted on a monthly, quarterly or yearly basis, however no later than 15 days prior to the beginning of each of those terms.

SUBJECT: ROLES, RESPONSIBILITIES & USE OF PROCEEDS

POLICY

2.2.1 Licensed Charities must comply with the following conditions when operating their bingo Events:

a) they may only conduct a bingo program approved by the AGLC;

b) they are responsible for delivering bingo Events with integrity and social responsibility;

c) they are responsible to meet Volunteer requirements at bingo Events they are scheduled to conduct including requirements as provided by the Facility Licensee;

d) Licensed Charities must use the approved Financial/Inventory Control System for bingo Events;

e) they must adhere to the registered by-laws and any policies and procedures of their Bingo Association, Bingo Society, or Facility Licensee, as the case may be;

f) they must adhere to the approved Satellite Game Operations Manual when conducting Linked Bingo; and

g) Licensed Charities must adhere to the operating requirements provided in these Policies.

2.2.2 Licensed Charities are responsible to work with the Facility Licensee, to ensure compliance with these Policies.

2.2.3 Licensed Charities must immediately report to the AGLC any irregularities, theft, fraud, cheating at play or violations of these Policies in the conduct of its licensed gaming Event and in the use of gaming Proceeds.

2.2.4 Where gaming revenue or gaming Proceeds are missing due to suspected theft or fraud, the Licensed Charity must not initiate any civil action against, or enter into any repayment agreements or other agreements with, persons suspected of being responsible for the missing gaming revenue or Proceeds.

2.2.5 Charity Proceeds, as defined in Subsection 1.1.3 l), shall be spent on charitable or religious objectives as approved by the AGLC, detailed on the Licensed Charity's bingo application, and approved on the Bingo Licence.

SUBJECT: FINANCIAL REPORTS & AUDIT REQUIREMENTS

POLICY

2.3.1 A Licensed Charity is required to complete financial reports regarding the revenues and proceeds generated during its bingo events. The Licensed Charity will receive the required financial reports forms to complete from the AGLC, and must complete and submit the required financial report within 60 days from the mail-out date, along with the supporting documents as indicated in the report. *(Amended July, 2014)*

2.3.2 The following information must be provided with the bingo financial report:

a) bank statements;

b) cancelled cheques or cancelled cheque images prepared and provided by the financial institution; and

c) invoices/receipts.

2.3.3 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. The areas normally subject to audit are specified in the Charitable Gaming Policies Handbook.

SUBJECT: CONSOLIDATED GAMING ACCOUNT

POLICY

2.4.1 If a Licensed Charity has more than one gaming licence, it may open a Consolidated Gaming Account for gaming Proceeds. A Consolidated Gaming Account allows the Licensed Charity to:

a) issue cheques from one gaming bank account; and

b) track the Proceeds available for distribution more easily than under multiple accounts.

2.4.2 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 AGLC of the bank, branch and number of the Consolidated Gaming Account. *(Amended July, 2014)*

2.4.3 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. In addition, Surplus Event Fee charges or Advances paid by members and returned by the Facility Licensee shall be deposited to these accounts.

2.4.4 All approved uses of Proceeds must be paid by cheque only (for example, direct to the vendor/supplier) from the Consolidated Gaming Account.

2.4.5 Proceeds shall be left in the Consolidated Gaming Account until spent on the approved uses. If not required right away:

a) Proceeds in the Consolidated Gaming Account may:

i) be put into a separate interest bearing account or accounts;

ii) be used to purchase deposit certificates; or

iii) if the licensee 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*.

NOTE: Investments made as stated in Subsection 2.4.5 a) i) and ii), shall be fully insured as defined in the *Canada Deposit Insurance Act*.

iv) To qualify to invest under Subsection 2.4.5 a) iii), the AGLC will require a letter from the licensee's lawyer confirming the trustee qualification.

b) the financial institution, account or deposit number, or details of other permitted investments and the total value of the funds transferred or invested, shall be identified on financial reports;

c) all interest, dividends or other income earned and all Surplus Advances returned from the Bingo Association become part of gaming funds (bingo Proceeds) and shall be retained in the separate interest bearing account required by Subsection 2.4.5 a) or shall be retained as part of the investment if the income is in the form of shares or units; and

d) when needed, Proceeds shall be transferred back to the Licensed Charity's consolidated account and be handled as stated in Subsection 2.4.5 and as outlined in the Charitable Gaming Policies Handbook.

2.4.6 For more information on Consolidated Gaming Accounts, refer to the Charitable Gaming Policies Handbook or contact the AGLC (see Section 1.6) during regular business hours.

SUBJECT: CHARITABLE GAMING POLICIES HANDBOOK

POLICY

2.5.1 Facility Licensees and bingo licensees must comply with all Policies, established by the Board of the AGLC, contained in the Charitable Gaming Policies Handbook.

2.5.2 Copies of the handbook may be accessed at no charge on the AGLC's website at aglc.ca.

SUBJECT: FACILITY LICENCE

POLICY

3.1.1 A Facility Licence authorizes the operation of a facility in which a bingo Event may be conducted.

3.1.2 A Facility Licence is required when bingo is conducted in a facility four or more days per week.

3.1.3 Facility Licences are normally issued for a period of one year or two years, as specified in the licence. The Board may also issue a licence to an applicant for a period other than one year or two years, as it considers appropriate.

3.1.4 The Facility Licensee is responsible for ensuring:

a) the Licensed Facility is operated and maintained and the supplies and services are provided in accordance with the Gaming and Liquor Act, Gaming and Liquor Regulation and all Board Policies, including the Charitable Gaming Policies Handbook;

b) compliance with all municipal, provincial and federal legislation as well as all of the necessary permits, licences and authorizations to operate the Licensed Facility;

c) that Paid Staff meet requirements of their position as defined in Section 4, Staffing of these Policies;

d) that Paid Staff comply with the standard Rules of Play as specified in Subsection 5.6; and

e) all other conditions prescribed by the Board of the AGLC are met.

3.1.5 A Facility Licence is issued for a specific bingo facility and is not transferable to another bingo facility.

3.1.6 Where there is a sale, assignment or transfer of a portion of the business under which the activities authorized by a Facility Licence are carried out that result in a change in control of the business, the Facility Licence is cancelled. A change of control includes a sale, assignment or transfer of a portion of the business under which the activities authorized by a bingo Facility Licence are carried out. A proposed sale, assignment or transfer of a portion of the business

must comply with the provisions of the Gaming and Liquor Regulation.

3.1.7 When a Facility Licence expires, is suspended or cancelled all gaming activities in the facility must cease.

3.1.8 The number of Facility Licences in the province is determined by the AGLC.

SUBJECT: DUE DILIGENCE INVESTIGATION

POLICY

3.2.1 A thorough Due Diligence Investigation is conducted into an applicant for a Class B Bingo Facility Licence, or Class B Facility Licensee who expresses an interest in re-applying for a Class B Bingo Facility Licence and any other key persons associated with the Class B Bingo Facility Applicant as defined by the AGLC,

3.2.2 The investigation is to ensure criminal interests, or those who otherwise would be a detriment to the integrity or lawful conduct of gaming in the province, are prevented from operating, or having an association with, a Class B Licensed Bingo Facility.

3.2.3 An eligible Class B Bingo Facility Applicant must be:

a) if an individual, an adult (18 years of age or older), and a Canadian citizen or lawfully admitted to Canada for permanent residence; or

b) if a corporation, incorporated or continued by or under the *Business Corporations Act*, *Companies Act*, *Societies Act*, or any other enactment, or registered under Part 21 of the *Business Corporations Act* or Part 9 of the *Companies Act*; or

c) if a partnership, registered under the *Partnership Act* with the partners being subject to the investigation described in this part.

3.2.4 A Class B Bingo Facility Applicant who is a:

a) partnership, includes each partner; and

b) corporation, includes the officers and directors of the corporation.

3.2.5 A Class B Bingo Facility Licensee's key employees includes:

a) the manager of the facility (Hall Manager); and

b) a person holding a position specified by the Board as related to the business proposed by the Class B Bingo Facility Applicant.

3.2.6 A Class B Bingo Facility Applicant's associates includes:

a) any person or entity who has a financial interest in the Class B Bingo Facility Licensee, in the licensee's business, or in the proposed Licensed Bingo Facility;

b) if the Class B Bingo Facility Applicant is an individual or partnership in which one or more of the partners is an individual:

i) the spouse of the individual;

ii) any relative of the individual or of the spouse referred to in subclause i) if the relative has the same residence as the individual;

iii) any corporation controlled by the individual, the corporation's officers and directors and any person or entity that has a financial interest in the corporation;

iv) any corporation that is affiliated with the corporation referred to in subclause iii), the affiliated corporation's officers and directors, and any person or entity having a financial interest in the affiliated corporation; and

c) if the Class B Bingo Facility Applicant is a corporation or a partnership in which one or more of the partners is a corporation, any other corporation that is affiliated with the Class B Bingo Facility Licensee's corporation, the affiliated corporation's officers and directors, and any person or entity that has a financial interest in the affiliated corporation.

3.2.7 A corporation is controlled by a person or entity if:

a) securities of the corporation to which are attached more than 50% of the votes that may be cast to elect directors of the corporation are controlled, other than by way of security only, directly or indirectly by the person or entity; and the votes attached to those securities are sufficient, if exercised, to elect a majority of the directors of the corporation; or

b) the person has in relation to the corporation any direct or indirect influence which, if exercised, would result in control in fact of the corporation.

3.2.8 A corporation is affiliated with another corporation if:

a) one of the corporations controls the other; or

b) both of the corporations are controlled by the same person, entity, or such group.

3.2.9 A spouse of a person includes a man or woman who is legally married to that person or, although not legally married to the person, has lived and cohabited with the person as the person's spouse.

3.2.10 If all the requirements for a Class B Licensed Bingo Facility (provincial and federal legislation, regulation and policy – including these Policies, as well as municipal requirements) are met by the Class B Facility Applicant, then the AGLC may allow the Class B Facility Applicant to have a Class B Bingo Facility Licence.

3.2.11 The AGLC may refuse to allow a Class B Bingo Facility Applicant to have a Class B Bingo Facility Licence if, in its opinion, the Class B Bingo Facility Applicant has misled the AGLC or provided inaccurate or incomplete information.

3.2.12 The Class B Bingo Facility Applicant must ensure that they, and all other parties to the application for a Class B Bingo Facility Licence (as stated in 3.2.1 through 3.2.16), submit all documents or provide information as requested by the AGLC and deemed necessary to complete the Due Diligence Investigation within the time frame specified in the document or information request. Failure to submit the documents or information within the time frame specified will result in sanctions as determined by the Board up to and including the termination of the Class B Bingo Facility Licence.

3.2.13 The AGLC may refuse to allow a Class B Bingo Facility Applicant to have a Class B Bingo Facility Licence if the AGLC is satisfied the Class B Bingo Facility Applicant or any of the Applicant's employees or associates, or any person or entity connected to or associated with the Class B Bingo Facility Applicant:

a) is a person who has not acted or may not act in accordance with the law, with honesty and integrity or in the public interest, having regard to the past conduct of the person;

b) would be a detriment to the integrity or lawful conduct of gaming activities or provincial lotteries; or

c) is a person whose background, reputation and associations may result in adverse publicity for the gaming industry in Alberta.

Furthermore, the AGLC may terminate the Class B Bingo Facility Licence.

3.2.14 The AGLC may refuse to allow a Class B Bingo Facility Applicant to have a Class B Bingo Facility Licence if the AGLC is satisfied the Class B Bingo Facility Applicant any of the Applicant's employees or any of the Applicant's associates has, within the five years prior to being notified by the AGLC of their eligibility for a Class B Bingo Facility Licence:

a) contravened the Act or the Regulation;

b) contravened a predecessor of the Act or the Regulation;

c) contravened a condition imposed on a licence or registration issued or made under the Act or a predecessor of the Act; or

d) fails to pass a records check as outlined in Section 10 of the *Gaming and Liquor Regulation*.

Furthermore, the AGLC may terminate the Class B Bingo Facility Licence.

3.2.15 The AGLC may refuse to allow a Class B Bingo Facility Applicant to have a Class B Bingo Facility Licence if within five years prior to being notified by the AGLC of eligibility for a Class B Bingo Facility Licence, a licence or registration issued or made under the Act or predecessor of the Act or a foreign licence or registration of the Class B Bingo Facility Licensee, any of the Licensee's employees or any of the Licensee's associates has been cancelled by the issuing authority. Furthermore, the AGLC may terminate the Class B Bingo Facility Licence.

3.2.16 Notwithstanding Subsections 3.2.1 through 3.2.15, the AGLC may refuse to allow a Class B Bingo Facility Applicant to have a Class B Bingo Facility Licence.

SUBJECT: ELIGIBILITY

POLICY

3.3.1 A Facility Licensee is:

a) a Bingo Association, being an association of Licensed Charities incorporated under the *Societies Act* (Alberta);

b) an adult (18 years of age or older), who is a Canadian citizen or lawfully admitted to Canada for permanent residence:

c) a corporation, incorporated or continued by or under the *Business Corporations Act* (Alberta), *Companies Act* (Alberta) or Societies Act (Alberta) or any other enactment or registered under Part 21 of the *Business Corporations Act* (Alberta) or Part 9 of the *Companies Act* (Alberta); or

d) a partnership, registered under the *Partnership Act* (Alberta).

3.3.2 In these Policies, a Facility Licensee:

a) who is a Bingo Association, as provided under Subsection 3.3.1 a), is a Class A Facility Licensee;

b) who is an entity other than a Bingo Association, as provided under Subsection 3.3.1 b), c) or d), is a Class B Facility Licensee.

3.3.3 A Facility Licensee must meet the requirements or standards of the *Gaming and Liquor Act*, *Gaming and Liquor Regulation*, and Policies of the AGLC respecting its corporate structure, the Licensed Facility and the operation of bingo Events.

3.3.4 An applicant for a Facility Licence must have the right to occupy and control the proposed Licensed Facility, as stated in the *Gaming and Liquor Regulation*.

SUBJECT: APPLICATION PROCESS

POLICY

3.4.1 The application process and requirements respecting a Facility Licence for a new facility is provided under Section 10, New Bingo Facility Licence, of these Policies.

3.4.2 The requirements and process respecting the authorization and approval of a proposed expansion or relocation of an existing Licensed Facility is provided under Section 9, Facility Expansion, Relocation and Renovation, of these Policies.

3.4.3 Bingo Facility Licensees must submit a Facility Licence application form 60 days before the existing Facility Licence expires.

3.4.4 Notices to apply for a Facility Licence will be provided by the AGLC six (6) months before the existing Facility Licence expires.

3.4.5 If the AGLC does not support issuing a Facility Licence due to operational concerns or major structural changes, the application will be referred to the Board of the AGLC.

3.4.6 Applicants must comply with all federal, provincial and municipal laws, and the requirements set forth in AGLC Policies.

3.4.7 The annual licence fee for a Class B Facility Licence is $500. There is no licence fee for a Class A Facility Licence.

3.4.8 Information regarding bingo Facility Licence applications may be obtained by contacting the AGLC (see Subsection 1.6).

SUBJECT: ROLES AND RESPONSIBILITIES – CLASS A FACILITY LICENSEE

POLICY

3.5.1 A Bingo Association must operate in a licensed bingo facility.

3.5.2 The Facility Licensee must ensure a valid Bingo Licence is in place for each bingo Event.

3.5.3 The Facility Licensee must ensure Profitability Requirements are met for each Gaming Stream (see Section 8.3).

3.5.4 A Bingo Association that is a Class A Facility Licensee is responsible for the overall control and management of association affairs through its elected volunteer executive officers and board of directors. The responsibility for the overall control and management of association affairs may not be delegated to Paid Staff or any other entity.

3.5.5 The association in Subsection 3.3.2 a) must ensure its incorporation status is active.

3.5.6 There must only be one Bingo Association affiliated with a Class A Licensed Facility; this Bingo Association must be the Class A Facility Licensee.

3.5.7 The Class A Facility Licensee must notify the AGLC immediately if any of its officers, members, directors or principals are charged with or convicted of an offence under:

a) the *Criminal Code* (Canada);

b) the *Excise Act* (Canada);

c) the *Controlled Drugs and Substances Act* (Canada);

d) the *Food and Drugs Act* (Canada);

e) a foreign Act or regulation that is substantially similar to an offence referred to in a), b), c) or d) above;

f) the *Gaming and Liquor Act* (Alberta); or

g) the *Gaming and Liquor Regulation* (Alberta).

3.5.8 A Facility Licensee must notify the AGLC immediately upon becoming aware of an employee of the licensee or its members who is a registered bingo worker and is charged with or convicted of an offence detailed in Subsection 3.5.7 a) to g). The Board may take

disciplinary action including, but not limited to, suspension or cancellation of the registration, Facility Licence or require a person to dispose of an interest in the Licensed Facility.

3.5.9 Class A Facility Licensees must immediately report to the AGLC any irregularities, theft, fraud, cheating at play or violations of Policy in the conduct of licensed gaming Events within the facility and in the use of gaming Proceeds.

3.5.10 Where gaming revenue or gaming Proceeds are missing due to suspected theft or fraud, the Class A Facility Licensee must not initiate any civil action against, or enter into any repayment agreements or other agreements with, persons suspected of being responsible for the missing gaming revenue or Proceeds.

3.5.11 On behalf of or as agent for its Licensed Charities, the Class A Facility Licensee must coordinate activities related to bingo and Pull Ticket sales (if applicable). These activities include coordinating:

a) the negotiation of a hall lease agreement (see Sample Lease Provisions, Section 12). NOTE: Any new or renewed lease agreement must be reviewed by the association's lawyer and the AGLC before it is signed;

b) the provision of bingo supplies, Pull Ticket supplies (if applicable), and cash float(s);

c) the establishment of a common bingo program, Rules of Play and House Rules that comply with these Policies;

d) the scheduling and allocation of bingo Events; bingo Events (including all specials and playoff games) must be allocated on a fair and equitable basis to all member charities of the association;

e) electronic gaming activities, where applicable (see Section 7);

f) the hiring of Paid Staff and monitoring of their performance;

g) the development of an Event Fee or Advance, as part of the annual budget submission, to pay common Expenses (see Subsection 8.1.1 and 8.1.2);

h) the development and maintenance of an approved Financial/Inventory Control System, and maintenance of the

Remote Information Bingo System (RIBS) and the Event Management System (EMS) (see Subsections 8.1.3 and 8.1.8);

i) the provision to members of a statement of revenue, prizes, Expenses and Proceeds after each Event (see Event Summary, Section 12);

j) the provision to members of an audited financial statement and management letter at the fiscal year end (see Subsection 8.1.10);

k) the development of an Advertising or promotions program (refer to the Advertising and Promotions Policy in Subsection 8.4); and

l) if applicable, arranging for Pull Ticket sales on behalf of member Licensed Charities according to the requirements detailed in Section 6 of these Policies.

NOTE: Member charities of a Bingo Association who choose to conduct themselves in an agency capacity (where the Bingo Association acts as the Agent of the member charities) are advised to seek professional guidance regarding the establishment of an agency relationship and to ensure a clear understanding of the operational requirements that support the agency relationship. This responsibility rests with the Bingo Association and its members.

3.5.12 The Class A Facility Licensee must identify all individuals (names, address, phone number(s)) that are authorized to request amendments to:

a) the bingo program;

b) any scheme to give away anything to players through the means of bingo or otherwise;

c) the Facility Licence; and

d) the Pull Ticket Licence.

3.5.13 The Class A Facility Licensee must ensure that all new executive members submit the completed form entitled "Bingo Facility Licence Application - Executive Officers Particulars" prior to or upon

commencing their executive position. This form may be obtained by contacting the AGLC.

3.5.14 Six months before the end of the first year of the Facility Licence, the AGLC will send a request for information to the Class A Facility Licensee. The Class A Facility Licensee must supply the requested information 60 days prior to the beginning of the second year of the Facility Licence.

3.5.15 The following information outlines what is required in the update letter identified in Subsection 3.5.14 (if changes were made since the last update to items listed in clauses b) through e), documentation must be submitted):

a) copy of minutes of the annual general meeting;

b) any changes made and filed to the operating by-laws in their entirety or by-law amendments, stamped as "registered...";

c) any changes made to the Financial/Inventory Control forms (each time a new game is introduced or deleted the forms could change);

d) any changes made to the duties of Volunteers and/or Paid Staff;

e) any changes to the bonding policy for Paid Staff;

f) a listing of Paid Staff and their AGLC registration number;

g) details of the bingo program and any special Events planned for the next year;

h) the dates the bingo facility will be closed during the second year of the two year licence period;.

i) list of current Association Executive (include addresses, residences and business telephone numbers and fax number);

j) list of association members, including each Licensed Charity's bingo representative name, address, and business telephone number;

k) list of individual(s) who are authorized to submit amendments (see Subsection 3.5.12);

l) lease, if the existing lease expired during the licence period (NOTE: All new or renewed leases must be reviewed by the AGLC and the association's lawyer prior to being signed); and

m) licence fees (as specified in Subsection 2.1.9).

3.5.16 Class A Facility Licensee financial responsibilities as detailed in Subsections 8.1.9 and 8.1.10.

SUBJECT: ROLE OF LANDLORD IN CLASS A LICENSED FACILITY

POLICY

3.6.1 The role of a landlord or sub-landlord in the operation of a Class A Licensed Facility is limited to:

a) providing a facility and related covenants and responsibilities, for a rental sum as stated in a negotiated lease agreement between the Facility Licensee and the landlord or sub-landlord;

b) providing bingo equipment and related covenants as stated in the lease agreement if the landlord or sub-landlord is registered with the AGLC as a gaming supplier;

c) operation of a concession, which may or may not include bingo retail merchandise, as stated in the lease agreement negotiated and agreed to by the association;

d) concession giveaways (refer to the Advertising and Promotions Policy in Subsection 8.4);

e) lottery ticket sales within the bingo facility (separate from bingo related activities) as stated in the lease agreement negotiated and agreed to by the Facility Licensee; and

f) installation of a bank machine as stated in the lease agreement negotiated and agreed to by the Facility Licensee.

3.6.2 A landlord must not direct or control, in any real or perceived manner, the operation of the Class A Facility Licensee including but not limited to:

a) the number of days, Events, bingo slots or hours of operation that a Class A Facility Licensee chooses to conduct bingo;

b) the structure of a Facility Licensee's bingo program, including the price of cards, number or type of games conducted, prize payouts, bingo Expenses, Volunteers required, Rules of Play and House Rules;

c) the hiring, termination or conduct of the Facility Licensee's Paid Staff; and

d) the bingo paper or other supplies and services purchased with gaming or non-gaming revenue of the Facility Licensee and its members, as provided for in these Policies.

SUBJECT: ROLE OF LANDLORD IN CLASS A LICENSED FACILITY

3.6.3 The landlord, or any individual who has a financial interest in a company or who is employed directly or indirectly by a company that provides facilities, services, equipment or supplies to the Class A Facility Licensee, and by reason of that interest or employment has the real or perceived ability to make or influence decisions on behalf of the Facility Licensee, must not be a paid employee of the Facility Licensee or a member of the bingo Association Executive and/or board of directors (see Subsection 4.7.3 k) and l)).

3.6.4 In a situation where the landlord is not in an arms length relationship with the Facility Licensee, the facility rent must not exceed fair market value.

SUBJECT: ROLES AND RESPONSIBILITIES – CLASS B FACILITY LICENSEE

POLICY

3.7.1 A Class B Facility Licensee, through a Bingo Facility and Service Agreement, provides a facility, supplies and services of common interest to the Licensed Charities of a Bingo Society. This includes:

a) providing a Licensed Facility;

b) providing bingo supplies and Pull Ticket supplies (requires registration as a gaming supplier if applicable), and cash float(s);

c) establishing a common bingo program, Rules of Play and House Rules that comply with these Policies (see Section 5);

d) electronic gaming activities, where applicable (see Section 7);

e) hiring Paid Staff and working closely with Volunteers of Licensed Charities which conduct bingo in its Licensed Facility (see Section 4);

f) developing and maintaining an approved Financial/Inventory Control System, and maintaining the Remote Information Bingo System (RIBS) and the Event Management System (EMS) (see Subsections 8.2.3 and 8.2.7);

g) providing Licensed Charities which conduct bingo in its Licensed Facility with a statement of revenue, prizes, Expenses and Proceeds after each Event (see Event Summary, Section 12);

h) developing any Advertising and promotion programs (refer to the Advertising and Promotions Policy (see Section 8.4); and

i) if applicable, providing services related to the sale of Pull Tickets on behalf of the Licensed Charities which belong to a Bingo Society, according to the requirements detailed in Section 6 of these Policies.

NOTE: Member charities of a Bingo Society who choose to conduct themselves in an agency capacity (where the Bingo Society acts as the Agent of the member charities) are advised to seek professional guidance regarding the establishment of an agency relationship and to ensure a clear understanding of the operational requirements that support the agency

relationship. This responsibility rests with the Bingo Society and its members.

3.7.2 The Licensed Charities in a Class B facility must be represented by a Bingo Society.

3.7.3 The Bingo Society must be incorporated as a not-for-profit society. The Bingo Society must ensure its incorporation status is active. The primary role of the Bingo Society is to allocate bingo Events among its member Licensed Charities at a Licensed Facility and fulfill any other duties as provided under these Policies.

3.7.4 A Class B Facility Licensee must only permit the Licensed Charities approved by the Bingo Society to conduct Events in its facility. From time to time, the Bingo Society may decide that Licensed Charities who are not members of its society may also hold Events in the Class B Licensed Facility.

3.7.5 The Class B Facility Licensee must work closely with its affiliated Bingo Society to ensure clear communications related to:

a) respective roles of the Facility Licensee, Bingo Society and Licensed Charities during bingo Events, including the specific roles and functions of Licensed Charity Volunteers and Paid Staff in the Class B Licensed Facility during bingo Events;

b) the specific time and date of all bingo Events allocated to specific Licensed Charities; and

c) the legislative, regulatory and policy requirements, including these Policies, related to conducting bingo Events.

3.7.6 The Class B Facility Licensee must enter into an arrangement, detailed in a bingo facility and service agreement with the Licensed Charities of one and only one Bingo Society at any time respecting the conduct of bingo Events in its Class B Licensed Facility. The agreement must be in accordance with the Criminal Code (Canada), Gaming and Liquor Act, Gaming and Liquor Regulation, and all Board Policies, including the Charitable Gaming Policies Handbook.

3.7.7 The agreement in Subsection 3.7.6 is subject to review and approval by the AGLC.

3.7.8 The Class B Facility Licensee must identify all individuals (names, address, phone number(s)) that are authorized to request amendments to:

a) the bingo program;

b) any scheme to give away anything to players through the means of bingo or otherwise;

c) the Facility Licence; and

d) the Pull Ticket Licence (as authorized by the Bingo Society).

3.7.9 A Bingo Society must notify the AGLC about any changes to the society's:

a) registered by-laws including by-law amendments;

b) executive members (include their addresses, residences, business telephone numbers and fax number).

c) Licensed Charities;

d) Pooling agreement; and

e) contact information.

3.7.10 The Class B Facility Licensee must notify the AGLC immediately if any of its officers, members, directors or owners are charged with or convicted of an offence under:

a) the *Criminal Code* (Canada);

b) the *Excise Act* (Canada);

c) the *Controlled Drugs and Substances Act* (Canada);

d) the *Food and Drugs Act* (Canada);

e) a foreign Act or regulation that is substantially similar to an offence referred to in a), b), c) or d) above;

f) the *Gaming and Liquor Act* (Alberta); or

g) the *Gaming and Liquor Regulation* (Alberta).

3.7.11 A Class B Facility Licensee must notify the AGLC immediately upon becoming aware of an employee of the licensee who is a registered bingo worker and is charged with or convicted of an offence detailed in Subsection 3.7.10 a) to g). The Board may take disciplinary action

including, but not limited to, suspension or cancellation of the registration, Facility Licence or require a person to dispose of an interest in the Licensed Facility.

3.7.12 A Class B Facility Licensee must immediately report to the AGLC any irregularities, theft, fraud, cheating at play or violations of Policy in its licensed gaming facility.

3.7.13 Where gaming revenue or gaming Proceeds are missing due to suspected theft or fraud, the Class B Facility Licensee must not initiate any civil action against, or enter into any repayment agreements or other agreements with, persons suspected of being responsible for the missing gaming revenue or Proceeds.

3.7.14 If a Facility Licensee sells, assigns or transfers the licence, the licence is cancelled.

3.7.15 The Facility Licence is cancelled where:

a) there is a sale, assignment or transfer of a portion of the business under which the activities authorized by a Facility Licence are carried out, and

b) the sale, assignment or transfer results in a change in control of the business.

3.7.16 A proposed sale, assignment or transfer of a portion of a business:

a) that is a sole proprietorship, a partnership or a corporation that is not a distributing corporation as defined in the *Business Corporations Act*; and

b) under which the activities authorized by a Facility Licence are carried out;

must be reported to the AGLC by the licensee and must be approved by the Board prior to the effective date of the sale, assignment or transfer.

3.7.17 A sale, assignment or transfer of 5% or more of a business:

a) that is a distributing corporation as defined in the *Business Corporations Act*; and

b) under which the activities authorized by a Facility Licence are carried out;

must be reported to the AGLC by the licensee within ten (10) business days after the effective date of the sale, assignment or transfer and must be approved by the Board.

3.7.18 The Board may, in respect of a sale, assignment or transfer requiring its approval as per Subsection 3.7.17:

a) approve it without conditions;

b) approve it subject to conditions;

c) approve it subject to the variation or rescission of existing conditions; or

d) refuse to approve it.

3.7.19 Where the Board refuses to approve a sale, assignment or transfer under Subsection 3.7.18 clause d) after the effective date of the sale, assignment or transfer, the Board may treat the licensee as ineligible to hold a licence and make a decision under Section 92 of the *Gaming and Liquor Act*.

3.7.20 Where after a Facility Licence is issued, the licensee intends that a person acquires a financial interest in the facility to which the licence relates, in a manner other than by way of a sale, assignment or transfer:

a) the licensee must report the financial interest to the AGLC; and

b) the Board must approve the financial interest prior to the date on which the financial interest takes effect.

3.7.21 The Board may, in respect of a financial interest requiring its approval as per Subsection 3.7.20:

a) approve it with conditions,

b) approve it subject to conditions,

c) approve it subject to the variation or rescission of existing conditions, or

d) refuse to approve it.

3.7.22 Where the Board refuses to approve a financial interest under Subsection 3.7.21 clause d) after the effective date of the financial interest, the Board may treat the licensee as ineligible to continue to

hold the licence and make a decision under Section 92 of the *Gaming and Liquor Act*.

3.7.23 For the purposes of Section 37(1)(a) of the *Gaming and Liquor Act*, the Board may consider it appropriate to issue a Class B Facility Licence if the applicant:

a) is a person of good character, honesty and integrity;

b) is a person whose background, reputation and associations will not result in adverse publicity for the Province of Alberta and its gaming industry;

c) has adequate business competence and experience for the roles or position for which application is made;

d) has satisfied the Board that the proposed funding for the operation of the Licensed Facility must be adequate for the nature of the proposed operation, and from a suitable source;

e) has adequate financing available to pay all current obligations and, in addition, to provide adequate working capital to finance opening of the Licensed Facility; and

f) already holds a Facility Licence and the Board feels that the applicant holding multiple licences is not contrary to the best interests of the gaming industry or the public.

3.7.24 In all cases in which the premises are wholly or partly owned by the applicant, the applicant shall furnish to the Board complete information pertaining to the interest held by any person other than the applicant. This includes interest held under any mortgage, deed of trust, bonds or debentures, pledge of corporate stock, voting trust agreement, or other device whatever, together with such other information as the Board may require.

3.7.25 On an annual basis, six months before the Facility Licence year end, the AGLC will send a request for information to the Class B Facility Licensee. The Class B Facility Licensee must supply the requested information 60 days prior to the beginning of the second year of the Facility Licence.

3.7.26 In addition to the background investigation and Due Diligence requirements, the following information outlines what is required in the update letter identified in Subsection 3.7.25 (if changes were

made since the last update to items listed in clauses b) through e), documentation must be submitted):

a) any changes made to the Financial/Inventory Control System (each time a new game is introduced or deleted the forms could change);

b) any changes made to the duties of Volunteers and/or Paid Staff, or the copy of current bonding policy for Paid Staff;

c) details of the bingo program and any special Events planned for the next year;

d) the dates the Licensed Facility will be closed during the second year of the two-year licence period;

e) list of the Bingo Society's Licensed Charities, including the Licensed Charity's bingo representative name, address, and business telephone number;

f) list of individual(s) who are authorized to submit amendments;

g) licence fees (as specified in Subsection 2.1.9); and

3.7.27 Financial responsibilities as detailed in Subsections 8.2.8 and 8.2.9.

SUBJECT: ACCESS BY THE AGLC

POLICY

3.8.1 Every police officer as defined in the Police Act is an Inspector for the purposes of the *Gaming and Liquor Act*.

3.8.2 A Field Technician employed by or working on behalf of the AGLC in a bingo facility installing, servicing or removing electronic gaming or gaming related equipment has been designated by the AGLC as an Inspector pursuant to Section 98(1) of the *Gaming and Liquor Act* for the purpose of carrying out his or her job duties.

3.8.3 An auditor or person employed or working on behalf of the AGLC in a bingo facility has been designated by the AGLC as an Inspector pursuant to Section 98(1) of the *Gaming and Liquor Act* for the purpose of carrying out his or her job duties.

3.8.4 Bingo Facility Licensees, bingo licensees (licensed charitable organizations) and Registered Gaming Workers are required to cooperate fully with AGLC Inspectors and police officers attending at a bingo 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.

3.8.5 To ensure compliance with the *Gaming and Liquor Act*, the *Gaming and Liquor Regulation*, and Board Policies, an AGLC Inspector:

a) must be given full and unrestricted access to all areas of a bingo facility;

b) may take reasonable samples of gaming supplies;

c) may inspect, audit, examine and make copies of records, documents, books of account and receipts relating to a gaming activity, a Facility Licence or gaming supplies or may temporarily remove any of them for those purposes. Inspectors and officials of the AGLC must provide the Facility Licensee with a receipt for any items removed at the time of removal or as soon as possible after their removal;

d) may interview the licensee or agents of the licensee with regard to any of the records, documents, books of account and receipts;

e) may interview and request identification from any person who appears to be a Minor who is found in the Licensed Facility;

f) may interview and request identification from any person who appears to be a Minor who is found outside of the Licensed Facility if the Inspector has reasonable grounds to believe that the person is contravening or has contravened the Gaming and Liquor Act; and

g) may seize identification from any person interviewed if the Inspector has reasonable grounds to believe that the identification is false or has been altered.

SUBJECT: BINGO CARDS

POLICY

3.9.1 Bingo cards:

a) must be purchased only from a registered gaming supplier (NOTE: the AGLC maintains a record of registered gaming suppliers); and

b) bingo paper used in the facility must be approved by the AGLC through the assignment of an AGLC product code.

NOTE: Requests to transfer card inventory from one hall to another on an emergency basis must be approved by AGLC Inspections Branch.

3.9.2 Players must use single cards or sheets of cards printed with one or more cards, or an electronic image thereof. Each having five vertical columns, with five squares in each column. One letter from the BINGO appears over each column. All squares must have a number, except the free centre square. Players must mark each square as the letter/number on it is called.

3.9.3 Bingo cards for the visually disabled (Braille cards), if approved for use by the Facility Licensee, must meet the format requirements detailed in Subsection 3.9.2. The Facility Licensee's Rules of Play must indicate the pricing structure and verification procedure for these cards.

3.9.4 Bingo cards for Pre-mark Games and the Satellite Game must be sealed at the time of sale. This is to ensure bingo cards cannot be viewed by any individual prior to the cards being sold. Sealing standards include folding or gluing of the card or strip of cards.

3.9.5 Volunteers or Paid Staff must not pre-open sealed cards.

SUBJECT: MINORS

POLICY

3.10.1 Minors (that is, a person under the age of 18 years) are prohibited from playing bingo in a Licensed Facility, including:

a) purchasing or otherwise being provided with bingo cards;

b) playing the game of bingo and/or daubing bingo cards; or

c) being awarded a Bingo Game prize or other prize.

3.10.2 Minors are prohibited from playing any electronic games in Licensed Facilities.

3.10.3 Minors are not permitted to enter a licensed bingo facility which offers electronic bingo games.

3.10.4 Minors are permitted to be in a Licensed Facility, which does not offer electronic bingo games, as follows:

a) if they are working as a Volunteer at a bingo Event for a Licensed Charity of which they are a member; or

b) if they are working in a paid position (for example, at a concession in the Licensed Facility).

3.10.5 The Facility Licensee must post a "Minors Not Allowed To Play Bingo" sign, clearly visible to patrons, at all entrances to the Licensed Facility.

3.10.6 Bingo facility licensee staff are required to obtain valid identification and verify proof of age whenever a person who appears to be under 25 years of age attempts to purchase or play bingo cards. If unsatisfied a person is at least 18 years of age, licensee staff must ask the person to leave. *(Amended Oct. 2015)*

3.10.6.1 For the purposes of Subsection 3.10.6, valid primary identification must:

a) have a photo;

b) have a name;

c) have a signature;

d) be Government issued;

e) include date of birth;

f) not be expired;

g) have a unique identifier number; and

h) be an original (not a copy). *(Added Oct. 2015)*

3.10.7 If the identification appears not to be genuine, licensee staff must request a second piece of identification. Valid secondary identification must:

a) have a name;

b) be Government issued;

c) have a unique identifier number;

d) include date of birth. *(Amended Oct. 2015)*

3.10.8 Careful examination of identification under adequate lighting and/or black light must take place to ensure:

a) the photograph is genuine and has not been substituted;

b) the plastic laminate has not been tampered with; and

c) the lettering that provides information on name and date of birth has not been altered.

NOTE: Letters that have been altered will show up under black light.

3.10.9 If a person of questionable age fails to satisfy the Facility Licensee or Licensed Charity that he or she is of legal age to play bingo, the Facility Licensee, or the Licensed Charity, or Paid Staff (as applicable) must refuse entry and ask the person to leave.

3.10.10 Where there is any doubt that identification provided by an individual is genuine, have the individual provide a sample signature, and compare to the signature on the photograph identification. Also, ask for a second piece of signature identification.

3.10.11 Caution should also be exercised to check for identification each and every time a person of questionable age attempts to enter a Licensed Facility. On a previous occasion, false identification may have been produced and accepted.

3.10.12 Facility Licensees may at their discretion, or in compliance with Subsection 3.1.4 a), b) and e), exclude Minors from being in the bingo facility.

SUBJECT: SECURITY OF GAMING REVENUES/DEPOSITS

POLICY

3.11.1 Facility Licensees must use the following procedures to prevent risk to Volunteers or Paid Staff and the theft or loss of bingo deposits:

a) At the end of the Event, funds are accounted for and a deposit slip is prepared for depositing the funds in accordance with Subsection 8.1.5 b) in the case of a Class A facility. In a Class B facility, the deposit must be made as detailed in Subsection 8.2.4 a) i).

b) The funds and deposit slip are placed in a deposit bag and the bag is sealed.

c) The sealed bag is placed in a secure safe on the premises of the Licensed Facility.

i) For Licensed Facilities using an armoured car service, the deposit bag is picked up by the service on their next scheduled pickup.

ii) For Licensed Facilities not using an armoured car service, the deposit must be made within three (3) banking days of the end of the Event to the Bingo Revenue Operating Bank Account in compliance with Subsection 8.1.4 b).

d) A copy of the deposit slip must be retained by the Bingo Association for subsequent verification through the bank reconciliation process.

e) Similar procedures must be used to ensure the safe deposit of revenue from Pull Ticket sales (see Subsection 6.4.23).

3.11.2 Facility Licensees not using an armoured car service must discuss their intentions to secure revenue with the local police.

GUIDELINES

3.11.3 The Facility Licensee should check their level of insurance coverage due to larger amounts of cash being kept on their premises.

3.11.4 AGLC Inspectors and the local police should be involved in assisting the Facility Licensee to set up safe operating procedures. For more information, contact the AGLC (see Subsection 1.6).

SUBJECT: REPORTING CHEATING AND OTHER PROBLEMS

POLICY

3.12.1 Any suspected cheating or other problems in the Licensed Facility must be reported immediately upon detection to the AGLC by calling the following toll free number: 1-800-272-8876. An answering service will accept calls after regular office hours.

SUBJECT: LIQUOR LICENCE APPLICATION

POLICY

3.13.1 A Facility Licensee holding a liquor licence must comply with the *Gaming and Liquor Act*, *Gaming and Liquor Regulation*, and the AGLC Licensee Handbook respecting liquor activities.

3.13.2 Facility Licensees will not permit a person apparently intoxicated by liquor or a drug to take part in a gaming activity or provincial lottery that is conducted in the Licensed Facility.

3.13.3 If Minors are found in possession of liquor, or liquor is served to Minors, an incident report will be submitted on the bingo Facility Licensee, as they control the means of access for Minors.

3.13.4 Volunteers and hired staff are not allowed to consume liquor during their scheduled shift.

3.13.5 No liquor possession or consumption is permitted in cash cage(s), count room(s), Volunteer and staff rooms, or the caller's stage.

GUIDELINES

3.13.6 Information regarding liquor licences or liquor licence applications may be obtained from the AGLC (see Section 1.6).

SUBJECT: BINGO EVENTS

POLICY

3.14.1 Based on demonstrated charitable demand, ability of charitable groups to provide Volunteers to adequately staff bingo Events and consideration of Profitability Requirements, a licensed bingo facility may be approved to conduct up to 14 bingo Events per week.

3.14.2 The AGLC may consider applications from existing Facility Licensees wishing to access more than 14 bingo Events per week at the same facility. Each application will be considered on its own merit and within its own community setting, however, the application must:

a) represent the combining of two or more Facility Licensees in the same region or market area for the purpose of better utilizing a Licensed Facility, reducing Expenses and generating higher returns to charities; or

b) satisfy the AGLC that the addition of more bingo Events:

i) would provide equitable access to eligible charities who currently do not have access to bingo Events;

ii) would result in higher Proceeds to Licensed Charities;

iii) would not add Events to an already saturated market; and

iv) would not in any way negatively impact the operations of another Licensed Facility within the same region or market area.

3.14.3 Each bingo Event starts with the calling of the first ball of the first game in the Facility Licensee's program, and ends when the prize for the last game of the program has been verified.

3.14.4 Bingo Events may start at any time during the 24 hour period of each day, and may end at a specified time on the same day or may end at a time extending into the 24 hour period of the following day. Each bingo Event will be included in the day in which it starts. For example, both of the following Events would be considered to occur on Tuesday: an evening Event that starts at 7:30 p.m. on Tuesday and ends at 11:00 p.m. on Tuesday, and a late night Event that starts at 11:30 p.m. on Tuesday and ends at 1:30 a.m. on Wednesday the next day.

3.14.5 A bingo Event must be operated according to:

a) the approved Bingo Licence and Facility Licence (attachments to the licence may show changes from the original application approved by the AGLC); the licences are normally issued for a two year period;

b) the Facility Licensee's approved bingo program;

c) the *Gaming and Liquor Act*;

d) *Gaming and Liquor Regulation*;

e) the Commercial Bingo Handbook;

f) the Charitable Gaming Policies Handbook;

g) Board Policies established under the legislation;

h) any special conditions required by the AGLC; and

i) the Facility Licensee's Rules of Play and House Rules.

3.14.6 The conduct of a bingo Event is the sole responsibility of the Licensed Charity and this responsibility cannot be delegated.

3.14.7 The Licensed Charity, through its Volunteer bingo chairperson (with the assistance of the hall advisor) must:

a) decide upon all matters relating to the conduct of the bingo Event;

b) in case of a dispute or discrepancy determine the winners; and

c) verify prize amounts and ensure all prizes are paid.

SUBJECT: ALLOCATION OF BINGO EVENTS

POLICY

3.15.1 The Bingo Association or Bingo Society, as the case may be, is responsible for the allocation of bingo Events to its respective Licensed Charities at a Licensed Facility.

3.15.2 In this section, allocation means scheduling Licensed Charities to conduct a given number of bingo Events, and the specific dates and times of those Events.

3.15.3 Groups may conduct bingo events at any bingo association hall in Alberta, contingent upon approval of the bingo association. Bingo associations accepting groups outside of the bingo association's municipality must consult with Bingo Alberta prior to the group conducting a bingo event *(Added, Aug., 2014)*.

3.15.4 Two groups may be licensed to work the same bingo Event as follows:

a) each group is responsible to provide half of the required number of Volunteers, pay one half of the Event Expenses, and will receive one half of the Event Proceeds; and

b) the number of groups selected on RIBS will be two. Each group's licence number must be selected on RIBS to ensure the correct information appears on each group's financial report.

3.15.5 The AGLC will review complaints of charitable organizations wishing to access bingo Events in Bingo Association facilities.

SUBJECT: GENERAL

POLICY

4.1.1 With AGLC approval, one or more of the positions listed in Subsections 4.3 and 4.4 may be paid to assist a Licensed Charity with the conduct and management of bingo Events.

4.1.2 The facility licensee, on behalf of or as agent for the Licensed Charities, must schedule for work individuals who are paid to assist the Licensed Charity with conduct and management of a bingo Event. All Paid Staff must hold a valid current gaming (bingo) worker registration, relevant to their position duties, prior to commencing and during the performing of their duties (see Subsection 4.5).

4.1.3 To control bingo Expenses and with prior AGLC approval, some of the positions listed in Subsections 4.3 and 4.4 may be combined into one position, for example, in a Class A facility the hall advisor may also perform cashier duties.

4.1.4 Paid Staff must be bonded for a minimum of $25,000.

SUBJECT: MANDATORY VOLUNTEER AND PAID POSITIONS

POLICY

4.2.1 The following positions must be filled by Volunteers who are Bona Fide Members of the licensed charity:

a) bingo chairperson;

b) paymaster; and

c) special game controller(s) (includes Satellite Game controller).

4.2.2 The following positions must be filled by Paid Staff:

a) advisor (maximum one charge per Event Fee);

b) caller;

c) cashier; and

d) security guard.

SUBJECT: CLASS A FACILITY LICENSEE VOLUNTEER AND PAID POSITIONS

POLICY

4.3.1 The following positions may be filled by Volunteers or Paid Staff as designated by the Class A Facility Licensee. If the position is filled by a Paid Staff member, that person must be a Registered Gaming Worker.

a) hall manager (if paid, maximum one Full-Time Equivalent charge per Event Fee);

b) assistant hall manager (if paid, maximum one Full-Time Equivalent charge per Event Fee);

c) bookkeeper;

d) assistant advisor (maximum one charge per Event Fee and if the position is filled by a Volunteer, that person must be a Bona Fide Member of the Licensed Charity);

e) sellers/checkers;

f) bingo co-ordinator (maximum one charge per Event Fee and if the position is filled by a Volunteer, that person must be a Bona Fide member of the Licensed Charity);

g) Pull Ticket manager; and

h) Pull Ticket seller(s);

4.3.2 See Subsections 4.8 and 4.9 for Class A Volunteer and Paid Staff duties.

SUBJECT: CLASS B FACILITY LICENSEE VOLUNTEER AND PAID POSITIONS

POLICY

4.4.1 The following positions are paid (Registered Gaming Worker) in Class B facilities:

a) hall manager;

b) hall advisor (independent);

c) games manager (only one per event);

d) caller (only one per event);

e) cashier(s);

f) security guard;

g) Pull Ticket manager; and

h) Pull Ticket seller(s).

4.4.2 Seller/Checker positions may be Volunteer or paid, as designated by the Facility Licensee.

4.4.3 See Subsections 4.8 and 4.10 for Class B Volunteer and Paid Staff duties.

SUBJECT: REGISTRATION OF GAMING WORKERS

POLICY

4.5.1 In this section, an "applicant" means a person applying for registration as a Gaming Worker, pursuant to the *Gaming and Liquor Regulation*.

4.5.2 Pursuant to Sections 24 and 25 of the *Gaming and Liquor Regulation*, a bingo worker class of Gaming Worker registration is established which authorizes a person to perform at a bingo facility a function specified in the person's registration. Gaming Workers (Paid Staff) in the following positions must be registered to perform the function specified in the registration at a bingo Event:

a) hall manager;

b) assistant hall manager;

c) hall advisor (includes independent hall advisor);

d) assistant hall advisor;

e) games manager;

f) caller;

g) cashier;

h) sellers/checkers;

i) bingo co-ordinator;

j) Pull Ticket manager;

k) Pull Ticket sellers;

l) security guard

i) Hired security guards must be registered with the AGLC; and

ii) To become registered with the AGLC, a hired security guard will be required to provide the following:

- Registration Application for Gaming Worker – Bingo
- current photograph; and
- Police Security Clearance;

m) bookkeeper (firms supplying Class A Facility Licensees with bookkeeping services must have the lead individual, responsible for the completion of the bookkeeping duties, registered as a Gaming Worker).

4.5.3 Only individuals are eligible to be registered as Gaming Workers. Businesses or companies may not be registered as Gaming Workers.

4.5.4 To be eligible to be registered to perform a function as a Gaming Worker (Paid Staff), the applicant must:

a) have the experience specified by the Board of the AGLC for the function;

b) if the Board establishes an exam for the function, achieve at least the minimum exam score specified by the Board;

c) be at least 18 years of age;

d) be a Canadian citizen or a landed immigrant, or a citizen of a foreign country who has received a work visa from federal authorities to work as a bingo worker. The appropriate documents from federal authorities must be provided as part of the registration process; and

e) A Class A bingo facility hall manager, assistant hall manager and a Pull Ticket manager must complete and submit a consent form (Consent to Records Check - Form REG/GAM 5594) to allow the AGLC to conduct criminal and financial indices checks. *(Amended Jun 2016)*

4.5.5 The Board of the AGLC may refuse to register an applicant as a gaming (bingo) worker if the applicant or any of the applicant's associates fails to pass a records check.

4.5.6 An individual does not pass a records check if the individual:

a) has at anytime been charged with or convicted of:

i) an offence under the *Criminal Code* (Canada), the *Excise Act* (Canada), the *Food and Drugs Act* (Canada) or the *Controlled Drugs and Substances Act*; or

ii) an offence under a foreign Act or regulation that, in the Board's opinion, is substantially similar to an offence referred to in sub-clause i);

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 may be detrimental to the orderly or lawful conduct of activities authorized by a liquor licence or a registration relating to liquor, or

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

4.5.7 The Board may refuse to register an applicant if the Board is satisfied that the applicant has within the five years prior to the submission of the application contravened:

a) the *Gaming and Liquor Act* or *Gaming and Liquor Regulation*;

b) a predecessor of the *Gaming and Liquor Act* or *Gaming and Liquor Regulation*; or

c) a condition imposed on a licence or registration issued or made under the *Gaming and Liquor Act* or a predecessor of the Act.

4.5.8 The Board may refuse to issue a licence to an applicant or to register an applicant if the Board is satisfied that the applicant, any of the applicant's employees or associates or any other person with connections to the applicant:

a) is a person who has not acted or may not act in accordance with the law, with honesty and integrity or in the public interest, having regard to the past conduct of the person;

b) would be a detriment to the integrity or lawful conduct of gaming activities or provincial lotteries;

c) is a person whose background, reputation and associations may result in adverse publicity for the gaming industry in Alberta; or

4.5.9 Notwithstanding Subsections 4.5.5 through to 4.5.8 of these Policies, the Board may refuse to register an applicant.

4.5.10 A Facility Licensee must notify the AGLC immediately upon becoming aware that any of the Registered Gaming Workers working at the

Licensed Facility is charged with or convicted of an offence under the legislation listed in Subsection 4.5.11.

4.5.11 A Registered Gaming Worker must notify the AGLC and the Facility Licensee immediately when charged with or convicted with an offence under:

a) the *Criminal Code* (Canada);

b) the *Excise Act* (Canada);

c) the *Food and Drugs Act* (Canada);

d) the *Controlled Drugs and Substances Act* (Canada);

e) a foreign Act or Regulation that is substantially similar to an offence referred to in clause a), b) c), or d) above;

f) the *Gaming and Liquor Act* (Alberta); or

g) the *Gaming and Liquor Regulation* (Alberta).

4.5.12 If a Registered Gaming Worker is charged or convicted, as described in Subsection 4.5.11, the Board may take disciplinary action including, but not limited to, suspension or cancellation of the Gaming Worker's registration.

4.5.13 If a Registered Gaming Worker has misled the Board, failed to provide information or provided inaccurate information, the Board may take disciplinary action including, but not limited to, suspension or cancellation of the Gaming Worker's registration.

4.5.14 A Facility Licensee may request approval to allow unregistered individuals access to restricted areas of the bingo facility for training purposes. The request must be made in writing to the AGLC and provide:

a) the name, address, residence and business telephone numbers (if any) of the individual(s) to be trained;

b) the position title for which the individual(s) is training;

c) the reasons why access to the restricted area is necessary and the period of time required;

d) a completed criminal record check for the individual(s) (completed and dated within three months of the request), if the position is one that will require registration; and

e) a copy of individual's birth certificate.

If approved, the individual will be provided with a letter authorizing access to the restricted area for a specific period of time (not more than two months). The individual must carry the letter at all times when in the restricted area and be able to produce the letter when requested by an AGLC Inspector.

4.5.15 Registered Gaming Workers may only work in the position(s) for which they are registered, and may only be paid for the work performed in these positions.

4.5.16 A registered staff member employed by a Facility Licensee, and who also is a member of a Licensed Charity within that facility, may work at his or her charity's Event as follows:

a) the Paid Staff member may be paid their normal salary for working the Event in the position for which they are regularly employed and registered; or

b) the Paid Staff member may choose to volunteer (not be paid) to work for the charity of which they are a member, in any position the bingo association has designated that a Volunteer is eligible to work.

4.5.17 Failure to comply with the conditions of registration and any of the provisions of the Commercial Bingo Handbook may result in disciplinary action by the Board of the AGLC, including the suspension or cancellation of registration.

4.5.18 Registration can be renewed only by re-applying. Only the position(s) performed on a regular basis, or positions required on a demonstrated need, will be registered. When re-applying, applicants are not required to provide a birth certificate. If approved, the original registration number will continue to be used.

4.5.19 Applications for registration as a Gaming Worker (Form REG/GAM 5422) can be obtained by contacting the AGLC (see Subsection 1.6). (Exceptions: Key employees of a Class B Bingo Facility as listed under Subsection 3.2.5 are subject to a Due Diligence Investigation).

a) The registration application will only be processed if it is complete and all requested information is provided.

i) For Class A bingo hall managers, assistant hall managers, and Pull Ticket managers, the application for registration will include the form entitled Consent to Records Check (see Subsection 4.5.4 e).

b) The information in the application must be truthful.

c) The security clearance provided by the RCMP or local police and attached to the application for registration must be dated within three (3) months of the application date.

4.5.20 Any changes to personal information (for example, address or surname) provided to the AGLC must be reported immediately in writing, by email to gaming.registrations@aglc.ca, by fax to 780-447-8912, or by telephoning the AGLC's Registration Unit at 1-800-272-8876.

SUBJECT: DUE DILIGENCE

POLICY

4.6.1 Due Diligence refers to measures or practices to prevent criminal activity, abuse, or other activity which is a detriment to bingo in licensed bingo facilities.

a) Facility Licensees are responsible for Due Diligence in filling paid bingo positions and in carrying out their role of arranging for items of common interest that enable Licensed Charities to conduct bingo Events.

b) Licensed Charities are responsible for Due Diligence in filling Volunteer bingo positions and the conduct of bingo Events.

4.6.2 Further to Subsection 4.6.1, Facility Licensees and Licensed Charities are responsible for the integrity of gaming during bingo Events in their respective Licensed Facilities.

4.6.3 Facility Licensees must implement strict and clear procedures to account for all gaming revenues, including the balancing of books and reconciling of revenue received in order to prevent illegal activity, collusion among staff (Volunteers and Paid Staff), or any other activity detrimental to gaming, from occurring in Licensed Facilities.

GUIDELINES

4.6.4 To avoid conflict of interest or abuses, or the perception of these, members of the same family should not be employed in paid positions where these positions involve the handling of cash, bingo revenues, or other Bingo Association assets in a Class A Licensed Facility. In this part, “family” means a spouse (including common law spouse), parent, son, daughter, brother, sister, or the wife or husband of any of these individuals.

SUBJECT: CONDUCT

POLICY

4.7.1 The Licensed Charity and its Volunteer's must comply with the following:

a) Volunteers must not be paid from gaming Proceeds or from any other source of revenue for their services. See the Charitable Gaming Policies Handbook (5.23.6) for detailed information;

b) Volunteers in the mandatory Volunteer positions identified in Subsection 4.2 of these Policies must be Bona Fide Members of the Licensed Charity as defined in its by-laws.

c) as an option, the Licensed Charity may use outside help (non-members) on a volunteer basis to fill other positions as required, or continue to use only members in all positions. Licensed Charities whose members are disabled may accept outside Volunteer help for all positions. When using non-members to work as Volunteers the individual(s) must be known to the Licensed Charity;

NOTE: The above is intended to allow Licensed Charities greater flexibility in raising funds to support their approved charitable objectives. It is not intended to provide an opportunity for a charity that is not licensed to work a bingo Event in return for a donation;

d) individuals whose purpose for working bingo Events is related to the Fine Option Program or the Alternative Measures Program may not be used as Volunteer workers;

e) Paid Staff of the Licensed Charity may work as Volunteers if:

i) they are members of the Licensed Charity as defined by its bylaws;

ii) they volunteer their services beyond their normal working hours;

iii) they do not fill the following positions: bingo chairperson, paymaster, or special games controller; and

f) Volunteers working a licensed Event may receive credits/points to help offset the cost of registration fees, competition fees

and/or travel expenses for an approved charitable activity conducted by a licensee. See the Charitable Gaming Policies Handbook (5.23.7) for detailed policies.

g) In the exceptional circumstance where a Licensed Charity does not show for their scheduled event or where the Facility Licensee receives short notice that a charity licence has been suspended/cancelled, the Facility Licensee may pay individuals to work the Event from gaming (surplus expense revenue held in the Facility Licensee's association expense operating account) or non-gaming funds, on the following conditions:

i) in regard to no show situations, Facility Licensees must substantiate that they have procedures in place, for example by phone, email, or regular mail, to contact charities to confirm their scheduled Event within two months in advance of the event;

ii) in regard to charity licence suspensions or cancellations, the Facility Licensee must have a record of the date the charity licence was suspended or cancelled and the date/time and means by which the Association was made aware of the suspension or cancellation;

iii) there must be at least one volunteer of a member charity licence holder present – this licensee will be recorded as the charity working the Event and will receive the pool allocation for that Event; and

iv) every effort should be made to obtain Event workers on a volunteer basis, however, where this is not possible, workers (who may not be known to the bingo licensee) may be paid from the Facility Licensee's gaming funds (surplus expense revenue held in the Facility Licensee's bingo operating account) or non-gaming funds.

4.7.2 Volunteer bingo workers:

a) must maintain the integrity of gaming and perform their respective duties according to the standards laid out in these Policies and as specified in the Facility Licensee's operating policies and procedures;

b) must be capable and able (as deemed by the Facility Licensee) to perform the administrative and financial duties associated with the positions they are assigned to. Persons with disabilities may accept the assistance of a parent, care giver or other responsible person while carrying out the duties of the position they are working;

c) must report to the bingo chairperson before starting their duties and print their first and last names and sign on a bingo worker sign-in sheet;

d) are prohibited from playing bingo, purchasing or redeeming Pull Tickets or participating in electronic games while volunteering at a bingo Event;

e) must not use or be under the influence of liquor or illegal drugs at a bingo event. Any use of prescription (including cannabis for medical purposes) or off-the-shelf medications while working an event must be consistent with the Facility Licensee's policies regarding their use and must not interfere with the ability of volunteers to perform their volunteer duties; *(Amended Jan 2018)*

f) under the age of 12 are prohibited from handling cash (including the payment of prizes), but may work in the position of bingo checker or assist with other Event duties (for example, cleaning tables, emptying garbage cans, etc.) See Section 3.10 for additional Policy regarding Minors;

g) with the exception of sellers/checkers, must work one position at a time. Before working a second position, the accounting procedures for the first position must be completed and verified;

h) who handle cards and/or cash must return their apron, cash and bingo cards to the cash cage, prior to leaving the bingo floor area for any reason (for example, using the washroom or going on a break);

i) must not use personal money to provide a float for the Event or their Volunteer position; and

j) filling the positions of hall manager or assistant hall manager, must comply with all Policy applicable to these paid positions.

4.7.3 Registered Gaming Workers:

a) must maintain the integrity of gaming and ensure that only lawful gaming activities are conducted in a Licensed Facility;

b) must print their first and last names and sign the bingo worker sign-in sheet before starting work;

c) participation in gaming activities is restricted as follows:

i) Registered Gaming Workers are prohibited from purchasing or redeeming Pull Tickets and playing electronic games (excluding Keno) in any Licensed Facility at which they are employed;

ii) Registered Gaming Workers may play Keno before starting or after they have performed all of their duties related to the bingo Event they are scheduled to work;

iii) Registered Gaming Workers in municipal locations where more than one bingo facility exists are prohibited from playing paper bingo and bingo event pull tickets at the facility where they are employed

iv) Registered Gaming Workers, other than the Hall Manager, Assistant Hall Manager, Games Manager and Bingo Caller, employed in municipal locations where only one bingo facility exists may play paper bingo and bingo event pull tickets as follows:

- they may not play paper bingo or bingo event pull tickets during a day that they are scheduled to work;
- House Rules shall indicate the conditions under which Registered Gaming Workers are permitted to play paper bingo and bingo event pull tickets in the Licensed Facility; and
- Facility Licensees may establish a House Rule that prohibits Registered Gaming Workers from playing paper bingo and bingo event pull tickets, or that limits the frequency in which these workers may play paper bingo.

v) Facility Licensees may establish a House Rule that prohibits Registered Gaming Workers from playing Keno.

d) must not use or be under the influence of liquor or illegal drugs while on duty. Any use of prescription (including cannabis for medical purposes) or off-the-shelf medications must not interfere with the ability of workers to perform their work duties: *(Amended Jan 2018)*

i) workers using prescription (including cannabis for medical purposes) or off-the-shelf medications must follow the bingo Facility Licensee's policies and procedures regarding their use while at work;

e) must only perform bingo, Pull Ticket, and other related duties as specified in their job descriptions as approved by the AGLC;

f) must not delegate, on a temporary or permanent basis, bingo duties or duties of the Pull Ticket manager to non-registered individuals;

g) must not perform duties which are required to be performed by a Volunteer;

h) with the exception of sellers/checkers must work one position at a time. Before working a second position, the accounting procedures for the first position must be completed and verified;

i) who have access to Licensed Charity funds or other assets, shall not borrow or convert these for personal use;

j) in a Class A or Class B facility, workers who have access to Bingo Association or Bingo Society funds or other assets, must not borrow from or convert funds or other assets for personal use;

k) in a Class A or Class B facility, workers must not be voting members on the Bingo Association's or society's executive and/or board of directors;

l) in a Class A facility, workers must not be employed directly or indirectly by, under contract to, or have a financial interest in:

i) the lessor of the Licensed Facility;

ii) operator of the concession;

iii) suppliers of bingo equipment and supplies; and

iv) suppliers of services.

NOTE: The intent of clauses iii) and iv) above is to prevent individuals who, because of their relationship with the Facility Licensee, have the ability to influence or make decisions which may not be in the best interest of the Facility Licensee and/or its member groups. Clauses iii) and iv) are applicable where there is a relationship between the job duties that the individual performs for the Class A licensee and the job duties the individual performs for the supplier of the bingo equipment, supplies or services. For example, a bingo caller who works as a salesman for a company that is supplying the Class A licensee with bingo equipment and/or bingo paper cannot also be a paid Gaming Worker of the Class A licensee.

4.7.4 In a Class A or Class B facility, the executive and/or board of directors of the Bingo Association or the Bingo Society must not:

a) have a personal financial interest in a company, or be employed by a company, that provides the following to or at the Licensed Facility:

i) the Bingo Hall;

ii) services;

iii) equipment;

iv) supplies; or

v) concession operation.

b) In the case of the Executive Officers , the membership must not be comprised of more than 25% of individuals who are employed on a regular basis by a Licensed Charity conducting bingo Events in its Licensed Facility; and

c) In the case of the Board of Directors, the membership shall not be comprised of more than 25% of individuals who are employed on a regular basis by a Licensed Charity conducting bingo Events in its Licensed Facility.

4.7.5 In a Class A or Class B facility, members, executive and/or board of directors of the association or society who have access to bingo funds or other Bingo Association or society assets must not borrow from or convert the bingo funds or assets for personal use.

4.7.6 Identification badges for registered bingo workers (Paid Staff) and identification badges or aprons for Volunteer workers must be worn in plain view at all times during a bingo Event, and contain the following information:

a) Registered bingo workers identification badges:

i) first or common name;

ii) position;

iii) the registration number issued by the AGLC;

iv) expiry month; and

v) photograph (optional).

b) Volunteer worker identification badges:

i) name of the Licensed Facility or the name of the bingo hall; and

ii) the word “Volunteer.”

c) Volunteer worker aprons must, at a minimum, have the title “Volunteer” on the front of the apron.

SUBJECT: VOLUNTEER DUTIES – MINIMUM REQUIREMENTS

POLICY

4.8.1 Duties for Volunteer staff must be clearly defined. Facility Licensees must submit for AGLC approval a job description containing all duties required to fulfill the responsibilities of the position. Any changes to the approved Volunteer job descriptions must be submitted to the AGLC for approval.

4.8.2 The titles of the Facility Licensee's Volunteer positions may vary from the titles used in this section; however, where the position title varies from a title in this section, the duties of the position must meet the minimum requirements for the position as described in this section.

4.8.3 **Bingo Chairperson**: The bingo chairperson must be a Volunteer position. The position is responsible for the overall operation of the bingo Event. Bingo and Pull Ticket duties are performed in consultation with the hall advisor.

a) Responsibilities include:

i) supervising Volunteer and Paid Staff;

ii) assigning duties to Volunteer staff;

iii) ensuring the secure handling of cash; and

iv) complying with the Financial/Inventory Control System.

b) Bingo Duties include:

i) ensuring all Volunteer and Paid Staff sign an attendance form before starting work (see Bingo Worker Sign-in Sheet, Section 12) and confirming that:

- the identity and source of all Volunteers is known; and
- Volunteers are assigned to positions for which they are qualified.

ii) prior to the start of the Event, receiving by Witnessing the count, recording and signing off, the Event float and bingo card inventory as follows:

- the counting of the Event cash float by the advisor must be Witnessed by the bingo chairperson,

recorded and signed off by the bingo chairperson and the advisor (and games manager in the case of a Class B facility); and

- the counting of the bingo card inventory designated for sales during the Event by the advisor must be Witnessed by the bingo chairperson and recorded and signed off by the bingo chairperson and the advisor (and games manager in the case of a Class B facility).

iii) checking bingo equipment, as specified in Subsection 9.3.11, with the caller and a player to ensure it is operating properly. This specific duty may be performed by the paymaster, if designated in the paymaster's job description;

iv) transferring and verifying, by counting and signing off, the cash and cards to and from the paymaster, cashier, and controller(s);

v) where the EMS verifier cannot be used, verifying with the master book the winning card(s) for major prizes ($500 or more) and the games with separate sales;

vi) in the exceptional circumstance where the EMS verifier cannot be used, verifying all declared Bingos using a manual callback procedure;

vii) in consultation with the hall advisor, resolving complaints from the public;

viii) in conjunction with the hall advisor and/or the caller, ensuring compliance with Subsection 5.5 regarding the payment of prizes;

ix) upon detection, advising the AGLC of any cheating or other problem;

x) completing Discrepancy Reports as required (see Subsection 4.11);

xi) prior to the end of the Event, returning the Event float, cash from sales and unsold bingo card inventory from the bingo licensee to the association as follows:

- the counting of the Event cash float by the advisor must be Witnessed by the bingo chairperson, recorded and signed off by the bingo chairperson and the advisor (and games manager in the case of a Class B facility);
- the counting of cash from POS sales by the advisor must be Witnessed by the bingo chairperson, recorded and signed off by the bingo chairperson, the cashier, and the advisor; and
- the counting of unsold bingo card inventory by the advisor must be Witnessed by the bingo chairperson, recorded, and signed off by the bingo chairperson and the advisor (and games manager in the case of a Class B facility).

xii) preparing cash for bank deposit, and ensuring the safe delivery of the cash to the bank or securing the sealed bank deposit in the facility's safe;

xiii) in conjunction with the hall advisor, ensuring the required Financial/Inventory Control System forms are completed (see Section 12);

xiv) ensuring that all of the Financial/Inventory Control System responsibilities of this position are carried out in compliance with Subsection 8.1.3 for a Class A facility or Subsection 8.2.3 for a Class B facility;

xv) retaining a copy of the completed Event summary forms and leaving all other original Financial/Inventory Control System forms with the hall advisor;

c) Pull Ticket duties include:

i) Witnessing the issue of the Pull Ticket float and new Pull Ticket units to paid Pull Ticket sellers or the hall advisor, or the assistant advisor if the sellers are Volunteers; and

ii) physically Witnessing the count and signing off the revenue by Pull Ticket unit received from Pull Ticket sales from paid sellers, hall advisor or assistant advisor. When the unit's sales have been completed (see Subsection

6.4.22), ensuring the unit deposit is made in accordance with the process stated for bingo deposits (see Subsections 6.4.23 and 8.1.4 for a Class A facility or Subsection 8.2.4 for a Class B facility).

4.8.4 **Paymaster**: The paymaster must be a Volunteer position. The position reports to the bingo chairperson and supervises the awarding of prizes.

a) Duties of the paymaster include:

i) verifying prize amounts and counting, recording, and signing off, cash transfers to and from Paid Staff and Volunteers;

ii) checking bingo equipment, as specified in Subsection 9.3.11, with the caller and a player to ensure it is operating properly. This specific duty may be performed by the bingo chairperson, if designated in the bingo chairperson's job description;

iii) transferring cash prize(s) for each game to sellers/checkers for awarding to player(s) or to the players directly - does not include prizes made to a Player's account balance or progressive prizes paid directly from the advisor EMS station;

iv) recording all prize payouts;

v) completing Discrepancy Reports as required (see Subsection 4.11);

vi) complete and sign Financial/Inventory Control System form(s);

vii) ensuring that all of the Financial/Inventory Control System responsibilities of this position are carried out in compliance with Subsection 8.1.3 for a Class A facility or Subsection 8.2.3 for a Class B facility; and

viii) returning the paymaster's cash tray to the cash cage when not in use.

4.8.5 **Special Games Controller**: The special games controller must be a Volunteer position. The position reports to the bingo chairperson and may be combined or separated into one or more positions depending on the number of sellers supervised. This position also performs the controller duties for the Satellite Game. The hall advisor may assist with the operation of the Satellite Game management system.

a) Duties of the special games controller include:

i) in conjunction with the bingo chairperson and hall advisor, supervising card sales for special games;

ii) counting, recording, and signing off, the number of cards and cash float received from the bingo chairperson or hall advisor (one or the other) as specified in the Special Games controller job description;

iii) issuing cards and floats to sellers, making proper entries on Financial/Inventory Control System forms, and ensuring seller(s) has signed for the cards and float;

iv) in conjunction with the bingo chairperson and hall advisor counting, recording and signing off, the receipt of cash/cards from sellers and making proper entries on financial control forms;

v) in conjunction with the bingo chairperson or hall advisor, counting, recording and signing off, the number of unsold cards to be returned to inventory;

vi) in conjunction with the bingo chairperson and hall advisor, balancing all cash and cards and ensuring correct prize is paid to winners;

vii) vii. in conjunction with the bingo chairperson and hall advisor, completing financial control forms;

viii) transferring all cash and completed financial control forms to bingo chairperson (the cash must be counted and signed off before it is transferred);

ix) completing Discrepancy Reports as required (see Subsection 4.11); and

x) ensuring that all of the Financial/Inventory Control System responsibilities of this position are carried out in compliance with Subsection 8.1.3 for a Class A facility or Subsection 8.2.3 for a Class B facility.

b) Satellite Game duties, to be performed in conjunction with the advisor, must comply with the approved Alberta Satellite Bingo Operations Manual and include:

i) controlling and reconciling the Satellite Game sales and reporting the same to the Network Studio;

ii) ensuring cards received from the bingo chairperson and/or hall advisor are counted and signed for;

iii) verifying, recording, and entering on the Satellite Game management system the cash float received from the bingo chairperson;

iv) as needed, using the Satellite Game management system to scan trays of Satellite Game cards to be issued to sellers, issuing and recording cards and floats transferred to sellers, making proper entries on Satellite Game control forms, and ensuring each seller has signed for the cards and float;

v) counting and balancing all cash and cards returned by each seller and making the proper entries on the Satellite Game control forms;

vi) on an on-going basis, using the Satellite Game management system, entering card-sales update reports for the Network Studio;

vii) balancing sales of sellers by verifying the number of unsold/returned cards, the cash and the float, and by making appropriate entries on Satellite Game control forms ensuring the seller(s) has Witnessed, verified by count and signed off on transactions;

viii) verifying the final main prize and consolation prize contributions according to the number of cards sold;

ix) printing a copy of the final game worksheet from the Satellite Game management system, and in conjunction with the bingo chairperson and hall advisor:

- verify the printed copy of the game worksheet with the information that appears on the Satellite Game management system screen;
- verify, by counting and signing off the transfer of, all unsold cards, cash and the float to the bingo chairperson; and
- sign off the printed copy of the game worksheet, and ensuring the bingo chairperson and hall advisor also sign the worksheet;

x) if all duties of this position have been completed and the respective counts balanced, and all cash and unsold cards have been transferred to the bingo chairperson, this position may perform the duties of a Satellite Game verifier/number recorder as described in the Alberta Satellite Bingo Operations Manual.

4.8.6 **Sellers/Checkers**: The seller/checker position may be a Volunteer or paid position as designated by the Facility Licensee. The position reports to the bingo chairperson. At the discretion of the Facility Licensee, individuals holding this position may perform duties of both a seller and a checker, or just one of these.

a) Duties of the seller/checker position include:

i) in conjunction with the controller, counting, recording, and signing for the acceptance of the float from the controller and the return of the float to the controller;

ii) in conjunction with the controller, counting, recording and signing for the acceptance of cards received from the controller for sale to players;

iii) sells cards to players;

iv) accounts for cash from sales;

v) in conjunction with the controller, returning by counting, recording and signing off, the cash and unsold cards to the controller;

vi) ensuring the caller is aware of any declared bingos that the seller/checker has recognized;

vii) verifying declared bingo winners through the required verification/call-back procedure;

viii) receiving prize(s), excluding those made directly to a Player's account balance, from the paymaster to award to winner(s);

ix) in the exceptional circumstance where the EMS verifier cannot be used, verifying major prizes ($500 or more) by taking winning card(s) to the advisor or the bingo chairperson to verify the card face and card number with the master book;

x) completing Discrepancy Reports as required (See Subsection 4.11); and

xi) ensuring that all of the Financial/Inventory Control System responsibilities of this position are carried out in compliance with Subsection 8.1.3 for a Class A facility or Subsection 8.2.3 for a Class B facility.

b) With prior AGLC approval, sellers/checkers may sell more than one type and price of Special Game cards at one time. Proper financial and inventory controls must be in place and adhered to at all times. A seller who consistently has cash shortages must not be permitted to sell more than one type or price of Special Game card at any time. *(Amended Jun. 2016)*

SUBJECT: CLASS A FACILITY LICENSEE PAID STAFF DUTIES – MINIMUM REQUIREMENTS

POLICY

4.9.1 Duties for Paid Staff must be clearly defined. Facility Licensees must submit for AGLC approval a job description containing all duties required to fulfill the responsibilities of the position. Any changes to the approved job descriptions for each paid position must be submitted to the AGLC for approval.

4.9.2 Paid Staff must be required to sign a copy of their job description indicating they understand the requirements of their position.

4.9.3 The Association Executive must specify the duties of the hall manager and assistant hall manager positions and must ensure that the job descriptions for these positions are kept current at all times.

4.9.4 All Paid Staff must have a signed employment agreement for each position held which includes rate of pay, hours of work, vacation entitlement, benefits and any other relevant employment conditions. The employment agreement must be updated and re-signed as changes occur.

4.9.5 The titles of the Facility Licensee's paid positions may vary from the titles used in this section; however, where the position title varies from a title in this section, the duties of the position must meet the minimum requirements for the position as described in this section.

4.9.6 **Hall Manager**: The hall manager in a Class A facility reports to the bingo Association Executive and is responsible for assisting the Bingo Association with their gaming operations. The hall manager position is a Volunteer or paid position as designated by the Facility Licensee.

a) Hall manager duties include:

i) allocating bingo Events to Licensed Charities according to the Bingo Association's approved bingo Event allocation method;

ii) ensuring Licensed Charities are informed of the dates and times for their bingo Events, the number of Volunteers required, and specific times when the Volunteers must attend;

iii) scheduling Paid Staff to assist Licensed Charities in the conduct of their bingo Events;

iv) submitting bingo program amendments, including corresponding amendments to the approved Rules of Play and House Rules, to the AGLC for approval;

v) ordering and keeping perpetual inventory records for bingo supplies and ensuring access to the card inventory is strictly controlled. Physical card inventories must balance with EMS inventory reporting;

vi) verifying vendor invoices, and preparing cheques to pay these invoices for the prior review, approval and signing by the executive of the Bingo Association;

vii) maintaining financial records related to business bank accounts including payroll and T4 summaries, Canada Revenue Agency payments, GST returns;

viii) assisting in the preparation of annual Facility Licensee budget and establishment of the Event Fee;

ix) generating periodic financial reports;

x) ensuring monthly bank reconciliations are completed;

xi) maintaining Pooling Account and disbursement of pooled Proceeds as directed by the bingo executive and subsequent reporting to the AGLC as required;

xii) ensuring Event data is entered into RIBS by a registered position (that is, the hall manager, assistant hall manager, hall advisor or bookkeeper), and ensuring the month end reporting is submitted to the AGLC within seven (7) days of the end of the month;

xiii) ensuring all paid workers have current and required registration prior to commencing their duties and at all times while carrying out their duties;

xiv) ensuring that the duties of registered Paid Staff are only performed by registered staff and not by non-registered individuals (see Subsection 4.5);

xv) ensuring that duties for Volunteer and Paid Staff are clearly defined, and ensuring that job descriptions for

each position are kept current and are submitted to the AGLC for approval;

xvi) reviewing at least once each month selected Event recordings to ensure Events are audio/video recorded, and to ensure callers are following correct procedures and these Policies;

xvii) performing duties of Pull Ticket manager, described in Subsection 4.9.15, as directed by the Facility Licensee;

xviii) submitting completed Discrepancy Reports as required (see Subsection 4.11);

xix) completing a physical Pull Ticket inventory reconciliation on a monthly basis;

xx) ensuring server room key controls are managed as required in Subsection 7.2.3 c) iii);

xxi) ensuring compliance with Policy and procedures related to the conduct of Electronic Bingo Games, Personal Play Games, and Keno (see Section 7);

xxii) with the Facility Licensee, ensuring the entire bingo program - including prizes and Expenses, is in compliance with these Policies;

xxiii) with the Facility Licensee, regularly monitor gaming operations to ensure compliance with the Profitability Requirements in Subsection 8.3;

xxiv) reviewing Event Financial/Inventory Control System forms for completeness and accuracy;

xxv) ensuring new and all revised Financial/Inventory Control System forms are submitted to the AGLC for approval; and

xxvi) ensuring the Event Management System (EMS) Computer System, supplied by the AGLC, is maintained and/or operated in accordance with these Policies, the approved user manual and AGLC procedures.

SUBJECT: CLASS A FACILITY LICENSEE PAID STAFF DUTIES – MINIMUM REQUIREMENTS

4.9.7 **Assistant Hall Manager**: The assistant hall manager position may be approved by the AGLC based on demonstrated need. The assistant hall manager in a Class A facility reports on a day to day basis to the hall manager, but is accountable to the executive overall. The Assistant Hall Manager position is a Volunteer or paid position as designated by the Facility Licensee. The job description below identifies the duties which the assistant hall manager may assist the hall manager with; however, the overall responsibility for these duties remains with the Hall Manager.

a) Assistant Hall Manager gaming duties may include:

i) ensuring Licensed Charities are informed of the dates and times for their bingo Events, the number of Volunteers required, and specific times when the Volunteers must attend;

ii) scheduling Paid Staff to assist Licensed Charities in the conduct of their bingo Events;

iii) ordering and keeping perpetual inventory records for bingo supplies and ensuring access to the card inventory is strictly controlled. Physical card inventories must balance with EMS inventory reporting;

iv) ensuring that the duties of registered Paid Staff are only performed by registered staff and not by non-registered individuals (see Subsection 4.5);

v) reviewing at least once each month selected Event recordings to ensure Events are audio/video recorded, and to ensure callers are following correct procedures;

vi) ensuring server room key controls are managed as required in Subsection 7.2.3 c) iii);

vii) reviewing Event Financial/Inventory Control System forms for completeness and accuracy; and

viii) ensuring the Event Management System (EMS) Computer System, supplied by the AGLC, is maintained and/or operated in accordance with these Policies, the approved user manual and AGLC procedures.

SUBJECT: CLASS A FACILITY LICENSEE PAID STAFF DUTIES – MINIMUM REQUIREMENTS

4.9.8 **Hall Advisor**: The hall advisor in a Class A facility is a paid position as designated by the Facility Licensee. The hall advisor reports to the bingo chairperson.

a) Duties of the Hall Advisor include:

i) prior to the start of the Event, transferring by counting, recording and signing off, the Event float and bingo card inventory to the bingo licensee as follows:

- the advisor's count of the Event cash float must be Witnessed by the bingo chairperson, recorded, and signed off by the bingo chairperson and the advisor; and
- the advisor's count of the bingo card inventory designated for sales during the Event must be Witnessed by the bingo chairperson, recorded and signed off by the bingo chairperson and the advisor.

ii) ensuring cash cage access is limited as specified in Subsection 9.4.2;

iii) assisting in training Volunteer workers prior to or during the bingo Event;

iv) assist the special games controller with the operation of the Satellite Game management system;

v) monitoring the cashier(s) and caller during the Event to ensure compliance with these Policies;

vi) providing guidance to bingo chairperson regarding disputes during the Event;

vii) assisting the bingo chairperson in ensuring Subsection 5.5 is complied with regarding the payment of prizes;

viii) completing Discrepancy Reports as required (see Subsection 4.11);

ix) with the cashier, count and sign off the Personal Play cash float, if brought into the Event to cover a deficit created by negative Personal Play revenue;

x) except in the case where an assistant advisor is employed, transferring Pull Tickets or Pull Ticket units to Volunteer or paid sellers as may be requested by the Pull Ticket manager;

xi) ensuring compliance with Policy and procedures related to the conduct of Electronic Bingo Games, Personal Play Games, and Keno (see Section 7);

xii) prior to the end of the Event transfer the Event float and unsold bingo card inventory from the bingo licensee to the association as follows:

- the advisor's count of the Event cash float must be Witnessed by the bingo chairperson, recorded and signed off by the bingo chairperson and the advisor;
- the advisor's count of the unsold bingo card inventory must be Witnessed by the bingo chairperson, recorded and signed off by the bingo chairperson and the advisor; and
- if brought into the Event, the remaining Personal Play cash float must be counted and signed off by the hall advisor and cashier.

xiii) receiving payment for bingo Expenses from the Licensed Charity;

xiv) assisting the bingo licensee in completing required Financial/Inventory Control System forms;

xv) reviewing Event Financial/Inventory Control System forms for completeness and accuracy;

xvi) ensuring that all of the Financial/Inventory Control System responsibilities of this position are carried out in compliance with Subsection 8.1.3; and

xvii) ensuring the Event Management System (EMS) Computer System, supplied by the AGLC, is maintained and/or operated in accordance with these Policies, the approved user manual and AGLC procedures.

SUBJECT: CLASS A FACILITY LICENSEE PAID STAFF DUTIES – MINIMUM REQUIREMENTS

4.9.9 **Assistant Hall Advisor**: The Assistant Advisor position may be approved by the AGLC based on demonstrated need. The Assistant Hall Advisor in a Class A facility reports to the Hall Advisor during an Event and can be a Volunteer or paid position as designated by the Facility Licensee. The job description below identifies the duties which the Assistant Hall Advisor may assist the Hall Advisor with; however, the overall responsibility for these duties, including signing authority, remains with the Hall Advisor.

a) Duties of the Assistant Hall Advisor include:

i) ensuring cash cage access is limited as specified in Subsection 9.4.2;

ii) assisting in training Volunteer workers prior to or during the bingo Event;

iii) assist the special games controller with the operation of the Satellite Game management system;

iv) assisting the bingo chairperson in ensuring Subsection 5.5 is complied with regarding the payment of prizes;

v) completing Discrepancy Reports as required (see Subsection 4.11);

vi) transferring Pull Tickets or Pull Ticket units to Volunteer or paid sellers as may be requested by the Pull Ticket manager;

vii) ensuring compliance with Policy and procedures related to the conduct of Electronic Bingo Games, Personal Play Games, and Keno (see Section 7);

viii) assisting the bingo licensee in completing required Financial/Inventory Control System forms;

ix) reviewing Event Financial/Inventory Control System forms for completeness and accuracy;

x) ensuring that all of the Financial/Inventory Control System responsibilities of this position are carried out in compliance with Subsection 8.1.3; and

xi) ensuring the Event Management System (EMS) Computer System, supplied by the AGLC, is maintained and/or operated in accordance with these Policies, the approved user manual and AGLC procedures.

4.9.10 **Cashier**: The cashier is a paid position and reports to the bingo chairperson at the bingo Event.

a) Duties of the cashier must include:

i) prior to the start of the Event, receiving the cashier's float and bingo card inventory from the bingo chairperson as follows:

- cashier's float must be counted by the cashier and Witnessed by the bingo chairperson, recorded and signed off by the bingo chairperson and the cashier; and
- bingo card inventory designated for sales and/or distribution at the point of sale (POS) during the Event must be counted by the cashier and Witnessed by the bingo chairperson and signed off by the bingo chairperson and the cashier.

ii) processing cards sales to customers through the POS, and issuing receipts for Regular Game cards, Loonie Pots and Special Game cards as applicable;

iii) processing void POS receipts as specified in Subsection 5.3.18;

iv) balancing cards and cash by recording actual overages/shortages;

v) bringing any discrepancies in cash or cards to the attention of the bingo chairperson and hall advisor;

vi) completing Discrepancy Reports as required (See Subsection 4.11);

vii) with the advisor, count and sign off the Personal Play cash float, if brought into the Event to cover a deficit created by negative Personal Play revenue;

viii) ensuring compliance with Policy and procedures related to the conduct of Electronic Bingo Games, Personal Play Games, and Keno (see Section 7);

ix) redeeming Account Play balance cash out requests from customers through the POS;

x) prior to the end of the Event, returning the cashier's float, cash from POS sales and unsold bingo card inventory to the bingo chairperson as follows:

- cashier's float must be counted by the cashier and Witnessed by the bingo chairperson, recorded and signed off by the bingo chairperson and the cashier;
- cash from POS sales must be counted by the cashier and Witnessed by the bingo chairperson, recorded and signed off by the bingo chairperson and the cashier;
- unsold bingo card inventory designated for sales and/or distribution at the POS during the Event must be counted by the cashier and Witnessed by the bingo chairperson, recorded and signed off by the bingo chairperson and the cashier; and
- if brought into the Event, the remaining Personal Play cash float must be counted and signed off by the hall advisor and cashier.

xi) ensuring that all of the Financial/Inventory Control System responsibilities of this position are carried out in compliance with Subsection 8.1.3; and

xii) ensuring the Event Management System (EMS) Computer System, supplied by the AGLC, is maintained and/or operated in accordance with these Policies, the approved user manual and AGLC procedures.

4.9.11 **Caller**: The caller is a paid position that reports to the bingo chairperson at the Event and conducts the approved bingo program.

a) The caller must not use any cell phone or personal electronic device during the Event.

b) Duties of the caller include:

i) at the start of each Event, announcing and recording on the approved audio/video recording system: the date of the Event, type of Event (morning, afternoon, evening or late night), name of the bingo licensee, and the caller's first name (last name is optional);

ii) checking bingo equipment, as specified in Subsection 9.3.11, with the bingo chairperson and a player, or the paymaster and a player to ensure it is operating properly;

iii) recording prize payouts and number of winners in the Event Management System (EMS). Where the EMS is not available, the required information must be recorded manually;

iv) submitting a signed EMS caller's summary report to the bingo chairperson at end of the bingo Event. Where the EMS is not available, the caller must sign and submit the manually recorded form;

v) announcing key rules-of-play and House Rules, as specified below, and the minimum age limit for bingo players (18 years) before starting the bingo program. The caller must then direct the players' attention to the location in the hall where the complete Rules of Play, House Rules and Electronic Bingo Equipment Standard Rules of Play can be found. The caller may play a pre-recorded message to make these announcements.

- minimum age limit for bingo players (18 years) and where electronic bingo games are in play that no one under 18 years of age is allowed in the hall;
- receipts or bingo cards are not transferable from player to player;
- only bingo cards purchased from or provided by the Facility Licensee are eligible to be played and be recognized for a prize;

- it is the player's responsibility to declare bingo loud enough to stop the game and the calling of numbers; and
- the series number must be visible on the winning card or the bingo will not be honoured.

vi) announcing and verifying all declared bingos through the EMS according to these Policies (see Subsection 5.6.13 to 5.6.20);

vii) announcing prize payouts for Regular Games before the Regular Games start; and for Special Games prior to the Special Game starting or if there is a delay in the calculation of the prize payout for the Special Game, as soon as possible after the Special Game starts;

viii) directing all disputes to the bingo chairperson for decision;

ix) ensuring all parts of the bingo Event are recorded in audio and video; including but not limited to:

- the calling of balls;
- the verification of bingos;
- the Satellite Game;
- the awarding of door prizes or other promotions; and
- any and all other announcements made by the caller.

x) completing Discrepancy Reports as required (see Subsection 4.11);

xi) ensuring compliance with Policy and procedures related to the conduct of Electronic Bingo Games, Personal Play Games, and Keno (see Section 7);

xii) ensuring that all of the Financial/Inventory Control System responsibilities of this position are carried out in compliance with Subsection 8.1.3;

xiii) operate the bingo verification unit according to these Policies; and

xiv) ensuring the Event Management System (EMS) Computer System, supplied by the AGLC, is maintained and/or operated in accordance with these Policies, the approved user manual and AGLC procedures.

4.9.12 **Bingo Co-ordinator**: The bingo co-ordinator may be a Volunteer or paid gaming position as designated by the Facility Licensee. The bingo co-ordinator position reports to the bingo chairperson at the Event. The duties of the position are flexible; however, if it is a paid position, the position must not assume responsibility for any of the duties performed by specified Volunteer positions.

a) Duties of the bingo co-ordinator may include:

i) providing direction to Volunteers to assist them with their duties;

ii) assisting customers with card purchases and interpreting the bingo program, Bingo Games, Rules of Play and House Rules;

iii) assisting the special games controller and sellers with card reconciliation, cash-out and cash reporting procedures; and

iv) assisting the bingo chairperson in training Volunteers and in managing the flow of Volunteers and card sales on the Gaming Floor.

b) Duties of the bingo co-ordinator must include:

i) completing Discrepancy Reports as required (see Subsection 4.11); and

ii) ensuring all of the Financial/Inventory Control System responsibilities of this position are carried out in compliance with Subsection 8.1.3.

4.9.13 **Bookkeeper**: The bookkeeper may be a Volunteer or paid position as designated by the Facility Licensee. The bookkeeper position reports on a day to day basis to the hall manager, but is accountable to the

executive overall. Bookkeeper duties may include hall manager duties listed in Subsection 4.9.6 clause a) sub clauses vi) to xii).

a) If the bookkeeper finds a discrepancy while performing the duties in the sections listed, the bookkeeper must complete a Discrepancy Report as required (see Subsection 4.11); and

b) The bookkeeper may have signing authority on designated gaming accounts only, as specified by the bingo Association Executive; if such signing authority is approved, the bookkeeper must be the first one to sign on a gaming account, and a Bingo Association Executive member must be the second one to sign on the gaming account.

4.9.14 **Pull Ticket Seller**: The pull ticket seller may be a Volunteer or paid position (from the Pull Ticket revenue) as designated by the Facility Licensee. The pull ticket seller is responsible for the sale of Pull Tickets from a specific location in the bingo facility. The position reports to either the pull ticket manager if a paid seller and is responsible to the bingo chairperson at the bingo Event. Volunteer sellers report to the hall advisor or assistant hall advisor.

a) Duties of the Volunteer pull ticket seller include:

i) obtaining tickets and the float from the hall advisor or assistant hall advisor; the Volunteer must count and sign off the tickets and the float received;

ii) conducting ticket sales from the specific area(s) approved on the Pull Ticket Licence;

iii) verifying winning tickets, paying prizes and defacing all submitted winning tickets with a value of $5.00 or more immediately after they are redeemed by the winner;

iv) transferring revenue from sales of Pull Tickets to the hall advisor or assistant hall advisor;

v) maintaining Pull Ticket financial records as required;

vi) completing Discrepancy Reports as required (see Subsection 4.11); and

vii) ensuring that all of the Financial/Inventory Control System responsibilities of this position are carried out in compliance with Subsection 8.1.3.

b) Duties of the paid pull ticket seller include:

i) obtaining complete Pull Ticket units and the float from the pull ticket manager, the advisor or the assistant advisor. The seller must count and sign off on the Pull Ticket units and the float;

ii) conducting ticket sales from the specific area(s) approved on the Pull Ticket licence;

iii) verifying winning tickets, paying prizes and defacing all submitted winning tickets with a value of $5.00 or more immediately after they are redeemed by the winner;

iv) balancing and verifying sold unit(s) and transferring revenue from a sold out unit to the bingo chairperson, hall advisor or assistant hall advisor, as appropriate, for verification and deposit (see Subsection 6.4.22);

v) maintaining Pull Ticket financial records as required;

vi) completing Discrepancy Reports as required (see Subsection 4.11); and

vii) ensuring that all of the Financial/Inventory Control System responsibilities of this position are carried out in compliance with Subsection 8.1.3.

4.9.15 **Pull Ticket Manager**: The pull ticket manager may be a Volunteer or a paid position (from the Pull Ticket revenue if a separate position) and is responsible for the day-to-day control and administration of Pull Ticket sales on behalf of or as agent for the Licensed Charities. The pull ticket manager reports to the executive of the Bingo Association. The executive may assign the pull ticket manager duties to the hall manager position.

a) Duties of the pull ticket manager include:

i) ordering and controlling the overall Pull Ticket inventory;

ii) issuing the Pull Ticket float and Pull Ticket units to paid pull ticket sellers, the hall advisor or the assistant hall advisor, as appropriate; must count and sign off the float and Pull Ticket unit prior to issuing them;

iii) counting and signing off the revenue received from Pull Ticket sales from paid sellers, the hall advisor or the assistant hall advisor, and ensuring the deposits are made in accordance with the process stated for bingo deposits as stated in Subsections 8.1.4 and 8.1.5;

iv) completing the monthly Pull Ticket Sales (deposit) Report and the monthly bank reconciliation, and forward these to the AGLC as provided in Section 10, Pull Ticket Sales;

v) calculating licence fees to be forwarded to the AGLC with the monthly Pull Ticket Sales Report;

vi) immediately reporting discrepancies in inventory and sales to the AGLC;

vii) preparing the monthly Pooling report at the direction of the executive of the Bingo Association;

viii) maintaining Pull Ticket records as provided in Section 10, Pull Ticket Sales;

ix) completing Discrepancy Reports as required (see Subsection 7.11); and

x) ensuring that all of the Financial/Inventory Control System responsibilities of this position are carried out in compliance with Subsection 8.1.3.

4.9.16 **Security Guard**: If utilized, the security guard is a paid position reporting to the hall advisor at the Event level. The security guard is responsible for providing security-related services. The Facility Licensee must submit a detailed job description for the security guard position to the AGLC.

SUBJECT: CLASS B FACILITY LICENSEE PAID STAFF DUTIES – MINIMUM REQUIREMENTS

POLICY

4.10.1 Duties for Paid Staff must be clearly defined. Facility Licensees must submit for AGLC approval a job description containing all duties required to fulfill the responsibilities of the position. Any changes to the approved job descriptions for each paid position must be submitted to the AGLC for approval.

4.10.2 Paid Staff must be required to sign a copy of their job description indicating they understand the requirements of their position.

4.10.3 The Facility Licensee must specify the duties of the hall manager position and must ensure that the job description for this position is kept current at all times.

4.10.4 All Paid Staff must have a signed employment agreement for each position held which includes rate of pay, hours of work, vacation entitlement, benefits and any relevant conditions. The employment agreement must be updated and resigned as changes occur.

4.10.5 The titles of the Facility Licensee's paid positions may vary from the titles used in this section; however, where the position title varies from a title in this section, the duties of the position must meet the minimum requirements for the position as described in this section.

4.10.6 **Hall Manager**: The hall manager position is a paid position. The hall manager reports to the Facility Licensee.

a) Duties of the hall manager must include:

i) as requested by the Bingo Society provide assistance with the allocation of bingo Events to Licensed Charities according to the Bingo Society's approved bingo Event allocation method;

ii) in conjunction with the Bingo Society ensure that Licensed Charities are informed of the dates and times for their bingo Events, the number of Volunteers required, and specific times when the Volunteers must attend;

iii) scheduling Paid Staff to assist Licensed Charities in the conduct of their bingo Events;

iv) submitting bingo program amendments, including corresponding amendments to the approved Rules of Play and House Rules, to the AGLC for approval;

v) ordering and keeping perpetual inventory records for bingo supplies and ensuring access to the card inventory is strictly controlled. Physical card inventories must balance with EMS inventory reporting;

vi) ensuring Event data is entered into RIBS by a registered position (that is, the hall manager or independent hall advisor) and ensuring the month end reporting is submitted to the AGLC within seven (7) days of the end of the month;

vii) ensuring all paid workers have current and required registration prior to commencing their duties and at all times while carrying out their duties;

viii) ensuring that the duties of registered Paid Staff are only performed by registered staff and not by non-registered individuals (see Subsection 4.5);

ix) ensuring that duties for Volunteer and Paid Staff are clearly defined, and ensuring that job descriptions for each position are kept current and are submitted to the AGLC for approval;

x) reviewing at least once each month selected Event recordings to ensure Events are audio/video recorded, and to ensure callers are following correct procedures and these Policies;

xi) performing duties of pull ticket manager, described in Subsection 4.10.13, as directed by the Facility Licensee;

xii) with the Facility Licensee, ensuring the entire bingo program, including prizes, Expenses and charitable return criteria comply with these Policies;

xiii) reviewing Event Financial/Inventory Control System forms for completeness and accuracy;

xiv) ensuring all new and revised Financial/Inventory Control System forms are submitted to the AGLC for approval;

xv) completing a physical Pull Ticket inventory reconciliation on a monthly basis;

xvi) ensuring server room key controls are managed as required in Subsection 7.2.3 c) iii);

xvii) ensuring compliance with Policy and procedures related to the conduct of Electronic Bingo Games, Personal Play Games, and Keno (see Section 7);

xviii) completing Discrepancy Reports as required (see Subsection 4.11); and

xix) ensuring the Event Management System (EMS) Computer System, supplied by the AGLC, is maintained and/or operated in accordance with these Policies, the approved user manual and AGLC procedures.

4.10.7 **Games Manager**: The games manager in a Class B facility is a paid position. The games manager is directly responsible to the bingo chairperson during the Event. The duties of the position are flexible. The position must not assume responsibility for any of the duties performed by specified Volunteer positions.

a) Duties of the games manager must include:

i) supervision of the games area in the facility;

ii) ensures that the games are operated in accordance with these Policies;

iii) prior to the start of the Event, transferring by counting, recording and signing off, the Event float and bingo card inventory to the bingo licensee as follows:

- the games manager's count of the Event cash float must be Witnessed and signed off by the independent advisor, the bingo chairperson and the games manager; and
- the games manager's count of the bingo card inventory designated for sales during the Event must

be Witnessed and signed off by the independent advisor, the bingo chairperson and the games manager.

iv) with the bingo chairperson and caller, checking the bingo equipment to ensure it is operating properly, as specified in Subsection 9.3.11;

v) assisting customers with card purchases and interpreting the bingo program, Bingo Games, Rules of Play and House Rules;

vi) assisting the bingo chairperson with managing the flow of card sales on the Gaming Floor;

vii) completing Discrepancy Reports as required (see Subsection 4.11);

viii) Witnessed by the bingo chairperson, transfers Pull Ticket units to paid pull ticket sellers (as designated by the pull ticket manager);

ix) with the bingo chairperson and pull ticket seller, verify deposits for sold out Pull Ticket units;

x) with the cashier and independent advisor, count and sign off the Personal Play cash float, if brought into the Event to cover a deficit created by negative Personal Play revenue;

xi) ensuring compliance with Policy and procedures related to the conduct of Electronic Bingo Games, Personal Play Games, and Keno (see Section 7);

xii) prior to the end of the Event, transfer the Event float and unsold bingo card inventory from the bingo licensee to the Facility Licensee as follows:

- the games manager's count of the Event cash float must be Witnessed by the independent advisor and the bingo chairperson, recorded and signed off by the independent advisor, the bingo chairperson, and the games manager;

- the games manager's count of the unsold bingo card inventory must be Witnessed by the independent advisor and the bingo chairperson, recorded and signed off by the independent advisor, the bingo chairperson and the games manager; and
- if brought into the Event, the remaining Personal Play cash float must be counted and signed off by the games manager, the independent advisor and the cashier.

xiii) receiving payment for bingo Expenses from the Licensed Charity; and

xiv) ensuring that all of the Financial/Inventory Control System responsibilities of this position are carried out in compliance with Subsection 8.2.3.

4.10.8 **Hall Advisor (Independent)**: The hall advisor in a Class B facility is hired and paid by the Licensed Charity and reports to the bingo chairperson during the Event. To ensure independence from the Facility Licensee, the individual hired for the hall advisor position cannot be employed by the Facility Licensee in any other charitable gaming related position listed in Subsection 4.4.1 a) – h).

a) Hall advisor, as a condition of registration, is responsible for providing relevant information, assistance and guidance for a Licensed Charity to properly complete the required financial control forms and at the same time adhere to all the financial control requirements. All paper-work pertaining to the bingo Event must be completed and balanced at the close of the bingo Event prior to the hall advisor's departure.

b) Hall advisors working in the cash cage are responsible for identifying the circumstances surrounding shortages and submission of a Discrepancy Report. An investigation may be conducted by the AGLC based on the submitted Discrepancy Report. If negligence is involved in the shortage, Board action may be considered.

c) Duties of the hall advisor include:

i) remaining available to the Licensed Charity at all times during the bingo Event and maintaining a visible presence;

ii) prior to the start of the Event, transferring by counting, recording and signing off, the Event float and bingo card inventory to the bingo licensee as follows:

- the counting of the Event cash float must be Witnessed by the independent advisor and the bingo chairperson, recorded and signed off by the independent advisor, the bingo chairperson and the games manager; and
- the counting of the bingo card inventory designated for sales during the Event must be Witnessed by the independent advisor and the bingo chairperson, recorded and signed off by the independent advisor, the bingo chairperson and the games manager.

iii) ensuring cash cage access is limited as specified in Subsection 9.4.2;

iv) assisting in training Volunteer workers prior to, or during, the bingo Event;

v) monitoring the cashier(s) during the bingo Event to ensure compliance with these Policies and report any non-compliance to the games manager;

vi) providing guidance to the bingo chairperson regarding disputes during the Event;

vii) assisting the bingo chairperson in ensuring Subsection 5.5 is complied with regarding the payment of prizes;

viii) completing Discrepancy Reports as required (see Subsection 4.11);

ix) with the games manager and cashier, count and sign off the Personal Play cash float, if brought into the Event to cover a deficit created by negative Personal Play revenue;

x) with pull ticket sellers, assist the bingo chairperson with verifying and preparing Pull Ticket deposits for units sold out during the Event;

xi) ensuring compliance with Policy and procedures related to the conduct of Electronic Bingo Games, Personal Play Games, and Keno (see Section 7);

xii) prior to the end of the Event, returning the Event float, cash from sales and unsold bingo card inventory from the bingo licensee to the Facility Licensee as follows:

- the counting of the Event cash float by the games manager must be Witnessed by the independent advisor and the bingo chairperson, recorded and signed off by the independent advisor, the bingo chairperson and the games manager;
- the counting of cash from POS sales by the games manager must be Witnessed by the independent advisor and the bingo chairperson, recorded and signed off by the independent advisor, the bingo chairperson and the games manager;
- the counting of unsold bingo card inventory by the games manager must be Witnessed by the independent advisor and the bingo chairperson, recorded and signed off by the independent advisor, the bingo chairperson and the games manager; and
- if brought into the Event, the remaining Personal Play cash float must be counted and signed off by the independent hall advisor, the games manager and cashier.

xiii) verifying bingo Expenses assigned to the Licensed Charity;

xiv) assisting the Licensed Charity in completing required Financial/Inventory Control System forms;

xv) assist the special games controller with the operation of the Satellite Game management system and review the

Event Financial/Inventory Control System forms for completeness and accuracy;

xvi) ensuring that all of the Financial/Inventory Control System responsibilities of this position are carried out in compliance with Subsection 8.2.3; and

xvii) ensuring the Event Management System (EMS) Computer System, supplied by the AGLC, is maintained and/or operated in accordance with these Policies, the approved user manual and AGLC procedures.

4.10.9 **Cashier**: The cashier is a paid position. This position reports to the bingo chairperson during the event.

a) Duties of the cashier must include:

i) prior to the start of the Event, receiving the cashier's float and bingo card inventory from the bingo chairperson as follows:

- cashier's float must be counted by the cashier and Witnessed by the bingo chairperson, recorded and signed off by the bingo chairperson and the cashier; and
- bingo card inventory designated for sales and/or distribution at the point of sale (POS) during the Event must be counted by the cashier and Witnessed by the bingo chairperson, recorded and signed off by the bingo chairperson, the cashier and the advisor.

ii) processing cards sales to customers through the POS, and issuing receipts for Regular Game cards, Loonie Pots and Special Game cards as applicable;

iii) processing void POS receipts as specified in Subsection 5.3.18;

iv) balancing cards and cash by recording actual overages/shortages;

v) bringing any discrepancies in cash or cards to the attention of the bingo chairperson and hall advisor;

vi) completing Discrepancy Reports as required (see Subsection 4.11);

vii) with the hall advisor, count and sign off the Personal Play cash float, if brought into the Event to cover a deficit created by negative Personal Play revenue;

viii) ensuring compliance with Policy and procedures related to the conduct of Electronic Bingo Games, Personal Play Games, and Keno (see Section 7);

ix) redeeming Account Play balance cash out requests from customers through the POS;

x) prior to the end of the Event, returning the cashier's float, cash from POS sales and unsold bingo card inventory to the bingo chairperson as follows:

- cashier's float must be counted by the cashier and Witnessed by the bingo chairperson, recorded and signed off by the bingo chairperson and the cashier;
- cash from POS sales must be counted by the cashier and Witnessed by the bingo chairperson, recorded and signed off by the bingo chairperson and the cashier;
- unsold bingo card inventory designated for sales and/or distribution at the point of sale (POS) during the Event must be counted by the cashier and Witnessed by the bingo chairperson and the independent advisor, recorded and signed off by the bingo chairperson, the cashier and the advisor; and
- if brought into the Event, the remaining Personal Play cash float must be counted and signed off by the hall advisor and cashier.

xi) ensuring that all of the Financial/Inventory Control System responsibilities of this position are carried out in compliance with Subsection 8.2.3; and

xii) ensuring the Event Management System (EMS) Computer System, supplied by the AGLC, is maintained and/or

operated in accordance with these Policies, the approved user manual and AGLC procedures.

4.10.10 **Caller**: The caller is a paid position. This position reports to the bingo chairperson during the Event and conducts the approved bingo program.

a) The caller must not use any cell phone or personal electronic device during the Event.

b) Duties of the caller include:

i) at the start of each Event, announcing and recording on the approved audio/video recording system: the date of the Event, type of Event (morning, afternoon, evening or late night), name of the bingo licensee, and the caller's first name (last name is optional);

ii) checking bingo equipment, as specified in subsection 9.3.11, with the games manager, bingo chairperson and a player, or the paymaster and a player to ensure it is operating properly;

iii) recording prize payouts and the number of winners. Where the EMS is not available, the caller must sign and submit the manually recorded form;

iv) submitting a signed EMS caller's summary report to the bingo chairperson at the end of the bingo Event. Where the EMS is not available, the caller must sign and submit the manual record kept;

v) announcing key rules-of-play and House Rules, as specified below, and the minimum age limit for bingo players (18 years) before starting the bingo program. The caller must then direct the players' attention to the location in the hall where the complete Rules of Play, House Rules and Electronic Bingo Equipment Standard Rules of Play can be found. The caller may play a pre-recorded message to make these announcements.

- minimum age limit for bingo players (18 years) and where electronic bingo games are in play that no one under 18 years of age is allowed in the hall;
- receipts or bingo cards are not transferable from player to player;
- only bingo cards purchased from or provided by the Facility Licensee are eligible to be played and be recognized for a prize;
- it is the player's responsibility to declare bingo loud enough to stop the game and the calling of numbers; and
- the series number must be visible on the winning card or the bingo will not be honoured.

vi) announcing and verifying all declared bingos through the EMS according to these Policies (see Subsections 5.6.13 to 5.6.20);

vii) announcing prize payouts for Regular Games before the Regular Games start; and for Special Games prior to the Special Game starting or if there is a delay in the calculation of the prize payout for the Special Game, as soon as possible after the Special Game starts;

viii) directing all disputes to the bingo chairperson for decision;

ix) ensuring all parts of the bingo Event are recorded in audio and video; including, but not limited to:

- the calling of balls;
- the verification of bingos;
- the Satellite Game;
- the awarding of door prizes or other promotions; and
- any and all other announcements made by the caller.

x) operate the bingo verification unit according to these Policies;

xi) completing Discrepancy Reports as required (see Subsection 4.11);

xii) ensuring compliance with Policy and procedures related to the conduct of Electronic Bingo Games, Personal Play Games, and Keno (see Section 7);

xiii) ensuring that all of the Financial/Inventory Control System responsibilities of this position are carried out in compliance with Subsection 8.2.3; and

xiv) ensuring the Event Management System (EMS) Computer System, supplied by the AGLC, is maintained and/or operated in accordance with these Policies, the approved user manual and AGLC procedures.

4.10.11 **Sellers/Checkers**: The seller/checker position may be a Volunteer or paid position as designated by the Facility Licensee. This position reports to the bingo chairperson during the Event. At the discretion of the Facility Licensee, individuals holding this position may perform duties of both a seller and checker, or one of these.

a) Duties of the seller/checker position include:

i) in conjunction with the controller, counting, recording, and signing for the acceptance of the float from the controller and the return of the float to the controller;

ii) in conjunction with the controller, counting, recording and signing for the acceptance of cards received from the controller for sale to players;

iii) sells cards to players;

iv) accounts for cash from sales;

v) in conjunction with the controller, returning by counting, recording and signing off, the cash and unsold cards to the controller;

vi) ensuring the caller is aware of any declared bingos that the seller/checker has recognized;

vii) verifying declared bingo winners through the required verification/call-back procedure;

viii) receiving prize(s), excluding those made directly to a Player's account balance, from the paymaster to award to winner(s);

ix) in the exceptional circumstance where the EMS verifier cannot be used, verifying major prizes ($500 or more) by taking winning card(s) to the advisor or the bingo chairperson to verify the card face and card number with the master book;

x) completing Discrepancy Reports as required (See Subsection 4.11); and

xi) ensuring that all of the Financial/Inventory Control System responsibilities of this position are carried out in compliance with Subsection 8.2.3.

b) With prior AGLC approval, sellers/checkers may sell more than one type and price of Special Game cards at one time. Proper financial and inventory controls must be in place and adhered to at all times. A seller who consistently has cash shortages must not be permitted to sell more than one type or price of Special Game card at any time. *(Added Jun. 2016)*

4.10.12 **Pull Ticket Seller**: The pull ticket seller is a paid position (from the Pull Ticket administration fee) and responsible for the sale of Pull Tickets from a specific location in the bingo facility. This position reports to the pull ticket manager and is responsible to the bingo chairperson at the bingo Event.

a) Duties of the pull ticket seller include:

i) receive by signing off complete Pull Ticket units and the float from the pull ticket manager or games manager. The bingo chairperson must Witness the transfer;

ii) conducting ticket sales from the specific area(s) approved on the Pull Ticket licence;

iii) verifying winning tickets, paying prizes and defacing all submitted winning tickets with a value of $5.00 or more immediately after they are redeemed by the winner;

iv) balancing and verifying sold unit(s);

v) transferring revenue from a sold out unit (deposit) to the bingo chairperson for verification with the games manager;

vi) maintaining Pull Ticket financial records as required;

vii) completing Discrepancy Reports as required (see Subsection 4.11); and

viii) ensuring that all of the Financial/Inventory Control System responsibilities of this position are carried out in compliance with Section 8.2.3.

4.10.13 **Pull Ticket Manager**: The pull ticket manager in a Class B facility is the hall manager. This position is a paid position and responsible for the day-to-day control and administration of Pull Ticket sales on behalf of the Licensed Charities. The pull ticket manager may assign these duties to the games manager. The pull ticket manager reports to the Facility Licensee.

a) Duties of the pull-ticket manager include:

i) ordering and controlling the overall Pull Ticket inventory;

ii) issuing the Pull Ticket float and Pull Ticket units to paid pull ticket sellers; must count and sign off the float and Pull Ticket unit prior to issuing them;

iii) reconciling deposits for sold out units against Pull Ticket inventory ensuring that all units issued are accounted for;

iv) submitting monthly Pull Ticket sales reports to the Trustee, reconciling unit sales/deposits to the claim for unit purchases and administration fees;

v) immediately reporting discrepancies in inventory and sales to the AGLC;

vi) maintaining Pull Ticket records as provided in Section 6, Pull Ticket Sales;

vii) completing Discrepancy Reports as required (see Subsection 4.11); and

viii) ensuring that all of the Financial/Inventory Control System responsibilities of this position are carried out in compliance with Subsection 8.2.3.

4.10.14 **Security Guard**: The security guard is a paid position reporting to the games manager at the Event level. The security guard is responsible for providing security-related services. The Facility Licensee must submit a detailed job description for the security guard position to the AGLC.

SUBJECT: REPORTING DISCREPANCIES

POLICY

(Amended Dec 2017)

4.11.1 It is a condition of both registration and licensing that gaming (bingo) workers and facility licensees immediately report any breaches of the Commercial Bingo Handbook policies or security breaches to the AGLC. Failure to do so may affect registration or licensing status.

4.11.2 The incident(s) or suspected incident(s) listed in Subsections 4.11.2 a) to d), require investigation and corrective action by the facility licensee, bingo chairperson, hall manager, games manager and hall advisor. These individuals must submit a Discrepancy Report when the incident(s) or suspected incident(s) occur (see Subsections 4.11.4 a) and b)). They must also ensure any other party to the incident(s) also submits a Discrepancy Report which provides details of their involvement in the incident(s). The AGLC must be notified immediately through hotline at 1-800-561-4415 of:

a) suspicion or evidence of:

i) cheating at play;

ii) theft, fraud or counterfeit money;

iii) personal possession, for reasons unrelated to the event, of bingo cards, pull tickets or revenue by volunteers, or registered bingo personnel; or

iv) personal possession of bingo cards, pull tickets or event revenue by concession or building management employees;

b) procedures inconsistent with or that contravene these policies.

c) public disturbance requiring police action and during which the security of cards or cash was or could have been compromised; and

d) robbery, attempted robbery or break and enter in the licensed facility.

4.11.3 Event cash shortages must be reported as follows:

a) event cash shortages of $100 or less must be reported on the Remote Information Bingo System (RIBS) and be clearly

reflected on the financial/inventory control forms used at the event; and

b) major individual shortages of more than $20 involving a volunteer or seller must be explained by the volunteer or paid seller on the reverse side of the control form in question. The control form and any other "working" papers must be maintained according to Subsection 8.1.7 for a Class A licensed facility and Subsection 8.2.6 for a Class B licensed facility, and are subject to review by the AGLC; and

c) event cash shortages of more than $100, not including proven bingo prize compensating errors, must be reported to the AGLC immediately. Within three days of the shortage occurring, the facility licensee, hall advisor and bingo chairperson must each submit to the AGLC, by mail or by fax, a Discrepancy Report providing all relevant details of the shortage. The Discrepancy Report must include a copy of the control sheet(s) reflecting where the shortage(s) occurred.

4.11.4 Hall managers, hall advisors, games managers, callers, cashiers and other registered gaming workers must submit a Discrepancy Report, providing all relevant details, regarding any bingo and/or pull ticket discrepancy/irregularities beyond those already specified in Subsections 4.11.2 and 4.11.3. They must ensure that any other party to the discrepancy or irregularity also submit a Discrepancy Report providing details of their involvement in, or witness of, the incident(s).

a) Use the Discrepancy Report – Form 5425 (2013 Sep) for all non-electronic gaming discrepancies and irregularities. Use the Gaming Discrepancy Report Electronic Devices – Form 6619 (2014 Jun) for all electronic gaming device discrepancies and irregularities.

NOTE: These forms are found in Section 12.

b) Discrepancy reports are to be sent by fax to the appropriate office of the AGLC. Locations north of Red Deer are to send their reports to the AGLC office in St. Albert. Locations in Red Deer and areas south are to send their reports to the AGLC office in Calgary. See Section 1.6 for fax information.

SUBJECT: GENERAL

POLICY

5.1.1 The Facility Licensee on behalf of or as agent for its member charities must run a common bingo program. This may be the same program each day of the week, or there may be changes from day-to-day during the week repeating weekly.

5.1.2 The Facility Licensee must determine the structure of the bingo program, and is responsible to ensure the design of the bingo program complies with these Policies and the Provincial and Regional Bingo Program Standards endorsed by Bingo Alberta and approved by the AGLC from time to time.

5.1.3 The bingo program of a Facility Licensee must be approved in advance by the AGLC. Desired changes to the format of the approved program, either on an interim, that is, a special Event format, or permanent basis must be submitted to the AGLC for approval at least two weeks prior to the implementation date.

a) Changes are limited to six (6) per calendar year. This does not include changes required by amendments to the Provincial and Regional Bingo Program Standards.

5.1.4 A bingo program includes, but is not limited to, the following:

a) price of: all Bingo Game cards and schemes (examples include Regular Game cards, Special Game cards (games with separate sales), Loonie Pot and other progressive prize schemes);

b) game structure and prizes for: Regular Games (pay-charts, including attendance levels, showing $1.00 card prize for each pay-level), Special Games, progressive games, and Loonie Pot or other schemes;

c) any door prizes and other prize schemes;

d) any give-aways/promotions to players;

e) the Facility Licensee's Rules of Play (that is, a description of how the games are played); and

f) the Facility Licensee's House Rules (that is, a description of how the bingo Event is operated).

5.1.5 The bingo program for each Event must not have more than seventy five (75) Bingo Games. A game is defined as a letter/number combination for which a prize, including progressive prizes, is awarded.

SUBJECT: DROP-IN BINGO

POLICY

5.2.1 Within the provisions of Subsections 3.14 and 5.1.2, Facility Licensees may offer Drop-in Bingo card sales to patrons as follows:

a) as an Event offering drop-in sales only; or

b) in conjunction with the Event's approved bingo program.

5.2.2 In either 5.2.1 a) or b), drop-in patrons must purchase an admission receipt entitling them to purchase bingo cards on an individual Regular Game series/page or Special Game basis.

a) Regular Game drop-in cards and all Special Game cards may be purchased by a patron, attending on a drop-in basis and purchasing a valid Event admission receipt; and

b) Regular Game drop-in cards may also be purchased by a patron with a valid full or partial Event receipt.

5.2.3 The bingo program must specify:

a) the drop-in price of each Regular Game series/page (one price level only) and each Special Game; and

b) in 5.2.1 a), the prize calculation for each game, or in the case of 5.2.1 b), how the prize portion of the drop-in sale will be added to the Regular Game and Special Game prize structures in the approved bingo program.

5.2.4 Card sales for Regular and Special Games must be conducted as follows:

a) separate Regular Game card inventory, with its own AGLC product code, must be used for Regular Game drop-in sales;

b) the Regular Game cards for drop-in sales will be issued to the Event by serial number;

c) Regular Game series cards must be sold by the page;

d) Regular Game drop-in cards may be sold at the cash register or on the Gaming Floor. These sales must be conducted by separate Gaming Floor sellers;

e) sales for each series of Regular Games must cease prior to the commencement of each series. The seller will cash in the sales

for that series and the prize will be calculated and awarded as specified in the approved bingo program. The seller may then start card sales for the next Regular Game series; and

f) Special Game card sales must cease prior to the commencement of the game. Drop-in sales will be added to the Event sales for the game and the prize calculated for each game prize as specified in the program.

5.2.5 No card price discounts may be offered to drop-in patrons.

5.2.6 Drop-in patrons may participate in Loonie Pot, door prize or promotional type schemes.

5.2.7 A full accounting of drop-in card inventory and sales is required at each Event as per Subsection 8.1.3 (for a Class A facility) and Subsection 8.2.3 (for a Class B facility). The Facility Licensee must submit control forms and a description of how drop-in sales will be managed during the Event and accounted for in the overall inventory, sales and reconciliation process.

SUBJECT: CARD SALES

POLICY

5.3.1 Only cash or debit cards may be accepted for bingo card sales. Granting credit and accepting cheques is prohibited.

5.3.2 Bingo licensees may require patrons to purchase a minimum number of Regular Game cards, a minimum dollar value of Regular Game cards, or a minimum Account Play deposit as admission to a bingo Event and may include a separate minimum amount for the disabled (see Section 5.8 Facility House Rules).

5.3.3 Bingo licensees may not require or demand that patrons buy bingo cards for Special Games or participate in any other bingo related scheme. This does not affect package sales as referred to in Subsection 5.3.15 in which case players must buy the entire package of cards.

5.3.4 Pre-selling of admissions and cards for Special Events through the sale of an admission ticket must be approved by the AGLC. Approval must be requested in writing and must include a draft of the ticket, as well as sales and financial control procedures.

5.3.5 The cashier(s) may exchange the following for Canadian funds:

a) Canadian or U.S. travellers cheques; and

b) U.S. funds. The exchange rate must be within 1% of the bank rate for buying U.S. cash, and must be clearly posted. All foreign currency must be included with the Event deposit.

5.3.6 Facility Licensees may provide a debit machine in the cash cage subject to the following:

a) the Facility Licensee must advise the AGLC that a debit machine is in use;

b) the Facility Licensee must assume all costs and risks associated with providing this service; and

c) Licensed Charities must not be directly involved in the debit transactions. The Facility Licensee must ensure that the total amount of debit sales during an Event form part of the Event bingo deposit.

5.3.7 Distributing free admissions or bingo cards is prohibited, unless they are awarded as follows:

a) as a prize for a Bingo Game;

b) in return for a donation through the Facility Licensee to a recognized community service organization (for example, food bank, Christmas bureau, etc.);

c) in conjunction with a "player of the week" promotion under the following conditions:

i) the promotion may occur once a week for each different time slot;

ii) the "player of the week" must be awarded a "certificate" which they can produce for a period of one week entitling them to receive free Regular Game bingo cards/admission as specified in the approved Rules of Play;

iii) the prize has no cash value and is non-transferable. The player must produce identification and sign the master ledger in order to claim the prize each time they attend during the week;

iv) the Facility Licensee's approved Rules of Play must specify the method by which the promotion is awarded and any conditions for redemption. When the player redeems the certificate, the player will sign the master ledger and be issued a POS receipt reflecting the cards provided under the player of the week certificate at full discount;

v) the certificate must be numbered and at a minimum indicate: the player's name, date awarded, expiry date, value of cards the player is entitled to receive, signature of issuing authority, and space for the player to sign;

vi) the Facility Licensee must keep a perpetual master inventory ledger of the certificates which have been issued. The ledger must at a minimum include: the numbers of all certificates, a description and value of cards for each time the certificate is redeemed, the

winner's name, dates/Events each certificate was produced for free cards/admission, signature of the person making the entry into the ledger, and space for the player to sign when they produce the certificate for redemption. The inventory ledger is subject to review by the AGLC and must be maintained in a manner acceptable to the AGLC;

vii) the player count must not be included in the calculation of determining the Regular Game prize payout level; and

viii) the Licensed Charity conducting the Event at which this promotion is awarded shall not be charged for the cost of the promotion and RIBS entries are not required.

d) Adequate procedures must be in place to ensure that all free cards are included in the bingo card inventory reconciliation process (see Section 8.1.3 for a Class A facility and Subsection 8.2.3 for a Class B facility).

5.3.8 Free cards may be Regular Game cards or Special Game cards. All free cards must be played during the Event in which they are given; they may not be played at a future Event. A coupon may be awarded, as stated in Subsection 5.3.7 a), which entitles the player to a free Special Game or Regular Game bingo card when redeemed at a future Event.

5.3.9 Bingo Cards for Pre-mark Games and the Satellite Game must be sealed at the time of sale (for example, folded or glued). This ensures that sales are conducted in a random manner, and that staff, players, and sellers do not know the card layout.

5.3.10 Regular Game cards may be sold as a strip of cards combining different prices of cards (Combo Cards). Associations may offer one combination or multiple combinations of cards. For example:

Combo Card #1	1 regular card	$ .50
	1 gold card	$1.00
	1 triple card	$1.50
		= $3.00 per strip

Combo Card #2	1 gold card	$1.00
	1 triple card	$1.50
	1 double gold	$2.00
		= $4.50 per strip

5.3.11 Cards for Special Games may be sold as singles or in strips.

5.3.12 All bingo cards not controlled by Volunteers or Paid Staff shall be kept in locked storage.

5.3.13 The Facility Licensee may offer at a prorated price "partial Event" sales (e.g. half-time). Partial Event sales must be detailed in the Rules of Play.

a) The player's receipt must identify which portion of the Event program the player has paid for and is eligible to play; and

b) Financial control forms must reflect the adjusted payout for each portion of the program.

5.3.14 Discount Sales:

a) Discount sales involve the discounting of cards for a single game or series of games, e.g. 'Mega Play, Power Play, etc,' played on the same cards. For the sale of cards with multiple price discounts, see Subsection 5.3.15 Package Sales.

b) Details regarding this pricing must be included in the approved bingo program.

c) Discounted Special Game cards must be a different colour than, or otherwise distinguishable from, the Special Game cards normally used to ensure the discounted cards are not sold at the full price.

d) It is recommended that discounted Regular Game cards be a different colour than, or otherwise distinguishable from, the Regular Game cards normally used.

5.3.15 Package Sales:

a) Package sales involve the sale of multiple game cards (singles or strips) for a specified discounted price.

b) The Facility Licensee must specify in the Rules of Play the package price, the games included in each package, the quantity of cards for each game, and the sales revenue distribution of the cards (i.e. the amount allocated to the sales of each game).

NOTE: Schemes and linked games cannot be included in package sales.

c) The full cost of the Regular Game cards included in a package must be allocated to regular Game sales. The Facility Licensee must determine the revenue distribution for Special Game card sales.

In the following example, the full value of the cards included in the package is $23.00. The package discount price is $19.00. The full card value of $9.00 is allocated to the Regular Games and the remaining $10.00 is distributed as follows:

CARDS	FULL COST	PKG. COST	DISTRIBUTION
9 - $1.00 regular game cards	$9.00		$9.00
4 - strips of bonanza #1	$4.00		$3.00
3 - early bird strips	$3.00		$2.00
3 - odd/even	$3.00		$2.00
4 - strips bonanza #2	$4.00		$3.00
TOTAL	$23.00	$19.00	$19.00

d) Package sales can be offered as an admission to an Event (see Subsection 5.3.2).

5.3.16 Gift Certificates:

a) Facility Licensees may sell gift certificates as follows:

i) certificates of various denominations must be sold for cash or through the use of a debit machine only;

ii) the Facility Licensee must maintain a separate ledger to record all transactions, including the certificate number, dollar value, purchaser's name, date sold, date redeemed, and name of Paid Staff member who redeemed the certificate;

iii) gift certificates must be fully redeemable for cash, including at the Event at which the certificate is awarded;

iv) the Facility Licensee must be responsible for confirming the legitimacy of the gift certificate and exchanging the gift certificate for cash; and

v) the Facility Licensee must ensure the appropriate ledger entries are made reflecting the selling and redeeming of the gift certificate.

b) Facility Licensee gift certificates may be awarded as door prizes under the following conditions:

i) Subsection 5.3.16 a) ii) is complied with and records are kept current for the Event; and

ii) the door prize (value of gift certificate) must be recorded as a bingo prize.

5.3.17 Seniors' Discounts:

a) Facility Licensees may offer seniors' discounts.

b) A description of the card pricing for seniors' day must be submitted to the AGLC for approval and form part of the approved bingo program. The following are some examples of card pricing formats which may be offered to seniors:

i) a percentage or fixed discount on the price of Regular Game cards;

ii) a discounted price on specified Special Game cards; or

iii) free Special Game cards (see Subsection 5.3.7) and/or discounted Special Game cards included in a seniors' day package (see Subsection 5.3.15).

c) The minimum age for seniors' discounts is 60 years of age. Facility Licensees may set an age higher than 60 and must specify the age in their House Rules.

5.3.18 All void POS receipts from the sale of bingo cards, must be handled as follows:

a) for each cash register, the bingo chairperson must verify and approve all receipts that were voided at the Event by:

i) initialling the original receipt and the voided receipt; and

ii) comparing the voided receipts with the Event Management System (EMS) Void Report to ensure that they match.

iii) signing the Void Report after it is reviewed, and immediately report any discrepancy between the voided receipts and the EMS Void Report to the hall advisor;

b) the bingo chairperson must transfer the receipts and the Void Report to the hall advisor for verification and signature; and

c) the hall advisor will ensure that the original receipt(s), matching void receipt(s) and the EMS Void Report are attached to the cashier's Register Reconciliation Control Form.

5.3.19 Receipts requiring adjustment to return a portion of the product(s) purchased must be handled as follows:

a) the bingo chairperson must initial all receipts to be adjusted;

b) the original receipt and one copy of the adjusted receipt must be retained together and be attached to the cashier's Reconciliation Control Form; and

c) a second copy of the adjusted receipt will be given to the customer to replace their original receipt as proof of purchase.

SUBJECT: BINGO GAMES/SCHEMES

POLICY

5.4.1 In this section:

a) "Bingo game" refers to a game of bingo in which the player pays to play and for which a prize, including a progressive prize, is awarded if the player achieves the specified card pattern and winning criteria for the game in play. *(Amended June 2017)*

b) "Bingo scheme" refers to a bingo related scheme in which the player may pay to participate or which is included in the price the player paid for the bingo games, and for which a prize, including a progressive prize, is awarded if the player meets the winning criteria for the scheme in play. *(Amended June 2017)*

5.4.2 Free Games:

a) In compliance with the provisions of Subsection 5.5.1, Licensed Charities may conduct one free game per Event (that is, there is no charge for the bingo cards).

5.4.3 Schemes:

a) In compliance with the provisions of Subsection 5.5.1 a), Facility Licensees may offer schemes such as the Lucky Number, Gold Ball, King and Queen, Player of the Night, or bonus prizes in conjunction with "second element of chance".

b) These schemes must:

i) be recorded as part of the prize payout for the game to which the scheme is linked; and

ii) be consistent with Subsection 5.4.7 when awarded through a second element of chance.

5.4.4 Progressive Bingo Games/Schemes:

a) A maximum of ten progressive games/prize schemes, including Loonie Pots (see Subsection 5.4.5), excluding the Satellite Game, may be approved per Event on the following conditions:

i) prize payout must be determined by the Facility Licensee within the provisions of Subsection 5.5.1 a).

- the progressive prize pool may be seeded as outlined in Subsection 5.5.4.

- the value of the accumulated prize must be added to the prize contribution for the Event and make up the total value of the progressive prize pool eligible to be won.
- if won, the total value of the pool must be paid out in full. Pools must not be paid in portions based on certain criteria or on a percentage of the prize pool, such as 100% in 48 numbers or less, 90% in 49 numbers or less, 80% in 50 numbers or less, etc.

ii) the Facility Licensee may set a cap on their progressive prize pools. The amount of the cap may be different for morning, afternoon, evening or late night Events. The Facility Licensee's Rules of Play shall state the cap, fully explain how the progressive prize pool is won once the cap is reached, and how prize pool contributions over and above the cap are handled.

- if capped, the Facility Licensee has the option of establishing two separate prize pools (one main pool and one reserve pool). Once the total value of the two pools reaches the capped maximum, the first prize pool must be played off within 14 days of the maximum being reached.
- if not capped, the progressive prize pool must be played off a minimum of once in a five month period.

iii) the Facility Licensee may choose how the progressive game/prize scheme is played; however, the structure must be consistent with Section 5.4. *(Amended June 2017)*

iv) the Facility Licensee's rules of play may require that a player's eligibility to win a progressive prize is based on the player achieving (completing) and declaring (announcing) their bingo on specific criteria which is stated in the rules of play for the progressive game/scheme. For example, the rules of play may indicate that the progressive game/scheme is won if a player completes the required pattern and declares bingo: *(Added June 2017)*

- on a loonie pot number(s) as determined at the event;
- on the number that appears after the fireball is drawn;
- within a specific amount of numbers, e.g. within 48 numbers being called;
- on a specific number of numbers, e.g. on the 56th number called;
- on a double digit number, e.g. N44;
- on a specific square positioned on the bingo card, e.g. the bottom or top square under the "B" Column; or
- on a number starting or ending in a particular number, e.g. starting or ending in the number 7 (O72 or N47).

v) if there is no declaration of bingo on the progressive game or scheme criteria as specified in the rules of play, the caller must ask players, at least two times, if anyone has a bingo on the required criteria (announcing to players what that criteria is) for the progressive element of the game/scheme, and pause to recognize any bingos after each ask. If there is no response, the Facility Licensee may announce to players that the progressive element of the game/scheme is closed and that play will continue for the event prize associated with the game/scheme; *(Added June 2017)*

vi) the AGLC may require that the current accumulated prize pool be played off prior to an approved amended game structure being implemented;

vii) prize pools must progress from Event to Event (for example, evening to evening, afternoon to afternoon, afternoon to evening, etc.), and must progress to the next licensed Event in accordance with the progression method selected;

viii) approved Event financial control forms and a manual system of tracking pool sales, contributions, payouts and balances must be used and retained as described in Subsection 8.1.3 for a Class A facility or Subsection 8.2.3 for a Class B facility;

ix) the hall advisor and the bingo chairperson must verify between EMS and the manual tracking system, the opening and closing prize pool balances to ensure accuracy in the reported value of each progressive prize pool. Any discrepancies must be reported to the AGLC immediately; and

x) the Facility Licensee must maintain security of the accumulated prize funds as follows:

- the Facility Licensee must collect funds contributed to each progressive prize pool on an Event by Event basis and, if not paid out during the Event, the funds collected for each progressive game must be deposited to the progressive prize bank account and held in trust to pay progressive game prizes;
- at an Event where a progressive prize pool is won, the game contribution from that Event may be paid to the player in cash and the remainder (accumulated portion) may be paid to the player by cheque written on the progressive prize bank account or the entire amount may be paid by cheque written on the progressive prize bank account;
- to pay the full progressive prize pool in cash if the Event revenue is sufficient, the Facility Licensee has the option of writing a cheque representing the value of the accumulated portion, from the progressive prize bank account to the Bingo Revenue

Operating Bank Account and may deposit this cheque in place of the Event revenue (physical cash). The Event revenue may then be used to pay the player the accumulated portion in cash. NOTE: The cheque will replace the Event cash deposit in whole or in part depending on the amount of cash available from the Event revenue and the amount of funds needed to pay the accumulated portion of the progressive prize in cash;

- to accommodate the issuance of cheques at the Event level, the Facility Licensee may authorize a single signatory (the Hall Manager or Hall Advisor) on the progressive prize bank account;
- in addition to the EMS/RIBS progressive prize reporting requirements, a manual control form for each progressive game prize pool detailing the opening balance of each pot, the Event game contribution, Event payout(s) (if applicable), method of payment (cash and/or cheque) and the Event closing balance must be maintained. The control form must be signed by the Event advisor and chairperson verifying its accuracy;
- the Hall Manager must review the manual control forms and the progressive prize bank account deposits and cheque issuance activity on a regular basis throughout the month and immediately report any discrepancies to the AGLC; and
- the Facility Licensee must submit, to AGLC Financial Review, a monthly bank reconciliation with supporting documents for the progressive prize bank account and verify the accuracy of each progressive prize pool balance with the information reported on EMS and RIBS.

5.4.5 Loonie Pot Prize Pools:

a) Loonie Pot prize pools may also be called Pot of Gold or a name consistent with the Licensed Facility name.

b) Participation in the Loonie Pot prize pool must be as follows:

i) cost to play is determined by the Facility Licensee;

ii) participation in any Loonie Pot scheme is optional;

iii) the player's receipt must indicate participation in the Loonie Pot(s). In addition, as further proof of payment, the Facility Licensee may mark or hole punch the bingo cards. The player declaring the bingo must have paid to participate in the Loonie Pot in order to be awarded the Loonie Pot prize pool;

iv) to win the pool, the Loonie Pot number must form part of the required pattern for the game being played and the player(s) must declare their bingo at the time the Loonie Pot number is called. In the case of multiple bingos for a Loonie Pot prize pool, the Loonie Pot prize pool must be divided and paid by the number of valid bingo cards. Where a player declares more than one bingo card for the Loonie Pot prize pool, they must be paid an equal share for each valid bingo they have declared; and

v) the winner(s) will receive the Event prize payout for the Loonie Pot, plus the accumulated pool amount from previous Events. If bingo is not declared on the loonie number as described, the pot(s) must be carried over to the next Event.

c) Loonie Pot games will be approved to be played in conjunction with the specified games in the program, under the following conditions:

i) the bingo program must specify which Regular Games each Loonie Pot is applicable to;

ii) the Event prize payout must be determined by the Facility Licensee within the provisions of Subsection 5.5.1 a). This amount is contributed to the Loonie Pot(s) prize pool at each Event. The pot(s) may be awarded once per Event, and may be split between multiple winners if the players bingo on the loonie number at the same time;

iii) one "loonie number" will be used when only one pot is conducted. One "loonie number" or a separate "loonie number" per pot may be used when multiple pots are conducted;

iv) the Facility Licensee may choose how the "loonie number(s)" is determined (for example, first number called at the Event or last number of bonanza #1 pre-call). Once determined:

- the "loonie number(s)" must be announced by the caller and be posted in a location(s) easily viewed by all patrons; and
- the loonie number(s) must remain the same throughout the Event.

v) each time the caller draws the "loonie number(s)" ball from the blower, the caller must announce the letter/number combination of the ball and indicate that it is the "loonie number" (for example, "Your next number is B13, which is the Loonie Pot number");

vi) the Rules of Play must fully explain how the game(s) is played including: how the loonie number(s) is determined; how the pot(s) accumulates (that is, Event to Event, afternoon to afternoon, or evening to evening, etc.); if pots are capped, and how the cap and multiple winners are handled; and

NOTE: Rules must not indicate that the Loonie Pot must be won in a specified amount of numbers, that the pot may not be won on free cards distributed in the hall, or that the pot may not be won on reverse numbers (for example, B15 reverses to G51).

vii) the Facility Licensee may set a cap on their Loonie Pot game(s). See Progressive Bingo Games 5.4.4 for further details on setting caps and maintaining security.

5.4.6 "Fireball" Games:

a) Fireball games must comply with the following:

i) Facility Licensees may use the "fireball" concept for Regular Games or for Special Games. If offered as a progressive prize pool the Fireball game must comply with the additional requirements outlined in Subsection 5.4.4;

ii) the Facility Licensee may choose an appropriate name for the "fireball" scheme to suit their bingo program or bingo hall image;

iii) one additional bingo ball may be used in the bingo blower as a "fireball". This ball must:

- be a different color than any of the other balls in the blower;
- not be a numbered ball;
- be purchased from the same supplier and manufactured by the same manufacturer as all other balls being used in the blower in order to ensure that the fireball is made from the same material and be the same shape, size and weight as all other balls in the bingo blower;
- may only be used in connection with the conduct of a bingo game;
- not be inserted into the blower for the purpose of awarding promotional items; and
- Facility Licensee Rules of Play must specify that the numbered ball that appears after the "fireball" appears determines that a bingo declared on that ball would be eligible for the "fireball" prize.

iv) in order to win the "fireball" game, the number called immediately after the fireball has been drawn from the blower must complete the required pattern for the game being played and the player(s) must declare their bingo at the time that number is called; and

v) the "fireball" number must be determined using the following method:

- each time the caller draws the "fireball" from the blower, the caller must announce that the "fireball" has been drawn and that a bingo declared on the next number called will receive the "fireball" prize upon verification of the card. The caller must remove the "fireball" to display the next numbered ball on the hall monitors and ensure that this number remains to be the next number called.

5.4.7 Second Element of Chance Schemes:

a) Second element of chance schemes provide variety in prize payment. The schemes must be approved by the AGLC as part of the Facility Licensee's approved bingo program, and must comply with the following:

i) Facility Licensees may award the winner(s) of a bingo game a bingo prize and/or a bonus prize through a second element of chance including, but not limited to, the following methods:

- the player selects an envelope, stuffed animal, balloon, door, box, etc. from a grouping of these items (may all be one kind of item in the grouping or selection of items in the grouping) all containing various cash and/or merchandise prizes. The player's prize will be determined by the particular item he or she selects;
- a board with 75 numbers on it, each number stating a description of a cash and/or merchandise prize behind it. The winner receives the prize shown under the number they declared bingo on; or
- a money tunnel where the player enters the money tunnel and has a specified period of time to catch money to determine their prize value.

ii) casino style wheels or card schemes cannot be used to award second element of chance prizes.

SUBJECT: PRIZES

POLICY

5.5.1 Prize payouts must be structured in a manner that ensures compliance with these Policies and the Provincial and Regional Bingo Program Standards endorsed by Bingo Alberta and approved by the AGLC from time to time.

a) Regular and Special Game Prizes: the prize payouts for regular and Special Games should be structured to target a combined maximum payout of 65% of the value of the cards that were sold.

b) Satellite Game Prizes: the total Event prize payout for the Satellite Game must not exceed the AGLC approved percentage payout of the value of the cards that were sold for the Satellite Game.

c) The combined average of the prize payouts for all Bingo Games (listed in clauses a) and b) above) should not exceed 65% of the value of cards sold for all games over a 52 week rolling average monitored on a semi-annual basis.

5.5.2 The Facility Licensee and the hall manager must monitor prize payouts on a regular basis to ensure that payouts comply with the requirements of Subsection 5.5.1 and for a Class A Facility Licensee payouts must also comply with the Profitability Requirements detailed in Section 8.3.

5.5.3 Both regular and Special Game prizes may be guaranteed on an Event-by-Event basis in compliance with Subsection 5.5.1.

5.5.4 "Seeding" means using revenue from the general sales of regular and Special Games at a bingo Event to fund the prize of another Bingo Game.

a) Seeding of Bingo Game prizes is permitted within the targeted overall 65% prize payout limit for regular and Special Games as detailed in Subsection 5.5.1 a).

b) Facility Licensees may seed the prize for any game in their approved bingo program excluding the Satellite Game.

c) Seeding of a prize must be recorded within EMS as specified in the Electronic Bingo Equipment and EMS Operating Manuals.

5.5.5 All cash prizes must be made in Canadian funds.

5.5.6 All prizes in the approved program must be awarded.

5.5.7 Players win only if they have the correct card pattern for the game and, in the case of a scheme, if the correct card pattern was completed as specified in the Rules of Play. All valid winning cards must be paid.

5.5.8 Prize payout schedules for Regular Games must be based on the $1.00 card.

a) All prizes must be calculated on the $1.00 card prize and adjusted up or down according to the number of winners and/or the price of the card the patron(s) is playing. For example, a single winner playing a $1.00 card is to receive $50.00 for the "picture frame." If there are three winners, the $1.00 card prize ($50.00) is split three ways ($16.66), then normally rounded up (may be rounded down) to the nearest dollar ($17.00), and paid according to the price of the card as follows:

Three Winners/Three Card Prices - $50.00 split three ways = $16.66 rounded to $17.00.

Prizes to be paid:

$1.00 card receives	$ 17.00	($1.00 prize)
$2.00 card receives	$ 34.00	($1.00 prize x 2)
$3.00 card receives	$ 51.00	($1.00 prize x 3)
TOTAL GAME PRIZE	$102.00	

b) Where a multiple winner split takes the prize amount below the minimum payout amounts, the player would receive the minimum prize payout for the price of the card they are playing. The Facility Licensee's Rules of Play must specify the minimum prize payout for each price of card. The minimum payouts shall not exceed (but may be less than) 10 times the price of each card, e.g. $1 card x 10 = $10 minimum payout, $1.50 card x 10 = $15 minimum payout.

5.5.9 Both cash and non-cash Bingo Game prizes must be funded by bingo card sales revenue. Non-cash Bingo Game prizes may be awarded as follows:

a) A Rule of Play must be established regarding any cash in lieu option and how multiple winners are managed;

b) Any restriction(s) on a non-cash prize(s) must be clearly stated in Advertising and at the Event at which the prize will be awarded;

c) When the retail value of a non-cash prize exceeds $5,000.00, independent confirmation of the prize value must be provided to the AGLC (for example, an invoice from the supplier); and

d) For any trip prize, a copy of the travel agent's agreement, and if applicable, a copy of the agreement with any other company, showing the details of the trip such as value, expiry dates, any trip restrictions, whether the trip is transferable or refundable, must be provided to the AGLC.

5.5.10 Donated non-cash Bingo Game prizes may be awarded as follows:

a) They must not be provided, in any way, by Facility Licensees, registered gaming suppliers or facility landlords; and

b) Donated non-cash prizes must be separately identified on financial control forms.

5.5.11 Acquisition of Merchandise Prizes:

a) Where a Facility Licensee, on behalf or as an agent for its member charities:

i) purchases trips or other items to be used as Bingo Prizes and/or giveaways/promotions, and included with the prize purchase are free trip(s) or other bonus item(s), provided to the Facility Licensee as a bonus/purchase reward(s), the bonus/purchase reward(s) must be used by the Facility Licensee for bingo Event prizes or giveaways/promotions;

ii) purchases trips or items intended to be used as Bingo Prizes or give-aways/promotions, the Facility Licensee must pay the supplier/vendor directly for the cost of the

items by cheque from the Facility Licensee's expense operating account. The Facility Licensee must not reimburse a third party for the cost of the trips, etc; and

iii) in the case of a Class A Facility Licensee, the Bingo Association may pay for the merchandise prizes through the use of an association credit card. The credit card must be issued in the name of the Bingo Association as the account/agreement holder, jointly with an authorized individual (for example, Star Choice Bingo Association – Bob Brown). On a monthly basis, the association treasurer must verify purchases and ensure that invoices or receipts confirm all purchases. Air miles or other rewards earned as a result of credit card purchases are the property of the Bingo Association or the members and must be used for the benefit of the bingo licensees.

5.5.12 Door prizes must be given to players as follows:

a) Cash or a Facility Licensee gift certificate (see Subsection 5.3.16) may be awarded as a door prize (no Event maximum). The total cost value of the gift certificate(s) is considered a bingo prize and must be included within the 65% prize payout for regular and Special Games as outlined in Subsection 5.5.1 clause a) and reported as a prize payout at the Event level; or

b) Merchandise items (see Section 8.4.3), such as bingo bags, dabbers, stuffed figurines, t-shirts, coffee mugs etc. may be awarded as a door prize. The total cost value of the items awarded at any Event must not exceed the lesser of $200 or $30/100 patrons or portion thereof in attendance at the Event and must be recorded as a prize payout amount linked to the Regular Game; and

c) Door prizes, in clauses a) and b) above, must be awarded through a random draw process. Cash register receipt numbers or theatre-type tickets provided to patrons at the time of purchase of Regular Game cards for the Event during which the door prize takes place may be used to conduct the random draw.

5.5.13 Provisions related to other types of promotions (for example, merchandise, player rewards) conducted by the Facility Licensee, on behalf of or as agent for its member groups, are detailed in Section 8.4, Advertising & Promotions.

SUBJECT: STANDARD RULES OF PLAY

POLICY

5.6.1 Only Bingo Games using the following format will be licensed:

a) A ball is randomly selected from 75 ping pong type balls. Each ball is printed with a letter from the word BINGO, and a number from "1" to "75" as follows:

B	I	N	G	O
1	16	31	46	61
to	to	to	to	to
15	30	45	60	75

b) One additional bingo ball may be added to the blower for the purpose of conducting fireball prize schemes. The addition of this ball must be approved by the AGLC and comply with Subsection 5.4.6.

5.6.2 The Satellite Game must be operated according to these Policies and the approved Satellite Game Operations Manual.

5.6.3 Before play starts, the bingo chairperson, caller and Facility Licensee (or a player) must check the bingo equipment to ensure:

a) the bingo equipment is operating properly;

b) no duplicate balls exist; and

c) all bingo balls are in play.

5.6.4 Only players in attendance at the bingo Event may participate in the approved bingo program.

5.6.5 Only players with proof of admission may play. Proof of admission must be visible at all times. The licensee may request this proof before allowing a player to continue to play or to claim a prize.

5.6.6 Only cards bought at the Event must be played. An exception is allowed for cards awarded by the Licensed Charity at the Event.

5.6.7 Before a game is played, the caller must announce the type of game being played. For Special Games, the key game Rules of Play must also be announced.

5.6.8 To call a ball, the caller must:

a) turn the ball in the cradle/chute so that the letter/number combination can be viewed on the TV monitor;

b) in the exceptional circumstance where video equipment cannot be used, display the entire letter and number on the ball to players;

c) announce the letter and number on the ball; and

d) draw the ball from the cradle/chute and place the ball into the corresponding hole in the ball pocket tray.

5.6.9 A ball is considered "called" when the complete letter/number combination of the ball has been announced by the caller. Where there is a dispute regarding balls called, the master board in front of the caller must prevail. The flashboards are an aid to the game and are not an official record of the numbers that were called.

5.6.10 In the exceptional circumstance where a pre-call of numbers occurs for a game that could not be video/audio recorded:

a) a Volunteer worker must be present on the stage to verify the letter and number of the ball as it is drawn and called;

b) the volunteer will complete a Ball Verification Sheet as the balls are called, which must be kept as part of the Event records; and

c) the caller must sign the Ball Verification Sheet to certify it is correct.

5.6.11 A new ball must not be drawn from the cradle/chute until:

a) the previous ball has been called; and

b) the called ball has been placed in the corresponding hole in the ball pocket tray.

5.6.12 The Licensed Facility's House Rules or Rules of Play must not require that players have the last number called to win a prize for a bingo game or bingo scheme. That is, a player may declare bingo for a winning pattern after other numbers have been called during the game in play. Exceptions to this rule may exist for progressive bingo games and schemes (see Subsections 5.4.4 a) iv) and v). *(Amended June 2017)*

5.6.13 When a bingo is declared, the caller must:

a) stop play by announcing a bingo has been declared, and no more numbers will be called;

b) where the blower is turned off to verify a bingo, the ball next in line in the cradle/chute (that is, the next number to be called) must remain there and be the next number called;

c) announce the type of game being checked;

d) announce the number of bingos recognized, their approximate location in the hall, and ask (the first time) if there are any other bingos;

e) ask (a second time) whether there are any more bingos and pause (at least three to four seconds) to recognize these;

f) announce the number of bingos which have been recognized, state that only these bingos are eligible for prizes, and the game is closed; and

g) where the player's eligibility to win is dependant on the number of balls called, the caller must, with the assistance of a neutral player or charity Volunteer, count the number of balls in the ball pocket tray to verify the number of balls in the ball pocket tray match the number of balls displayed on the flashboard as being called:

i) if the number of balls in the ball pocket tray match the number of balls displayed on the flashboard and are within the required number of balls to win the specified prize, the prize will be awarded to the winner(s); or

ii) if the number of balls in the ball pocket tray does not match the number of balls displayed on the flashboard and required to win the prize, the winner(s) must be given the option to verify the balls in the ball pocket tray, and if they are in agreement with that count, will not be entitled to the prize associated with declaring bingo in a specified number of called balls.

5.6.14 All paper and electronic bingos must be verified through the EMS verification module. The verification call-back process must be conducted as follows:

a) Seller/Checker:

i) identifies the declared bingo(s) to the caller;

ii) for paper Regular Games, verbally gives the caller the card number(s), and card colour or level; or

iii) for paper Special Games, the seller/checker must give the caller the card number(s), card colour and confirm the serial number(s); or

iv) for all electronic games, the seller/checker must give the caller the card number(s), and level(s).

b) the caller must key the card number(s) into the verifier to display the card face on the TV monitors; and

c) all verified bingos must be displayed on the TV monitor screen for players to view.

5.6.15 In the exceptional circumstance where the EMS verification module cannot be used, e.g. due to an equipment failure, a manual call back must take place. The verification procedures to be used must be identified in the Facility Licensee's House Rules. The procedures must include:

a) for all games, the checker must take the bingo card and put it in front of a player at another table who will assist in verifying that the numbers called back by the caller form the winning pattern on the patron's card, thereby validating the declared bingo;

b) for Special Games, the checker must provide the caller with the card colour and serial number(s) and verify the Special Game card as stated in clause i); and

c) where the prize value of the game exceeds five hundred dollars ($500) or where there is a pre-call, the bingo card(s) must be checked against the master book by the bingo chairperson, paymaster or Facility Licensee.

5.6.16 The series number must be visible on the winning card or the bingo must not be honoured.

5.6.17 For Bingo Game/scheme prizes (see Subsection 5.4.1 a) and b) in the amount of $500 or more:

a) for all Special Games, the seller/checker must take the paper card(s) to the caller's station or the cash cage for verification by the caller or hall advisor. The caller/hall advisor must inspect the card(s) for any obvious signs of tampering and/or alterations prior to the prize being awarded.

NOTE: In the following example, the total payout for the Bonanza game is $700.00, and is split into three individual game prize payouts:

Caller's Choice	$100.00
Main Prize	$500.00
Consolation Prize	$100.00

In this example, the Caller's Choice and Consolation Prizes do not require a manual inspection by the caller or advisor. However, the Main prize at $500.00 requires a manual inspection of the card (or cards in the case of multiple winners).

5.6.18 For all progressive games, when the progressive prize is won and the winner(s) eligibility confirmed, the bingo chairperson (or designate) must present the cheque and/or cash representing the progressive prize to the winner and, if cash, physically count the cash in front of the winner. The winner(s) must be required to sign (provide signature and indicate name, address, and phone number) on the progressive prize pool control sheet or a separate receipt confirming they received the prize. The Event advisor must also ensure that the cheque number and amount are recorded on the progressive prize pool control sheet.

5.6.19 Cards may be used for a single game, or for two or more successive games in a series. Called balls must remain in the ball pocket tray until the final game in a series is done. After all bingos are checked and verified, the caller must clearly state that the game series is closed, and return the balls to the blower.

5.6.20 Declaration of Bingo:

a) It is a player's responsibility to make themselves heard by the caller in order to stop the game;

b) When a caller stops the game, he will acknowledge the player(s) bingo and call for further bingos as described in Subsection 5.6.13 e). When the number of winners eligible for prizes is announced, the caller will declare the game closed and proceed to verify the declared bingo(s) as stated in Subsections 5.6.13 to 5.6.17; and

c) In a situation where a player declared a bingo and the bingo was determined not to be a valid bingo, the caller must re-open the game and, prior to calling another number, ask if any other player has a bingo to declare. This includes a player whose bingo was initially disqualified due to a late announcement of their bingo.

5.6.21 Two common problems arise during the process of declaring a bingo. They are as follows, with a suggested resolution provided in each case:

a) The caller did not acknowledge a declared bingo because he could not hear the player declare the bingo and proceeded to call another number. In this case, the next number which was called is valid. The player who had a bingo on the previous number may declare bingo again (the last number not required). However, the player may have to share the prize if another player declared a bingo on the next number which was called.

b) Multiple bingos were declared, an usher is standing beside each player, and for some reason the caller did not acknowledge one of the bingos. The caller must clarify with the usher and other players in the vicinity whether the player's bingo was declared on time or was late. Once clarified, the caller must refer and explain the matter to the bingo chairperson, who must decide whether the player will receive a portion of the prize.

NOTE: If a complaint is registered with the AGLC, the bingo chairperson's decision may be subject to review. If it is determined that the complaint was valid, the Facility Licensee, on behalf of the Licensed Charity, must pay the player the amount owing as directed by the AGLC.

SUBJECT: FACILITY RULES OF PLAY

POLICY

5.7.1 The Facility Licensee must establish and maintain Rules of Play governing the operation of their bingo games. Rules of Play must be consistent with these Policies and with the Electronic Bingo Equipment Standard Rules of Play set by the AGLC. The Rules of Play are subject to review and approval by the AGLC.

5.7.2 Rules of Play must address, but are not limited to, the following:

a) listing of the Regular Games played during the Event;

b) detailed explanation of how each Special Game is played (that is, number of games played within the Special Game, rule(s) of the game, procedure for multiple winners including, where applicable, minimum payouts, and the prize breakdown);

c) where applicable, whether each game is available on paper, Electronic Bingo Equipment, or both;

d) for Bonanza games and games with consolation prizes:

i) whether another number has to be called prior to the full card being recognized, if the full card was not declared within the pre-call (for example, a 49th number has to be called prior to recognizing a full card, if the full card was not declared within the 48 number pre-call);

ii) when a late bingo is called on a Bonanza (or any other game involving a consolation prize), whether the player can receive the consolation prize without another number being called;

iii) how the full card and consolation prizes are calculated when it appears the consolation prize will be more than the full card prize.

iv) on the Bonanza pre-call game, if the pre-call game was not won during the pre-call, whether any other numbers have to be called before the game can be won;

v) if bingo is called during the Bonanza pre-call, an "alternate Bonanza" may be sold. This option must be included in the bingo program, and Rules of Play must specify what happens to unmarked sealed cards from the

first Bonanza. This may include allowing five (5) to ten (10) minutes for players to mark their cards for the consolation prize or to offer a refund on any unmarked cards;

vi) for special Events, which may include guaranteed Bonanza prize payouts, establish alternate Rules of Play, for example, "Bingo may not be verified or awarded until after the 49th number is called".

e) Regular Game card prices and colours;

f) minimum payout amounts for each card price;

g) details on discount pricing and package pricing;

h) details regarding partial event sales, including how the bingo Event will be divided, whether existing players can purchase additional cards and/or schemes for the portion of the bingo Event being played; if so, how their original receipt is handled and how their Loonie Pot game participation is affected;

i) specify the price of partial Event cards and which Regular Games, Special Games and other prize schemes the partial Event patrons are eligible to play;

j) specify how partial Event sales will be calculated into the overall Regular Game prize payout;

k) requirements for valid bingos, procedure to verify bingos, and the formula or method by which multiple winners are awarded both cash and non-cash prizes;

l) whether or not two games can be won at the same time, or does another number have to be called prior to the second game being recognized (keep in mind the affect these rules may have on the Loonie Pot or progressive games);

m) whether or not games can be won out of order (keep in mind the affect these rules may have on the Loonie Pot or progressive games);

n) how merchandise or non-cash prizes are awarded in the case of multiple winners and if any cash in lieu option exists on merchandise prizes;

o) details on give-aways/promotions (that is, door prize draws or other give-away promotions);

p) details on Loonie Pot/Pot of Gold schemes and other schemes connected to the game of bingo (that is, King Queen, Gold Ball, Lucky Number, Player of the Event, Bonus Prizes, Second Element of Chance Prizes, etc.);

q) Rules of Play for the progressive game/prize scheme must be established and address the following:

   i) price of cards or cost to participate;

   ii) details on how the game/scheme is played and how the prize will be awarded;

   iii) prize payout including a breakdown of the Event payout between the progressive contribution and the main/consolation prize (if applicable);

   iv) details on how the prize pool progresses (for example, evening to evening, afternoon to afternoon, afternoon to evening);

   v) details on capping of the prize pool(s), see Subsection 5.4.4 a) ii), and on the method of playing off the main pool once the cap is reached;

r) details on free games (see Subsection 5.4.2); and

s) details on distribution of free cards. See subsections 5.3.7 and 5.3.8.

SUBJECT: FACILITY HOUSE RULES

POLICY

5.8.1 The Facility Licensee must establish and maintain House Rules, consistent with these Policies, governing the operation of the bingo Event. The House Rules must be updated, as required, by the Facility Licensee.

5.8.2 The Facility Licensee must have House Rules regarding the following:

a) what time the doors and cashiers open, and what time the early birds and Regular Games start;

b) what time the Personal Play Games (if applicable) will be available for purchase and play (see Subsection 7.7.1 b) for Personal Play Games hours of Operation);

c) age limit for bingo workers and age limit for non-playing Minors to be in the hall;

d) minimum purchase of Regular Game cards for paper, and electronic games;

e) minimum Account Play deposit required (if applicable) for the Electronic Bingo Unit;

f) receipts of bingo cards are not transferable from player to player;

g) what time the attendance reading is taken to determine Regular Game payouts;

h) that players may not claim a prize for any game or scheme without a valid cash register Event or admission receipt;

i) policy regarding players caught playing more cards than they paid for;

j) that only cards issued by the Licensed Facility are eligible to be played and be recognized for a prize;

k) the games patrons playing a portion of the bingo Event are eligible to play;

l) policy on players playing on the wrong series or colour of card;

m) how bingos are verified;

n) how Braille cards are sold and verified;

o) policy regarding exchange and/or refund of bingo cards;

p) policy on workers and/or Volunteers playing bingo cards for a player temporarily absent;

q) time the cards sold or attendance and prize payout will be announced by the caller prior to the start of the Regular Games;

r) policy on players found cheating; and

s) House Rules applicable to the operation of Electronic Bingo Equipment and consistent with these Policies.

GUIDELINES

5.8.3 The Facility Licensee may have House Rules regarding the following:

a) policy on players saving seats for friends;

b) whether cards not in play have to be face down on the table;

c) whether all cards must be marked with ink pen or a dauber or they will be disqualified for a prize;

d) that cards are the responsibility of the player, and whether or not lost cards will be replaced;

e) foul language being used by patrons, or patrons who are intoxicated or causing a disturbance.

SUBJECT: LINKED BINGO

POLICY

5.9.1 The Linked Bingo Game must be played in conjunction with a Bingo Licence.

5.9.2 Players must be eighteen (18) years of age or older to purchase or play Linked Bingo Game cards or to be awarded a Linked Bingo Game prize.

5.9.3 One Linked Bingo Game, conducted and managed under a charitable Bingo Licence, will be allowed per Event.

5.9.4 Separate, sealed cards used for the Linked Bingo Game must be approved by the AGLC.

5.9.5 A specific set of Rules of Play must be approved and posted for the game. Individual Facility Licensees or Licensed Charities cannot change these rules.

5.9.6 Changes to the approved operating procedures, Rules of Play, or to the Linked Bingo Game format must be submitted for review and approval by the AGLC prior to being implemented.

5.9.7 The total allocated for the prize payout structure at each Event must not exceed the percentage approved by AGLC.

5.9.8 The Linked Bingo Game expense structure must be submitted to the AGLC for approval and will be considered with a view to maximizing charitable benefit.

5.9.9 Changes to the prize payout structure of the Linked Bingo Game must be submitted for review and approval by the AGLC prior to being implemented.

5.9.10 The main prize of the Linked Bingo Game and any Linked Bingo Game consolation prize(s) must not be progressed from Event to Event. Any other progressive prize pool must be approved by the AGLC before being implemented.

5.9.11 The Licensed Charities of a Bingo Association or Bingo Society shall pool Linked Bingo Game Proceeds according to the Bingo Association or Bingo Society approved pool agreement. Pooled funds will be managed as outlined in Subsection 8.1.6.

5.9.12 Inventory and financial control systems for the Linked Bingo Game must meet the requirements specified and approved by the AGLC.

SUBJECT: GENERAL

POLICY

6.1.1 This section applies only to the sale of Pull Tickets in Licensed Facilities. This section does not apply to Pull Ticket Licences which are regulated under the Pull Ticket Terms & Conditions (Form REG/GAM 5430).

6.1.2 The sale of Pull Tickets is a form of charitable gaming in Alberta. They may only be conducted and managed by charitable or religious organizations licensed by the AGLC.

6.1.3 The Pull Ticket Licence will normally be issued for a period of two years and will normally correspond to the Bingo Licence period (beginning and end) of the Licensed Charities of a Bingo Association or Bingo Society.

6.1.4 A Bingo Association or Bingo Society may submit a Pull Ticket application on behalf of or as an agent of its Licensed Charities for the purpose of conducting Pull Ticket sales during its bingo Events. A single licence is issued in the name of all charities conducting Pull Ticket sales in the Licensed Facility.

6.1.5 In the case of a Class B Facility Licence, each Licensed Charity, through its bingo facility and service agreement with the Class B Facility Licensee, permits the Facility Licensee to provide services related to the sale of Pull Tickets in the Licensed Facility on behalf of the society's Licensed Charities. The terms of the agreement must comply with these Policies.

6.1.6 An individual must be at least eighteen (18) years of age to purchase or play a Pull Ticket, or to be awarded a Pull Ticket prize.

6.1.7 Pull tickets must not be:

a) awarded as bingo give-away/promotional items;

b) used as Bingo Prizes;

c) offered at a discounted price; or

d) used as a raffle scheme.

6.1.8 The daily administration of Pull Ticket sales within a Licensed Facility must be the responsibility of a pull ticket manager approved by the AGLC. In the case of a Class A Licensed Facility, the pull ticket

manager will be under the direction of the executive of the Bingo Association. In the case of a Class B Licensed Facility, the pull ticket manager will be under the direction of the Facility Licensee.

a) The Bingo Association or Facility Licensee must submit the name of an individual, to be approved by the AGLC, who will be designated as the pull ticket manager and may:

i) assign the day to day Pull Ticket administrative duties to the hall manager, resulting in a combined hall manager - pull ticket manager position (a combined job description is required); or

ii) create a separate pull ticket manager position (part-time), and assign the day-to-day Pull Ticket administrative duties to this position (separate job description is required).

6.1.9 The individual paid in this position must be registered with the AGLC as a pull ticket manager (see Section 4.5).

6.1.10 The Facility Licensee must designate an individual to act as the alternate pull ticket manager to cover periods of absence of the approved pull ticket manager. The name of the alternate pull ticket manager must be provided to the AGLC.

SUBJECT: COMPLYING WITH THE PULL TICKET LICENCE

POLICY

6.2.1 Pull Tickets must be sold according to the licence specifications and any special conditions required by the AGLC (an amendment to a licence approved by the AGLC may show changes from the original Pull Ticket Licence application).

6.2.2 Pull Ticket Licence amendments must be submitted in writing by the Pull Ticket licensee, through the elected executive of either the association or society, for approval of the AGLC.

6.2.3 The Facility Licensee must pay all winning tickets. A notice must be displayed stating that winning tickets will be paid only if the Facility Licensee can identify that it has sold the unit from which the winning ticket was drawn.

6.2.4 Pull Tickets sold in the facility must be provided by the Facility Licensee.

6.2.5 Rules of Play:

a) The Facility Licensee must establish and submit Rules of Play governing Pull Ticket sales. The Rules of Play must comply with these Policies. Both the Pull Ticket Licence and Rules of Play must be displayed at the sales area(s).

b) The following are required Rules of Play and must be posted:

i) No person under the age of 18 years may purchase or play Pull Tickets or be awarded a Pull Ticket prize. Picture identification must be requested as proof of age.

ii) Tickets must be purchased with cash only. Cashing cheques of players or extending credit to players is not allowed.

iii) Sellers are not permitted to purchase tickets, play bingo or participate in any electronic bingo at any Event where they are working as a seller.

iv) The unit's status, including the number of major winners will not be disclosed to anyone.

v) Winning tickets will be redeemed only if identifiable with a specific unit sold by the Facility Licensee.

vi) Patrons may not draw or pick their own ticket(s) from Pull Ticket containers.

vii) All disputes will be resolved by the Pull Ticket manager or his/her alternate. Any unresolved disputes may be referred to the AGLC. See Section 1.6 for contact information.

viii) Anyone found, or suspected of, cheating with Pull Tickets or ticket Proceeds will be investigated by the AGLC.

ix) The location in the bingo facility where the Seal Card Prize Board or the Bingo Event Ticket Game Card indicating the prize option chosen will be displayed (see Subsections 6.4.4 e) and 6.4.6 e)).

SUBJECT: TICKET REQUIREMENTS

POLICY

6.3.1 All Pull Ticket units must be purchased from a registered gaming supplier (see also Subsection 6.6.5) as follows:

a) the supplier(s) shall be stated and approved on the licence; and

b) changes to a supplier must be submitted in writing and be approved by the AGLC prior to a change being made.

6.3.2 Only tickets and units that meet the following standards are approved:

a) Individual Tickets

i) hidden number(s) or symbol(s) on individual tickets cannot be seen when using an outside light;

ii) ticket windows cannot be previewed;

iii) there can be no difference between winning and non-winning tickets (other than symbol, letter and number configurations in windows). For example, there must be no difference in colour quality, edge shear marking, graphic marking, or any other physical difference; and

iv) an individual winning ticket must not have a prize value exceeding $1,000.00.

b) Units

i) winning tickets must be randomly seeded in each unit;

ii) each unit must be packaged to prevent tampering;

iii) all tickets of an approved unit must be contained in heat sealed box(es) or bags;

iv) all tickets in each unit must have a unique serial number; and

v) there must be no more than 10,000 tickets in each unit.

SUBJECT: SALES

POLICY

6.4.1 Types of Pull Tickets sold in a Licensed Facility must be approved by the AGLC.

6.4.2 Pull ticket units with a “seal card” feature ("seal card units") or a “bingo event ticket” feature (“bingo event tickets”) may be sold in licensed bingo facilities.

a) A Seal Card Game is a Pull Ticket game featuring tickets that grant certain players a chance at a prize or prizes to be determined by the removal of a window from a seal card to reveal a specified winning symbol.

b) A Bingo Event Ticket Game is a Pull Ticket game in which the winner is determined by matching a bingo ball symbol or symbols on a Pull Ticket with a specified number or numbers drawn during the course of a licensed bingo Event.

c) Some games include tickets bearing bingo ball symbols and have the option of using bingo balls called during the course of a licensed bingo Event or removing the window covering(s) from a seal card to reveal matching bingo ball symbols in order to determine the winner of a prize. Where the option of opening the window covering(s) on a seal card to determine the winner is chosen, the game must be considered a seal card game. Where the option of using bingo balls called during a licensed Bingo Game to determine the winner is chosen, the game must be considered a bingo event ticket game. Prior to the start of ticket sales, the licensee must select one option and ensure that the option selected is prominently displayed on the Bingo Event Ticket Game Card or Seal Card Prize Board (recorded in permanent ink) and announced in a manner audible to all players present prior to the start of ticket sales.

6.4.3 Seal Card units: In addition to the requirements in Subsections 6.3.2 and 6.4.2, seal card units and the seal card Pull Tickets within the unit must comply with the following:

a) There must be one or more sealed windows on the Pull Ticket containing the symbol, letter or number corresponding to the symbol, letter or number on the Seal Card Prize Board.

b) There must be a place on the Seal Card Prize Board (front or back) for the player's name, address and telephone number to be entered beside the symbol, letter or number that matches the symbol, letter or number appearing in the open window of the player's Pull Ticket.

c) The dollar value of the prize for each Pull Ticket window must be indicated on the Seal Card Prize Board.

6.4.4 Sales of Seal Card units must comply with the following:

a) To ensure the sell out of the unit during the bingo Event, the size of the seal card unit(s) must be ordered in accordance with the forecasted sales level for the bingo Event.

b) New seal card units must not be opened for sale unless there is a reasonable expectation that the unit will be sold out during the bingo Event.

c) New seal card units must be a different colour and serial number than the previously sold unit.

d) Co-mingling of seal card units is not allowed.

e) The Seal Card Prize Board must be conspicuously posted in full view of the players and secured at the location where the game is conducted, as specified in the Rules of Play. Where the Facility Licensee has an option between one or more prize structures, the Facility Licensee, prior to the start of ticket sales, must record the prize option chosen in permanent ink on the Seal Card Prize Board. The Facility Licensee must ensure that the prize option chosen is prominently displayed on the card and is announced in a manner audible to all players present prior to the start of ticket sales.

f) Names, addresses and phone numbers of holders of pull-tickets which contain the matching pre-designated symbols, letters or numbers on the seal card Pull Ticket may be printed on the appropriate line, next to that symbol, letter or number on the Seal Card Prize Board (front or back).

NOTE: In the exceptional circumstance that an entire seal card unit is not sold at the bingo Event, the Facility Licensee must announce to patrons that they must print their contact

information on the Seal Card Prize Board. Rules of Play must advise players of same.

g) The licensee is responsible for obtaining sufficient information (name, address and telephone number) to locate the winner(s) if the winner(s) is not present when the winning seal(s) on the Seal Card Prize Board is revealed.

h) The seal(s) may be removed to reveal the prize(s) and winning line(s) when:

i) all tickets from the unit have been sold, or

ii) all tickets required to complete the Prize Board are sold and all tickets with a prize value over $5.00 appear to have been sold. The Facility Licensee is to follow the procedures described in Subsection 6.4.4 a) and b) to ensure all Prize Board tickets are sold during the Event.

i) The seal(s) must be revealed in the presence of the bingo chairperson and hall advisor or assistant advisor (Class A) and bingo chairperson, independent hall advisor, and games manager (Class B). The individuals will acknowledge their presence by signing and dating the Seal Card Prize Board. The Seal Card Prize Board must form part of the Facility Licensee's pull-ticket records and must be retained.

j) If the winner(s) cannot be determined or located within seven (7) days of the seal(s) being revealed on the Seal Card Prize Board window, a Discrepancy Report must be submitted to the AGLC, together with the Facility Licensee's recommendation for disposition of the prize.

6.4.5 Bingo Event Ticket units: In addition to the requirements in Subsection 6.3.2, bingo event ticket units must comply with the following:

a) contain instant winning break open tickets;

b) contain tickets that feature a symbol or symbols matching one or more of the 75 bingo balls (hold card) used to determine the winner of the bingo event ticket game;

c) contain a game card used to identify bingo event ticket(s) that are eligible for the bingo event ticket game prize(s), hereafter

referred to as a "Bingo Event Ticket Game Card". The Bingo Event Ticket Game Card must indicate the dollar value of the prize(s) available; and

d) units must be structured to comply with a 75 number bingo ball set.

6.4.6 Sales of Bingo Event Ticket units must comply with the following:

a) To ensure the sell out of the unit during the bingo Event, the size of the bingo event ticket unit(s) must be ordered in accordance with the forecasted sales level for the bingo Event.

b) New bingo event ticket units must not be opened for sale unless there is a reasonable expectation that the unit will be sold out during the bingo Event.

c) New bingo event ticket units must be a different colour and serial number than the previously sold unit.

d) Co-mingling of bingo event ticket units is not allowed.

e) The Bingo Event Ticket Game Card provided with the unit of tickets must be conspicuously posted in full view of the players and secured at the location where the game is conducted, as specified in the Rules of Play. Where the Facility Licensee has an option between one or more prize structures, the Facility Licensee, prior to the start of ticket sales, must record the prize option chosen in permanent ink on the Bingo Event Ticket Game Card. The Facility Licensee must ensure that the option chosen is prominently displayed on the card and announced in a manner audible to all players present prior to the start of ticket sales.

f) Names, addresses and phone numbers of holders of hold cards may be printed on the appropriate line next to that number(s) on the Bingo Event Ticket Game Card provided with the unit of tickets (front or back). The licensee is responsible for obtaining sufficient information (name, address and telephone number) to locate the winner(s) if the winner(s) is not present when the Bingo Game completing the bingo event ticket draw is completed.

g) The bingo event ticket game may be played when:

i) all tickets from the unit have been sold (more than one bingo event ticket unit may be played per Bingo Game series, however, each unit must be a different type of bingo event ticket or if the same type of bingo event ticket must be a different color and series number), or

ii) in the exceptional circumstance where a unit was not completely sold out and it is near the end of the bingo Event:

- For bingo event ticket units utilizing hold tickets containing a single bingo ball: The bingo event ticket game prize must be awarded pursuant to the method chosen by the Facility Licensee as described in Subsection 6.4.6 h) i). In the event that no winner is found based on this method, the Facility Licensee must draw an additional ball (which may or may not be needed in a licensed Bingo Game) to determine the winner. This procedure must repeat as needed until a winner is determined.

- For bingo event ticket units utilizing hold tickets that require patrons to cover a pre-determined pattern, the licensee must award the bingo event game prize pursuant to the procedures described in Subsection 6.4.6 h) ii).

h) Bingo event ticket game prizes must be awarded using one of the following methods:

i) The prize is awarded to the player(s) holding the ticket bearing the bingo ball symbol matching the number called at a particular time or sequence in the Bingo Game, for example, the first number called, the 15th number called, or the last number used to complete the winning pattern. The method used to determine the winner(s) of the bingo event ticket game prize(s) must be clearly identified on the Bingo Event Ticket Game Card; or

ii) The prize is awarded to the first player(s) to dab a pre-determined pattern of bingo ball symbols appearing on

the player's bingo event ticket. The licensee must verify, at the time a player claims to have won and before the prize is paid out, that the numbers covered on the bingo event ticket are in a winning arrangement. It may be possible to have multiple winners, if a person declares a late win on the bingo event ticket game. Multiple winners will split the prize. Facility Licensees may not require winners to have the last number called on their bingo event game ticket.

NOTE: The Bingo Caller must close bingo event ticket games using the procedures outlined in Section 5.6.13. In the case of a player complaint regarding the closure of a bingo event ticket game, the AGLC will rule in favour of the player if these procedures are not followed.

i) The winning bingo ball(s) and the Bingo Game series in which the bingo event ticket unit was played (for example, Regular Game series 5) must be recorded on the Bingo Event Ticket Game Card provided with the unit of tickets and the bingo chairperson and hall advisor (Class A) or bingo chairperson, independent hall advisor, and games manager (Class B) must sign and date the Bingo Event Ticket Game Card acknowledging their agreement that the number(s) recorded on the card are correct. The Bingo Event Ticket Game Card must form part of the Facility Licensee's pull-ticket records and must be retained.

j) If the winner(s) cannot be determined or located within seven (7) days of the bingo event ticket game being played, a Discrepancy Report must be submitted to the AGLC, together with the Facility Licensee's recommendation for disposition of the prize.

6.4.7 The Facility Licensee may:

a) sell a maximum of four (4) types of traditional Pull Ticket units (as defined in Subsection 6.3.2), and one type of seal card unit at any one time.

b) in compliance with Subsections 6.4.6 b) and c), sell more than one type of bingo event ticket during a bingo Event.

6.4.8 In the case of a Class A Licensed Facility, Pull Ticket sales must be conducted either by:

a) a paid Pull Ticket seller(s); or

b) a Volunteer seller(s). The hall advisor or assistant advisor, acting as a Pull Ticket controller, will issue tickets to the Volunteer seller(s) in the same manner the special game controller issues cards to special game sellers.

6.4.9 In the case of a Class B Licensed Facility, Pull Ticket sales shall only be conducted by a paid Pull Ticket seller.

6.4.10 The Facility Licensee must provide each Pull Ticket seller with an initial float to accommodate unit sales. The float must be balanced each time revenue (specified unit gross amount) from the sale of one unit is turned over to the bingo chairperson. The float will be retained by the seller to continue sales.

6.4.11 Each unit must have a separate container. A Pull Ticket seller may conduct sales using an apron or a booth.

a) In the case of sales occurring using an apron, a maximum of two types of units per seller may be sold at the same time. Where the seller is a Volunteer, each type of ticket issued from the hall advisor or assistant advisor must be kept in separate pockets in the seller's apron.

b) In the case of sales occurring from a booth, each Pull Ticket unit sold at the booth must be secured within a separate container.

6.4.12 Provided the charity is present:

a) Pull ticket sales may commence one (1) hour prior to the start of the first daily bingo Event.

b) Sales and payment of winning tickets may continue for a period not exceeding one hour after the end of the last daily bingo Event.

Any amendments to the hours of Pull Ticket sales as stated on the licence must be submitted to the AGLC, in writing and approved, prior to any change in the hours taking place.

6.4.13 Pull ticket sales must be restricted to the Facility Licensee's premises.

6.4.14 Pull Tickets (as defined in Subsection 6.3.2) must be sold within the bingo playing area or, with prior approval of the AGLC and as stipulated on the licence, from an alternate location within the licensed premises other than the concession or merchandise booth. Sales must occur as follows:

a) from a container(s) (see Subsection 6.4.16) situated at a table or booth; and/or

b) from a portable Pull Ticket sales cart. Portable carts must:

i) provide a high security (lockable) cash drawer(s) with easy access by the seller;

ii) provide secure storage for additional Pull Ticket units; and

iii) accommodate Pull Ticket container(s) as described in Subsection 6.4.16.

NOTE: Containers may need to be removable due to rotation of sellers.

c) In the case of floor sellers, sales must occur using an apron which has separate pockets to accommodate each type of ticket being sold (maximum of two types), a cash float, and the winning tickets which have been cashed in.

d) Sellers must distribute tickets to patrons; patrons may not draw or pick their own ticket(s) from the Pull Ticket container or apron.

6.4.15 Pull Ticket sales from a lottery booth as an alternate location, per Subsection 6.4.14, are subject to the following:

a) must be conducted by a Registered Gaming Worker;

b) monies for Pull Ticket sales must be kept separate from lottery ticket sales; and

c) no portion of the lottery booth will be included in the Gaming Floor or gaming expense allocations.

6.4.16 With traditional Pull Ticket units (except where tickets are pre-bundled), paid sellers must, in view of the public, empty each type of

unit into a separate approved container and thoroughly mix the tickets. All sales must be made from the container, which:

a) is clear and hard sided;

b) is equipped with security locks;

c) permits open viewing by buyers; and

d) can hold at least one unit;

6.4.17 Paid Pull Ticket sellers must not buy Pull Tickets at any facility in which they are employed.

6.4.18 Pull ticket sellers, other Paid Staff and Volunteers shall not reveal information on the unit's status to any individual.

6.4.19 If the Facility Licensee wishes to change the type, colour or number of tickets per unit being sold, the Pull Ticket container must be sold out completely or as close to being sold out as possible before changing the unit (see Subsections 6.4.4 h), 6.4.6 g) and 6.10.2).

6.4.20 Sellers must permanently deface all winning tickets of a value of $5.00 and over, once the prize has been paid. Black marker or hole punch is recommended.

6.4.21 Winning tickets with a value of $5.00 and over must be retained until the unit is reconciled or the unit is removed from sale at the discretion of the Pull Ticket manager.

a) If there are no major discrepancies in the reconciliation (defined as total shortage exceeding $25.00 per unit deposited), the winning tickets may then be destroyed.

b) If major shortages appear, winning tickets must be retained and the Pull Ticket manager will immediately report the shortages to the AGLC.

6.4.22 When a unit is sold out, the paid seller, hall advisor or assistant advisor must count the total cash received, remove the amount of the float (Witnessed and verified by the bingo chairperson), and record any unit shortage or overage amount. The cash, including any overage, is prepared for deposit by the bingo chairperson. The float will be retained by the seller to continue sales.

6.4.23 The bingo chairperson, assisted by the pull ticket manager or hall advisor, must deposit or prepare for deposit the net revenue from the sale of unit(s) to an approved combined operating/pool account for a Class A facility or third party Trustee account for a Class B facility within three (3) banking days after the sale of the unit(s) as follows:

a) Overages must be included in the deposit and reported in RIBS. Shortages must also be reported in RIBS.

b) The deposit slip will indicate the serial number of each unit being deposited. Where the same serial number is applicable to multiple units, the color of the unit must also be recorded on the deposit slip. (This is a requirement only for traditional Pull Tickets that have multiple separate colors with the same serial number. The color is also recorded on the Pull Ticket Inventory And Sales Record in the same box as the serial # e.g. Serial # 123456 blue.)

c) The funds and deposit slip must be placed in a deposit bag and the bag then sealed.

d) The sealed bag must be placed in a secure safe within the Licensed Facility:

i) For Licensed Facilities using an armoured car service, the deposit bag is picked up by the service on their next scheduled pickup and delivered to the bank.

ii) For Licensed Facilities not using an armoured car service, the Bingo Association must make the bank deposit during regular banking hours and within three (3) banking days after the sale of the units.

e) A copy of the deposit slip must be retained by the Facility Licensee for subsequent verification through the bank reconciliation process.

SUBJECT: SECURITY

POLICY

6.5.1 Once a unit(s) has been assigned to, and opened by, a paid seller, only that individual may sell tickets from the unit(s). If the unit has been assigned to a hall advisor or assistant hall advisor, only that individual may issue tickets from that unit to a Volunteer seller.

6.5.2 All complete or partial units, not under the control of an advisor, assistant advisor or paid seller must be kept in locked, secure storage.

6.5.3 Separate, lockable, storage areas must be provided to each paid seller, hall advisor or assistant advisor. These individuals must store their cash boxes and partially sold units in this area.

6.5.4 Keys to the individual storage area must be kept only by the seller, hall advisor or assistant advisor. The pull ticket manager must securely retain a "master key" which permits entrance to all paid sellers or advisors' storage areas.

6.5.5 Keys to the storage area for new unopened units must be kept only by the pull ticket manager, or alternate pull ticket manager in his or her absence.

SUBJECT: EXPENSES

POLICY

6.6.1 In the case of a Class A Licensed Facility, Pull Ticket expenses must be handled in accordance with the provisions in Section 8.1 related to the Association annual budget/Event Fee and combined operating/pooling account procedures.

6.6.2 In the case of a Class B Licensed Facility, Facility Licensees may charge a fee to offset the administrative costs of Pull Ticket sales. The fees shall be reflective of the actual costs up to a maximum of 20% of the gross Pull Ticket proceeds (gross Pull Ticket proceeds equals gross revenue less prize payouts and unit costs, including GST and freight charges). Administrative costs may only include:

a) paid sellers' wages and pull ticket manager wages (if the hall manager is also the pull ticket manager, the wages received shall be prorated);

b) construction of sellers' storage area(s);

c) purchase of lockable cash boxes, Pull Ticket containers and/or carts;

d) photocopying of Pull Ticket financial control forms;

e) bank charges;

f) required signage; and

g) the fee for service.

6.6.3 In the case of a Class A Facility Licence, the Bingo Association must pay for the cost of units (including GST and freight costs) by cheque, direct to the vendor/supplier from the association's expense operating account as outlined in Section 8.1.5 c).

6.6.4 In the case of a Class B Facility Licence, the Bingo Society must pay for the cost of the units as follows:

a) The Facility Licensee must send the invoices for the units sold and deposited during the monthly pooling period to the society's independent third party Trustee.

b) The Trustee must issue a cheque from the society's Pull Ticket operating/pool account on a monthly basis to the Facility Licensee in an amount equal to the total purchase price of the

units sold and deposited (less approved/verified expenses) during the monthly pooling period. If invoices are submitted with different prices for the same type of unit, the units must be considered sold on a "first in, first out" basis.

6.6.5 Unit purchases shall be supported by a dated invoice showing:

a) name of the Bingo Association or Bingo Society;

b) Pull Ticket licence number;

c) type of unit, colour, and unit serial number;

d) number of units bought;

e) price per unit; and

f) total amount of purchase.

6.6.6 Pull Ticket Licence Fees are assessed as follows:

a) $10 per unit, for units with a total ticket value of $1000.01 or more; and

b) $5 per unit, for units with a total ticket value of $1000.00 or less.

6.6.7 Facility Licensees must submit Pull Ticket Licence Fees as follows:

a) In the case of a Class A Facility Licence the following must be submitted within 7 days of the end of the month:

i) licence fees must be paid based on the total number of units which were sold during each month; and

ii) on a monthly basis, the association must submit the licence fees by cheque from the association's expense operating account (payable to Alberta Gaming and Liquor Commission) with the monthly Pull Ticket Purchase/Sales Report.

b) In the case of a Class B Facility Licence the following must be submitted within 7 days of the end of the month:

i) licence fees must be paid based on the total number of units which were sold during each month; and

ii) on a monthly basis, the society's Trustee must submit the licence fees by cheque from the society's Pull Ticket

operating/pool account (payable to the Alberta Gaming and Liquor Commission) with the monthly Pull Ticket Purchase/Sales Report.

SUBJECT: POOLING

POLICY

6.7.1 Consistent with Section 8.1.6 in the case of a Class A Facility Licence and Section 8.2.5 for a Class B Facility Licence, pooling of Pull Ticket Proceeds is mandatory for all Licensed Charities conducting Pull Ticket sales at licensed bingo facilities.

6.7.2 The responsibility to administer the pool rests with the executive of the Bingo Association (see Subsection 8.1.6 g). In the case of a Class B Licensed Facility, this responsibility rests with the Bingo Society through an independent third party Trustee (see Subsection 8.2.5 b) as specified in these Policies.

6.7.3 In the case of a Class B Facility Licence, the society's Trustee may charge a monthly pooling fee to administer the society's Pull Ticket pool account. The trustee fee must be subtracted from the pool by the Trustee before distribution to the Licensed Charities at the end of the pooling month.

6.7.4 Accounting of units in each monthly pool period must be completed as follows:

a) Only units which have been sold and deposited or prepared for deposit during each month must be included in each monthly pool period; and

b) Revenue from sales representing a partial unit deposit must be retained by the seller and be included in the pool in the month the full unit net revenue is deposited.

NOTE: Revenue representing sales of a unit which was sold out during a month must be deposited or prepared for deposit prior to the end of that month. This will ensure that each group who held a bingo during the month is fairly compensated for sales/deposits which occurred during the month in which they conducted bingo.

6.7.5 In the case of a Class A facility, the AGLC will review the Pull Ticket purchase and sales records to verify accuracy of Pull Ticket revenue and will notify the hall if any corrections are required or if the association can proceed to deduct the Event Fee for the Pull Ticket stream to determine the charity Proceeds to be disbursed (see Subsection 8.1.6).

6.7.6 In the case of a Class B facility the Trustee must forward a breakdown of the monthly pool disbursements to AGLC Financial Review, along with the monthly bank reconciliation, as stated in Subsections 6.9.4 and 8.2.5.

SUBJECT: CLASS A FACILITY LICENSEE–PULL TICKET FINANCIAL REQUIREMENTS

POLICY

6.8.1 The Bingo Association must establish and maintain a Combined Operating/Pool Bank Account as specified in Subsection 8.1.5 a).

a) Sales revenue representing the specified net revenue of each unit (see Subsection 6.8.1 c)) must be deposited to this account within three (3) banking days after the sale of the unit(s).

b) All payments from the account will be made in accordance with Subsection 8.1.5.

c) Pull Ticket unit net revenue (deposit) from the sale of units and Pull Ticket event Proceeds must be calculated as follows (using as an example a unit of 1,260 Pull Tickets, sold at $1.00/ticket, a unit prize value of $800.00).

i) Unit Net Revenue Calculation:

Gross Revenue Per Unit	$1260.00
Less Unit Prizes	$ 800.00
Add/Subtract Overages/Shortages:	$ 0.00
Equals Unit Net Revenue	$ 460.00
(also equals amount of unit deposit)	

ii) Event Proceeds Calculation:

Unit Net Revenue from all sold units

Less costs of units sold at event

Less licence fees for units sold at event

Less Pull Ticket Event Fee

Equals Event Proceeds

d) The Facility Licensee will maintain accurate and current financial, inventory and sales records. The "Bingo Facility Pull Ticket Inventory and Sales Record Form" and "Bingo Facility - Monthly Pull Ticket Inventory Reconciliation Form" must be used (see Section 12, Forms). Where Volunteer sellers are used, the hall advisor must also use a Pull Ticket seller control form.

SUBJECT: CLASS A FACILITY LICENSEE–PULL TICKET FINANCIAL REQUIREMENTS

6.8.2 Within seven (7) days of the end of each month, the association must:

a) submit to AGLC Financial Review (via RIBS) a monthly Pull Ticket Purchase/Sales (Deposit) Report for each type of unit deposited; and

b) forward the cheque for licence fees and supporting documentation for the month reported to AGLC Financial Review.

6.8.3 Pooling of Pull Ticket Proceeds will be carried out in accordance with Section 8.1.6.

SUBJECT: CLASS B FACILITY LICENSEE–PULL TICKET FINANCIAL REQUIREMENTS

POLICY

6.9.1 The Bingo Society (through a Trustee) must establish and maintain a separate Pull Ticket operating/pool account as follows:

a) the account must have chequing privileges and access to cancelled cheques;

b) sales revenue representing the specified net revenue of each unit (see Subsection 6.9.1 g)) must be deposited to this account within three (3) banking days after the sale of the unit(s);

c) all disbursements (including the pool distribution) from the account will be made by cheque directly to the vendor/supplier, the Facility Licensee, the AGLC, or the Licensed Charity, as the case may be;

d) all disbursements from the account (including the pool distribution but excluding payments to a vendor/supplier), may be made by authorized electronic transfer with the necessary supporting records maintained as required;

e) the Trustee may issue cheques from the society's Pull Ticket operating/pool account to pay administration costs (a maximum of 20% of the Pull Ticket gross proceeds as described in Subsection 6.6.2);

f) details on the Pull Ticket operating/pooling bank account and the names of the society's and Trustee's signing authorities (including changes to signing authorities) must be provided to the AGLC; and

g) Revenue from the sale of units must be calculated as follows (using as an example a unit of 1,260 Pull Tickets, sold at $1.00/ticket, a unit prize value of $800.00, a unit cost of $50.00/unit and a Trustee fee of $15.00/unit):

Gross Revenue Per Unit	$1260.00
Less Unit Prizes	$ 800.00
Add/Subtract Overages/Shortages:	$ 0.00
Equals Net Pull Ticket Revenue*	$ 460.00

* (also equals the Deposit)

Less Unit Cost (GST & Freight)	$ 50.00
Equals Gross Pull Ticket Proceeds	$ 410.00
Less Administration Expenses	$ 82.00
(Maximum 20% of Gross Pull Ticket Proceeds)	
Less Licence Fee	$ 10.00
Less Trustee Fee	$ 15.00
Equals Net Pull Ticket Proceeds	$ 303.00

6.9.2 The Facility Licensee will maintain accurate and current financial, inventory and sales records. The "Bingo Facility Pull Ticket Inventory and Sales Record Form" and "Bingo Facility - Monthly Pull Ticket Inventory Reconciliation Form" must be used (see Section 12, Forms). Where Volunteer sellers are used, the hall advisor must also use a Pull Ticket seller control form.

6.9.3 Within seven (7) days of the end of each month, the Trustee must:

a) submit to AGLC Financial Review (via RIBS) a monthly Pull Ticket Purchase/Sales (Deposit) Report for each type of unit deposited; and

b) forward the cheque for licence fees and supporting documentation (see Section 12, Forms) for the month reported to AGLC Financial Review.

6.9.4 Within twenty one (21) days of the end of each monthly pool period, the Trustee must:

a) submit a monthly bank reconciliation along with supporting documents (that is: bank statements, cancelled cheques and invoices) to AGLC Financial Review; and

b) forward (via RIBS) the breakdown of the monthly revenue, expenses and pool disbursements to AGLC Financial Review.

SUBJECT: REPORTING OF UNIT SHORTAGES

POLICY

6.10.1 Shortages for each type of unit being sold must be recorded as follows:

a) the total shortage for each unit deposited and reconciled must be recorded on the Pull Ticket Inventory and Sales Record (Form REG/GAM 5434);

b) a shortage due to the redemption of a winning ticket from a previously sold unit must be reconciled with the overage from the previously sold unit (i.e., a previous surplus deposit attributable to an unredeemed ticket);

c) must be recorded in RIBS for the specified pool period; and

d) a copy of the Pull Ticket Inventory and Purchase/Sales Record, for each type of unit sold, must be forwarded to AGLC Financial Review within 7 days of the end of the month.

6.10.2 When a Facility Licensee chooses to change a type of unit(s) being sold, a shortage may occur due to the unit being removed from sale before the unit specified gross revenue was accumulated. The following procedures will be followed:

a) the type of unit being sold must be as close to sold out as possible and the unsold tickets remaining may be removed from sale;

b) any unopened units of the type being terminated must be returned to the supplier. Confirmation of the returned unit(s) must be provided by the supplier and be retained by the Facility Licensee. Refunds must be deposited to the account from which the invoice was paid;

c) a final reconciliation of the type of ticket terminated must be completed (Bingo Facility – Monthly Pull Ticket Inventory Reconciliation, Form REG/GAM 5437) and any shortages which may have occurred must be recorded on the Pull Ticket Inventory and Purchase/Sales Record and reported in RIBS;

d) a copy of the Pull Ticket Inventory and Sales Record (Form REG/GAM 5434) for the unit type terminated must be forwarded to AGLC Financial Review; and

e) if the total unit shortage exceeds that referenced in Subsection 6.4.21 a), the discrepancy must be reported to the AGLC immediately.

6.10.3 The pull ticket manager may remove a type of unit from sale for a discretionary reason. In this case the following procedures will be followed:

a) a reconciliation of the unit type must be completed (Bingo Facility - Monthly Pull Ticket Inventory Reconciliation, Form REG/GAM 5437);

b) total unit shortages for the type of unit in question must be recorded on the Pull Ticket Inventory Sales Record and reported in RIBS; and

c) if the total unit shortage exceeds that referenced in Subsection 6.4.21 a), the discrepancy must be reported to the AGLC immediately.

SUBJECT: RECORDS

POLICY

6.11.1 AGLC Inspectors must be given access to all areas where Pull Tickets are sold or kept. They may inspect, audit, examine and make copies of records, documents, books of account and receipts relating to a Pull Ticket activity, a Facility Licence or gaming supplies and may temporarily remove any of them for those purposes. An Inspector or an official of the AGLC must provide the Facility Licensee with a receipt for any items removed at the time of removal or as soon as possible after their removal.

6.11.2 All Pull Ticket records are subject to review and/or audit by the AGLC and must be maintained in a manner acceptable to both the AGLC and the Canada Revenue Agency.

6.11.3 All Pull Ticket records shall be kept by the Facility Licensee at the bingo facility for a period of two years after the Pull Ticket licence expires (excluding defaced winning tickets).

POLICY

7.1.1 Electronic Bingo is installed in a licensed bingo facility subject to the terms and conditions of the Electronic Bingo Retailer Agreement, between the bingo Facility Licensee and the AGLC.

7.1.2 Keno equipment is installed in a licensed bingo facility subject to the terms and conditions of the Lottery Ticket Centre Retailer Agreement, among the bingo Facility Licensee, the AGLC and the WCLC.

7.1.3 A Facility Licensee that is a member in good standing with Bingo Alberta is eligible to operate electronic bingo games.

7.1.4 As authorized under the Criminal Code (Canada) and the Gaming and Liquor Act (Alberta), the AGLC conducts and manages the following types of Electronic Bingo Games and Keno:

a) "Electronic Bingo Equipment", meaning any mechanical, electronic or other gaming device, furnishings, fixtures, data cabling, signs and other items prescribed by the AGLC for the purpose of conducting and managing Electronic Bingo Games and Personal Play Games for use within the Bingo Hall and capable of:

i) playing an Electronic Bingo Game in conjunction with the paper Bingo Games; and

ii) at the discretion of the AGLC, playing other electronic games.

b) "Keno", meaning a provincial lottery ticket gaming product where WCLC draws are held every five minutes. Players pick from one (1) to ten (10) numbers from a field of one (1) to eighty (80). Twenty (20) winning numbers are drawn and displayed in playing locations.

7.1.5 Bingo Facility Licensees may apply for Electronic Bingo and/or Keno by contacting the AGLC (see Section 1.6 for contact information).

7.1.6 The provision of space and services for the operation of Electronic Bingo Equipment and Keno are the sole responsibility of the bingo Facility Licensee (the Retailer).

7.1.7 The Retailer is responsible for:

a) the operation of Electronic Bingo Equipment and/or Keno in the licensed bingo facility; and

b) ensuring charity Volunteers and Paid Staff are trained to perform their Electronic Bingo Equipment and/or Keno related duties during the Event.

7.1.8 The AGLC is authorized to conduct security inspections and enforcement activities:

a) violation of the Electronic Bingo Retailer Agreement may result in termination of the agreement and immediate removal of Electronic Bingo Equipment; and

b) violation of the Lottery Ticket Centre Retailer Agreement may result in termination of the agreement and immediate removal of Keno equipment.

7.1.9 AGLC Inspectors will conduct an on-site inspection to determine if the proposed location of the Electronic Bingo Equipment and EMS Computer System meets security and facility requirements. Inspectors will conduct regular inspections and advise the Electronic Bingo Retailer and staff on all aspects of security.

7.1.10 The Facility Licensee is responsible for the safe operation of and security of the Electronic Bingo Equipment within the facility.

SUBJECT: EQUIPMENT

POLICY

7.2.1 All Electronic Bingo Equipment is the sole property of the AGLC.

7.2.2 The AGLC will determine the number and types of and provide Electronic Bingo Equipment, including the EMS Computer System to Licensed Facilities.

7.2.3 The Electronic Bingo Retailer must:

a) provide electrical 115 volt, 60 cycle single phase, dedicated circuit(s) with 2-wire grounded outlet(s) on a separate 15 amp or 20 amp breaker(s) (dedicated line from the breaker box) that is designed to provide electrical service twenty-four (24) hours per day to the areas within the licensed bingo facility as specified by the AGLC;

b) provide Comprehensive or Commercial General Liability and Property insurance per terms of the Retailer Agreement(s); and

c) for halls offering Account Play provide a locked server room which must meet the following requirements:

i) cooling controls maintaining a consistent temperature of 10-30 degrees Celsius throughout the room;

ii) maintained relative humidity of 15 to 75 percent within the room with optimal humidity being 45 percent; and

iii) key controls meeting these requirements:

- keys to the server room must be restricted to AGLC technicians; hall managers, advisors on duty or designated executive members when needed;
- keys must be stamped with an identifying number that is traceable to the holder;
- a Key Control Log, that reflects the assignment of the server room key(s), must be maintained by the hall manager (see Sample Key Control Log, Section 12);
- keys must not be duplicated;
- extra keys must be securely locked away;

- lost keys must be reported immediately to the hall manager and depending on the circumstances may require the door lock to be re-keyed;
- keys must be returned to the bingo hall manager when no longer required; and
- hall managers must maintain a Key Distribution List consisting of the name of each individual who is in possession of a server room key, their position, the key identification number, the date that the key was assigned, and the signature of the individual who received the key. This list must be submitted to the AGLC and any amendments to the list (adding or deleting individuals) must be submitted to the AGLC (see Subsection 1.6 for contact information).

d) Facility Licensees unable to meet the requirements of Subsection 7.2.3 c) must contact the AGLC to discuss arrangements to satisfy these requirements.

7.2.4 The relocation or temporary relocation of electronic bingo equipment units requires prior AGLC authorization.

7.2.5 All relocations and temporary relocations must be completed by AGLC employees or authorized agents.

7.2.6 The AGLC will arrange for the installation of all inside cabling to accommodate the relocation and operation of the electronic bingo equipment units and associated equipment. The Electronic Bingo Retailer is responsible for these and other costs related to the relocation of the electronic bingo equipment units and associated equipment.

SUBJECT: PERSONAL PLAY – ADDITIONAL SECURITY STANDARDS

POLICY

7.3.1 A Facility Licensee offering Personal Play Games must submit a surveillance plan to the AGLC which includes:

a) a floor plan of the gaming and cashier area(s), showing the placement of all surveillance equipment;

b) a description of the surveillance equipment and its capabilities for each location; and

c) details of a CCTV (closed circuit television) system that meets the requirements of this section.

7.3.2 A Facility Licensee offering Personal Play Games must notify the AGLC Hotline at 1-800-561-4415 if they suspect or have evidence of the following:

a) cheating at play;

b) theft by patrons or staff;

c) robbery or attempted robbery in the bingo facility; or

d) passing of counterfeit currency.

7.3.3 Any digital recordings related to the activities listed in Subsection 7.3.2 must be secured and held as evidence by the Facility Licensee until turned over to an AGLC Investigator/Inspector or to the Police.

Safe and Cash Security Requirements

7.3.4 The safe, as defined in Subsection 9.1.2 f), must be kept locked at all times when not in use.

7.3.5 Access to the safe and the lock combination information is limited to key bingo facility personnel, including but not limited to; the Hall Manager (Class A and B), Class A Hall Advisors, and the Class B Games Manager.

a) The AGLC must be notified in writing of all individuals (and their positions within the hall) that require access to the safe.

b) If one of these persons terminates employment at the bingo facility or is no longer employed in one of the above positions, then the lock combination must be changed.

7.3.6 The Facility Licensee must provide to the AGLC a letter from the licensee's insurance company indicating the value of money the Facility Licensee is insured for in the event of theft/robbery.

7.3.7 The Facility Licensee's cash cage must meet standards as per Subsection 9.4 Minimum Security Standards.

CCTV System Requirements

7.3.8 The CCTV must be a colour system with all cameras:

a) linked to Digital Video Recorders (DVRs) housed in a secure area such as a lockable cabinet; and

b) linked to DVRs either directly or using quad or matrix switchers, recording in real time (i.e., thirty [30] frames per second [FPS]) with date and time generation.

7.3.9 At least one (1) colour monitor (minimum 19") with both split-screen and full-screen viewing capabilities must be used for viewing. No public viewing is allowed.

7.3.10 All equipment must be maintained and be in proper working order. The AGLC must be notified if CCTV coverage falls below these minimum standards.

Digital Video Recorder (DVR) Requirements

7.3.11 All DVRs must:

a) record at thirty (30) FPS per camera, in a minimum pixel image Common Interchanger Format (CIF);

b) provide seven (7) days continuous image storage per camera, via a built-in Security Data Container (SDC) or an external storage device such as a Network Attached Storage (NAS) or Redundant Array of Independent Disks (RAID);

c) be capable of archiving data to a CD or DVD in compressed, authenticable format (a viewing or playback tool must also be available to review the video, as well as a method for ensuring the authenticity of a video excerpt);

d) during non operational hours a bingo hall may elect to record with time lapse or with motion sensitive activation at a minimum of 15 FPS; and

e) if used in conjunction with the bingo verification unit, meet the additional requirements outlined in Subsection 9.3.12;

Camera Requirements

7.3.12 Stationary cameras must:

a) have a minimum resolution of 480 lines; and

i) be positioned to provide surveillance of the safe;

ii) be positioned to provide surveillance of the cash cage avoiding any blind spots (areas without surveillance) within the cash cage;

iii) be positioned to provide overhead view of all areas where cash may be counted and dispersed;

iv) be positioned to allow clear identification of staff, Players and other patrons;

v) be positioned to provide complete, full-time surveillance of each entry/exit except "emergency only" exits producing clear and identifiable images of patrons entering the premises;

vi) be installed above each cashier's position to capture the financial transactions and clearly show the currency denominations supplemented by a camera positioned to capture an unobstructed view of the patron conducting the transaction and which can be used for identification of that patron; and

vii) be installed to provide coverage within the locked room housing the servers and which can be used for identification of individuals entering the room.

NOTE: All security standards listed within Subsection 7.3 are in addition to the facility security standards outlined in Subsection 9.4 – Minimum Security Standards.

SUBJECT: MALFUNCTION

POLICY

7.4.1 At the discretion of the AGLC, any electronic gaming equipment malfunction voids all plays and pays.

7.4.2 Any customer who is involved in any Electronic Bingo Equipment dispute must be provided with the Gaming Irregularities telephone number (see Subsection 1.6).

7.4.3 In the event of an Electronic Bingo Equipment malfunction, the Electronic Bingo Retailer must:

a) recover the Electronic Bingo Equipment unit to the existing point of play in the Event;

b) subject to availability, provide the Player a different Electronic Bingo Equipment unit with the complete Account Play transferred to the new unit and the game play recovered to the existing point of play in the Event; or

c) offer the Player a refund equivalent to the value of the card faces purchased on the Electronic Bingo unit. Liability is limited to the electronic bingo card purchase price or portion thereof and/or the Player Account Play balance, as specified in the facility's House Rules and authorized by the AGLC. The electronic bingo card refund may be a prorated amount to reflect the number of games the Player has already played.

7.4.4 In the event of a discrepancy between the Electronic Bingo Equipment unit and the EMS verifier; the EMS verifier will be deemed to be correct.

7.4.5 Electronic Bingo Equipment malfunctions must be immediately reported to AGLC Hotline.

7.4.6 Play on an electronic game that appears to be malfunctioning must be discontinued and the incident be reported immediately to Hotline (see Subsection 1.6).

SUBJECT: REMUNERATION

POLICY

7.5.1 Electronic Bingo Retailers are provided a commission based on a percentage of Electronic Bingo Game and Personal Play Game Net Sales. The commission rate is set by the AGLC and is 15% of Net Sales.

7.5.2 Keno Retailers are provided a commission based on a percentage of Keno gross sales per week. The commission rate is set by the AGLC and is 5% of gross sales.

7.5.3 Retailers are provided a commission as compensation for the space and services required in the operation of electronic gaming. The Electronic Bingo Game retailer commission must be applied against the allocated common expenses for electronic bingo prior to the use of Alberta Lottery Fund appropriation to cover any electronic bingo expense shortfall per the calculation outlined in Subsection 8.1.5 d) ii).

7.5.4 Gross sales for Keno are calculated as total sales prior to prize payout.

7.5.5 Net Sales for Electronic Bingo Games are calculated as electronic bingo card sales less apportioned prize payout.

7.5.6 Net Sales for Personal Play Games are calculated as Personal Play sales less Personal Play prizes.

7.5.7 Licensed Charities are provided a commission of 15% of Electronic Bingo Game Net Sales, 15% of Personal Play Game Net Sales, and 5% of gross Keno sales in a licensed gaming facility.

SUBJECT: FINANCIAL OBLIGATIONS

POLICY

7.6.1 All monies received from electronic gaming equipment less prizes paid and retailer commissions are the property of the AGLC.

7.6.2 For Account Play, Sales Receipts expire at the end of Game Day; therefore Players must cash out their Account Play balance at the end of Game Day.

a) Upon Player Sales Receipt and PIN verification the Bingo Retailer must pay Account Play balances to the Player prior to the end of Game Day;

b) All monies unclaimed by Players from Account Play at the end of Game Day are the property of and payable to the AGLC.

c) Players requesting payment of expired Account Play balances shall be referred to the AGLC by the Retailer as follows:

i) Players shall be instructed to retain their Sales Receipt containing their Sales Receipt and Player ID number as proof of purchase;

ii) Players shall be instructed to record their expired Account Play balance and be prepared to provide this information when requesting payment; and

iii) Players shall be provided with and directed to contact the Gaming Irregularities telephone number of 1-800-742-7818 to request payment of their Account Play balance.

d) Player disputes relating to card or Account Play purchases or wins shall be handled as specified in the Electronic Bingo Equipment and EMS Operating Manuals and, where unresolved, the Player shall be directed to the Gaming Irregularities line.

e) Monies from unclaimed Account Play balances at the end of Game Day will be:

i) collected by the AGLC through the invoicing process for electronic bingo.

ii) paid to the bearer of an unclaimed Account Play Sales Receipt upon presentation and verification of

authenticity of the unclaimed Account Play Sales Receipt by the AGLC.

iii) if not paid to Players by the AGLC, as specified in Subsection 7.6.2 c) ii), and upon verification and reconciliation by the AGLC, will be deposited to the AGLC liability account.

7.6.3 The Electronic Bingo Retailer is a bare trustee for the AGLC.

7.6.4 The Electronic Bingo Retailer must have required funds and trained staff available for payment of Players' winnings to which Players are entitled.

7.6.5 The Electronic Bingo Retailer must not charge Players a rental fee for the use of electronic bingo equipment.

7.6.6 The retailer will be responsible for the following costs:

a) all utility charges in connection with the operation of electronic bingo equipment and telephone;

b) repairing or replacing any electronic bingo equipment, damaged, lost or stolen while on the premises and in the care of the Electronic Bingo Retailer;

c) any repairs to the electronic bingo equipment due to physical abuse (repairs not necessitated by normal wear and tear or by defect in the manufacturing or by defective maintenance service by the AGLC or its employees, agents or contractors); and

d) any lost, stolen and missing monies relating to the operation of electronic bingo equipment.

7.6.7 The invoice period for monies due to the AGLC as specified in Subsection 7.6.1 will be Monday to Sunday of each week. Bingo Events conducted during that period will be included in the weekly invoice. The AGLC will generate and forward the weekly invoice to the Electronic Bingo Retailer on Tuesday of the week following the invoice period. Where month end falls in the middle of an invoice period, the AGLC will produce two invoices ensuring that Events conducted within a particular month can be included in that month's charity pool.

7.6.8 To accommodate the invoicing process of the AGLC's central system gathering the financial data required to calculate the invoice, the Electronic Bingo Retailer must ensure that each bingo Event occurring during the invoice period appears in "closed" status in the Event Management System (EMS) prior to 11:59 a.m. on the day following the day of the Event. For example, Events that occur on Tuesday must be closed in EMS by 11:59 a.m. on Wednesday.

7.6.9 Payment for monies due in each invoice period will be "swept" by electronic funds transfer from the Electronic Bingo Retailer's approved bank account on Wednesday of each week. The Electronic Bingo Retailer must ensure that funds are available in the bank account to pay the weekly invoice.

7.6.10 Failure to pay invoices, comply with the provisions of the Retailer Agreement(s), the Electronic Bingo Equipment and EMS Operating Manuals, and these Policies may result in termination of the Retailer Agreement(s) and removal of the electronic bingo equipment.

7.6.11 Insufficient funds on the part of the Electronic Bingo Retailer will result in a service charge, as well as a requirement for additional security in the form of a Letter of Guarantee for future transactions.

7.6.12 All NSFs (Non-Sufficient Funds) including charges, are to be paid within 24 hours of notification.

7.6.13 Three or more NSF (Non-Sufficient Funds) incidents in a given 12 month period may result in the termination of the Retailer Agreement(s) and removal of the electronic gaming equipment.

7.6.14 Solely for the purpose of streamlining the electronic invoicing process, the revenue from Electronic Bingo and the revenue from Personal Play Games will be totalled together and a single electronic invoice will be calculated. In all other aspects these two revenue streams must remain separate.

7.6.15 An electronic invoice details the Total Amount Due to the AGLC from Electronic Bingo and Personal Play Games.

a) Where the electronic invoice is a Negative Invoice an Adjustment amount will be added to bring the Total Net Due invoice amount down to zero.

b) Adjustments for negative amounts for event play will be carried to the next invoice period within the month. Any outstanding amounts remaining at month end will be billed to the retailer.

c) Adjustments for negative Personal Play – Electronic Net Revenue amounts will be carried to the next invoice period. Any outstanding amounts remaining at month end will be carried forward to the next month.

SUBJECT: HOURS OF OPERATION

POLICY

7.7.1 Electronic Bingo Equipment may be utilized by the bingo facility as follows:

a) for Electronic Bingo Games - in conjunction with a Bingo Licence, during the hours that the licensed bingo facility is open to the public. Such hours commencing no earlier than 8:00 a.m. and ending no later than 3:00 a.m.

b) for Personal Play Games, provided a Bingo Licence is in effect for that Game Day, a consecutive 17 hour period as specified by the AGLC.

7.7.2 Keno may be conducted during the hours that the licensed bingo facility is open to the public and within the hours specified by the Western Canada Lottery Corporation – commencing no earlier than 5:00 a.m. and ending no later than 1:00 a.m.

SUBJECT: RULES

POLICY

7.8.1 Electronic Bingo Game retailers must maintain an age-controlled environment (over 18 years of age). No Minor is permitted to play electronic games.

7.8.2 Electronic Bingo Games and Personal Play Games may only be conducted in conjunction with a charitable Bingo Licence. The Electronic Bingo Equipment Standard Rules of Play and the Bingo Facility Licensee Rules of Play and House Rules apply.

7.8.3 The AGLC reserves the right to set the maximum number of electronic bingo card faces that may be played on an Electronic Bingo Unit in each facility. The approved Rules of Play of the Facility Licensee may specify a maximum number of Electronic Bingo Unit card faces that is lower than the maximum set by the AGLC.

7.8.4 An Electronic Bingo Retailer is responsible for ensuring the EMS Computer System is properly scheduled to match the bingo Events in the approved bingo program.

7.8.5 It is the Player's responsibility to select and protect their PIN number.

7.8.6 It is the Player's responsibility to declare their bingo. Player's must ensure that the Caller has heard their declaration in order to stop the game and the calling of bingo numbers.

7.8.7 It is the Player's responsibility to ensure the called bingo numbers are accurately marked on their Electronic Bingo Unit either by using the "Quick Dab" feature, by pressing "Enter", or if the Wireless Network Connection is lost (the unit will read "Signal Lost. Manual Number Entry Required") by using the "Manual Mode".

7.8.8 Electronic Bingo Retailers must prominently post or display items requested by the AGLC such as the AGLC Electronic Bingo Equipment Standard Rules of Play, the 24-hour Gambling Irregularities Complaints Line and the Responsible Gambling Poster, the Player Information pamphlets and Problem Gambling cards in all locations where Electronic Bingo Equipment and Keno is installed.

7.8.9 In addition to the information contained in these Policies, Keno Retailers must also comply with the Lottery Ticket Centre Retailer Agreement and the Lottery Ticket Centre Policy Handbook.

7.8.10 Violations of these Policies may result in a removal of some or all of the electronic gaming equipment, up to and including termination of the Electronic Bingo Retailer Agreement and/or the EMS Computer System Agreement. The electronic gaming retailer will be advised in writing by the AGLC and will not be eligible for a new agreement at the site where the violation occurred for a minimum of six months.

SUBJECT: ELECTRONIC BINGO EQUIPMENT UNIT ALLOCATIONS

POLICY

7.9.1 The AGLC determines the number and type of electronic bingo equipment units provided to eligible bingo facilities and may, based on an assessment by the AGLC, adjust the number and type of electronic bingo equipment units from time to time.

7.9.2 The electronic bingo equipment units must be operated and managed as specified by the AGLC in these Policies and as specified in the Electronic Bingo Equipment and EMS Operating Manuals.

7.9.3 An Electronic Bingo Retailer's eligibility to receive, and maintain operation of a given number of electronic bingo equipment units is based on their ability to meet the minimum financial requirements determined by the AGLC in Subsection 7.9.4.

7.9.4 Electronic Bingo Retailers must meet the AGLC minimum financial requirements by making a monthly positive net contribution to the Alberta Lottery Fund each month.

a) The net contribution to the Alberta Lottery Fund of an Electronic Bingo Retailer is determined by the AGLC as follows:

Net Contribution = Sales – Prizes – Remuneration – AGLC Expenses

7.9.5 The AGLC will invoice Electronic Bingo Retailers who, as a result of the calculation described in Subsection 7.9.4 a), do not provide a positive net contribution to the Alberta Lottery Fund in any given month. The invoice amount will equal the negative calculation.

7.9.6 The AGLC will assess the consumer demand and Alberta Lottery Fund contribution requirement at each Electronic Bingo Retailer location on a monthly basis.

7.9.7 The AGLC may remove electronic bingo equipment units and terminate the Electronic Bingo Retailer Agreement when an Electronic Bingo Retailer fails to meet the AGLC minimum financial requirements (see Subsection 7.9.4).

7.9.8 A Retailer Agreement will not be terminated under Subsection 7.9.4 if the Retailer Agreement was in effect six (6) months or less prior to the assessment date.

SUBJECT: ELECTRONIC BINGO EQUIPMENT UNIT ALLOCATIONS

7.9.9 An Electronic Bingo Retailer meeting the following criteria may request additional electronic bingo equipment units up to a maximum of 10% of their current unit count rounding down to the nearest unit, with a minimum of 5 additional units.

a) The Electronic Bingo Retailer must be in compliance with Section 7.9.4 by making a positive net contribution to the Alberta Lottery Fund for a minimum of 12 months prior to the request for additional electronic bingo equipment units.

b) The Electronic Bingo Retailer must not have any AGLC invoices that are outstanding for payment.

7.9.10 Based on an assessment of consumer demand, the AGLC will determine if an Electronic Bingo Retailer is eligible for additional electronic bingo equipment units, including the number of additional units. The AGLC assesses consumer demand by the Retailer's "sold out" rate.

a) A bingo event is considered 'sold out' when 90% or more of electronic bingo equipment units are used in the best event of a day.

b) The 'sold out' rate is measured by the number of days in a year that the Electronic Bingo Retailer has 'sold out' expressed as a percentage of the entire year (364 days).

7.9.11 An Electronic Bingo Retailer must wait 6 months after installation of additional electronic bingo equipment units to apply for more units. If less than a year has passed since the installation of additional units only the timeframe between the new request and the date when additional units were added will be used in determining the Electronic Bingo Retailer's 'sold out' rate.

7.9.12 All installations for additional electronic bingo equipment units must be completed by AGLC employees or authorized agents.

7.9.13 The AGLC will arrange for the installation of all inside cabling to accommodate the installation and operation of additional electronic bingo equipment units and associated equipment. The Electronic Bingo Retailer is responsible for these and other costs related to this installation.

SUBJECT: PROCEEDS FROM ELECTRONIC BINGO GAMES

POLICY

7.10.1 A portion of revenue generated from Electronic Bingo Games conducted and managed by the AGLC may be directed through an annual Alberta Lottery Fund appropriation, at the sole discretion of and as approved by the Government of Alberta, to Licensed Charities who conduct bingo Events at a licensed bingo facility offering Electronic Bingo Games.

7.10.2 Payment of the Alberta Lottery Fund appropriations available to Licensed Charities under Subsection 7.10.1 requires approval by the Ministry of Treasury Board and Finance.

7.10.3 The amount directed by the Ministry of Treasury Board and Finance to the Licensed Charities at each facility will be calculated monthly as Net Sales less commissions and less AGLC Expenses.

7.10.4 The maximum and total amount of the Alberta Lottery Fund appropriations from Electronic Bingo Games that will be paid from the Ministry of Treasury Board and Finance during the fiscal period April 1 (start date) to March 31 (end date) each year will not exceed the approved appropriation for that fiscal year.

7.10.5 If the total amount determined in Subsection 7.10.3 to March 31 of each year exceeds the said maximum amount for the year (see Subsection 7.10.4), the Minister may cause such excess to be paid within a reasonable period of time after the end date subject to the excess amount being approved by the Government of Alberta.

7.10.6 The Bingo Association or Bingo Society must at all times hold the electronic bingo Alberta Lottery Fund payments as trustee for and on behalf of the Ministry of Treasury Board and Finance and disbursing them only as outlined in Subsections 8.1.5 and 8.1.6 in the case of a Class A Facility Licence or Subsections 8.2.4 and 8.2.5 in the case of a Class B Facility Licence.

7.10.7 The Bingo Association or Bingo Society must at all times hold the Electronic Bingo Game and Personal Play charity commissions as trustee for and on behalf of the AGLC and use the funds for the sole purpose of distributing them to Licensed Charities conducting bingo Events in the facility.

7.10.8 If the monthly calculation (see Subsection 7.10.3) for the facility is a positive amount and within the available appropriation, the Ministry of Treasury Board and Finance will normally provide, prior to the end of the following month, an Alberta Lottery Fund payment in trust. The payment may be made by bank transfer to the approved pool account or by cheque in which case the Bingo Association or Bingo Society must deposit the Alberta Lottery Fund payment to the approved pool account.

7.10.9 Electronic Bingo charity commission and Lottery Fund payments will be distributed to Licensed Charities by the Bingo Association or Bingo Society using the RIBS pool allocation. The Bingo Association or Bingo Society will be assigned one electronic revenue tracking ID.

7.10.10 As specified in Section 4 of the Charitable Gaming Policies Handbook, the Licensed Charity must spend all Proceeds only on the charitable or religious purposes approved by the AGLC.

SUBJECT: PROCEEDS FROM KENO

POLICY

7.11.1 A portion of revenue generated from Keno conducted and managed by the AGLC may be directed through an annual Alberta Lottery Fund appropriation, at the sole discretion of and as approved by the Government of Alberta, to Licensed Charities who conduct bingo Events at a licensed bingo facility offering Keno.

7.11.2 The payment of Alberta Lottery Fund appropriations available to Licensed Charities under Subsection 7.11.1 requires approval by the Ministry of Treasury Board and Finance.

7.11.3 The amount directed to the Licensed Charities at each facility will be calculated semi-annually as gross sales less commissions and less program operating expenses.

7.11.4 The maximum and total amount of Alberta Lottery Fund appropriations from Keno that will be paid from the Ministry of Treasury Board and Finance during the fiscal period April 1 (start date) to March 31 (end date) each year will not exceed the approved appropriation for that fiscal year.

7.11.5 If the total amount determined in Subsection 7.11.3 to March 31 each year exceeds the said maximum amount for the year (see Subsection 7.11.4), the Minister may cause such excess to be paid within a reasonable period of time after the end date subject to the excess amount being approved by the Government of Alberta.

7.11.6 The Bingo Association or Bingo Society must at all times hold the Keno Alberta Lottery Fund payments as trustee for and on behalf of the Ministry of Treasury Board and Finance and use the funds for the sole purpose of distributing them to Licensed Charities conducting bingo Events in the facility.

7.11.7 The Bingo Association or Bingo Society must at all times hold the Keno charity commissions as trustee for and on behalf of the AGLC and use the funds for the sole purpose of distributing them to Licensed Charities conducting bingo Events in the facility.

7.11.8 If the semi-annual calculation (see Subsection 7.11.3) for the facility is a positive amount and within the available appropriation, the Ministry of Treasury Board and Finance will provide, prior to the end of the following month, an Alberta Lottery Fund payment to Licensed

Charities. The payment may be made by bank transfer to the approved pool account or by cheque in which case the Bingo Association or Bingo Society must deposit the Alberta Lottery Fund payment to the approved pool account.

7.11.9 Keno charity commission payments and Alberta Lottery Fund payments will be distributed to Licensed Charities by the Bingo Association or Bingo Society as calculated in the RIBS pool module. The Bingo Association or Bingo Society will be assigned one Keno pool ID number. The Bingo Association or Bingo Society must distribute the funds as follows:

a) the weekly Keno charity commission payment must be distributed to Licensed Charities by cheque or bank transfer with the monthly pool distribution;

b) the semi-annual Keno Alberta Lottery Fund payment must be distributed via the approved Keno pool ID number. Each member of the Bingo Association or Bingo Society holding a bingo during the semi-annual pool period must receive an equal share of the net Proceeds based on the number of bingo Events they hold as a percentage of total bingo Events held during the pool period; and

c) the Bingo Association or Bingo Society must use their approved Pooling Account to distribute Keno charity commissions. The distribution of the Keno Alberta Lottery Fund payment must be done, by cheque or bank transfer, separately from the Event pool distribution.

7.11.10 Upon receiving AGLC approval to disburse the pooled funds, the Licensed Charity, Bingo Association or Bingo Society must deposit the Proceeds received from the Keno Alberta Lottery Fund payments to the charity's approved bingo account.

7.11.11 As specified in Section 4.1 and 5.1 and the Charitable Gaming Policies Handbook, the Licensed Charity must spend all Proceeds only on the charitable or religious purposes approved by the AGLC.

SUBJECT: ANNUAL BUDGET/EVENT FEE

8.1.1 ANNUAL BUDGET/EVENT FEE

POLICY

a) Class A Facility Licensees must provide each Licensed Charity with an annual budget reflective of the costs of operating the paper bingo and pull ticket Gaming Streams conducted in the facility. The annual budget must be approved by the association's Licensed Charities.

b) The annual budget and Event Fee submission must be forwarded to the AGLC for review and approval 120 days following each fiscal year end with the Audited Financial Statement or a copy of the General Ledger (see Subsection 8.10.b).

c) The annual budget will be structured to include up to two Gaming Streams as applicable: paper bingo and Pull Tickets. The annual budget must:

   i) not be charged as a percentage of gross revenue;

   ii) not include the costs of operating or providing non-gaming space, supplies or services except as provided for in Subsection 8.1.2 a) vi) and ix);

   iii) be reasonable and reflective of the Expenses necessary for the conduct of bingo Events by the Licensed Charities; and

   iv) align with the economic value of the space and services being provided.

d) As a means of collecting gaming revenue from Licensed Charities to fund the annual budget Expenses, the approved budget will be used to establish an Event Fee (or Advance) for each applicable stream (see Subsections 8.1.1a) and 8.1.2).

e) The allocated common expense portion of the Event Fee for paper bingo and pull tickets will equal the proportioned percentage of the total common expenses against the previous year's net sales as calculated for each stream.

f) The Class A Facility Licensee Event Fee by stream must be approved by the AGLC.

g) The Event fee for paper bingo will be assessed and recorded in RIBS on an Event basis. The event fee for pull tickets will be assessed on a per event basis and recorded in the Pull Ticket Pool in RIBS periodically throughout the month.

h) The annual budget and Event Fee breakdown submitted to the AGLC for review must include the following:

   i) the total number of Events to be conducted including a breakdown of the number of Events in each time slot;

   ii) an itemized annual budget detailing the Expenses being charged in the Event Fee;

   iii) minutes of the meeting at which the association's Licensed Charities approved the Event Fee; and

   iv) detailed general ledger or Audited Financial Statement for the prior year.

i) During the budget year, the Association may submit a proposal to the AGLC to change the approved Event Fee. The proposal to change the Event Fee by way of a decrease, increase or reallocation of Expenses by stream, requires sufficient explanation and supporting documentation to validate the request. If approved, the new Event Fee will take effect on the first of the month after approval was granted.

j) Increases to the annual budget/Event Fee exceeding 5% per budget expense category must be supported through a motion at an association or executive meeting, authorizing the increase. A copy of the minutes must be attached to the request for approval.

k) Within 120 days of the end of the association's fiscal year, any Surplus resulting from the actual annual Expenses being less than the annual budget must be refunded to the Licensed Charities. The Facility Licensee must refund to each charity, by cheque or bank transfer, their portion of the Surplus funds. Each Licensed Charity's portion of the Surplus funds must be calculated according to the number of Events the Licensed Charity conducted in the year of the Surplus.

l) If the Facility Licensee is operating in a Deficit position for either of the Gaming Streams for three (3) consecutive months, the Facility Licensee must immediately notify the AGLC and must not, unless approved by the AGLC, assess the Licensed Charities additional charges to cover the Deficit.

m) Letters of a financial nature submitted to the AGLC must be signed by at least two executive members of the Association.

n) Expenditure proposals throughout the budget year that exceed $5,000 must be supported through a motion, at an association or executive meeting, authorizing the expenditure. A copy of the minutes must be attached to the request for approval.

8.1.2 EXPENSES

POLICY

a) Event Fee Expenses:

i) Class A Facility Licensee Expenses incurred on behalf of the Licensed Charities for the conduct of paper bingo and/or Pull Ticket sales must be collected from the Licensed Charities as approved by the AGLC. (see Subsection 8.1.1). Event Fee expense types consist of:

- Exclusive Expenses – Expenses that are unique to a single Gaming Stream (paper bingo or Pull Ticket) and will only be allocated to the applicable stream. In the case of Pull Ticket sales, the unit costs and licence fees will be calculated on actual costs by event; and
- Allocated Common Expenses – Expenses that are deemed by the AGLC to be common to the provision of each Gaming Stream included in the annual budget and allocated as stated in Subsection 8.1.1.e).

The Event Fee for each stream will consist of the total of exclusive expenses and allocated common expenses for each stream.

ii) Paper bingo exclusive expenses include but are not limited to the following:

- paper bingo card costs;
- Bingo Licence fees*
- Volunteer concession expense*; (see Subsection 8.1.2 c);
- Satellite Game expense*
- Bingo Alberta membership fee; and
- Alberta Bingo Hall Manager's Association membership fee (providing Bingo Alberta membership exists).

iii) Pull Ticket exclusive expenses include but are not limited to:

- Pull Ticket unit costs*;
- Pull Ticket Licence fees*;
- Pull Ticket seller wages (if they are not included in the Event Fee calculation of wages); and
- Pull Ticket manager wages and benefits (where a separate position exits and wages are not included in the Event Fee calculation of wages).

NOTE: Unit costs and licence fees will be calculated by units sold at each Event.

iv) AGLC electronic bingo exclusive expenses (the Electronic Bingo Equipment operating cost) will not be included in the annual budget.

v) Allocated common expenses that may be included in the annual budget/Event Fee and allocated across each of the Gaming Streams in proportion to the net sales per stream are:

- facility rent**;
- bingo equipment and furnishings;
- office equipment and supplies;
- utilities (gas, power etc.)**;
- business licence fees, business taxes and property taxes**;
- insurance**;
- janitorial services;
- Facility Reserve Fund;*
- wages, salaries, employee benefits and bonding (when not an exclusive position);
- association conferences and travel;
- Advertising;

- promotions;
- association yearly audit fees;
- legal fees for review of the lease agreement and bylaws;
- building security costs;
- armoured car service;
- Operating Reserve Fund*
- Miscellaneous; and
- GST (on above Expenses where applicable - GST rebates must be refunded to charities).

NOTE: Expenses noted above and marked with an asterisk (*) will form part of each stream's Event Fee however, will be reported separately in RIBS under the applicable stream. These expenses may be split between the two streams or may be allocated to bingo only.

vi) Bingo associations may apply for and, based on a demonstrated need, be approved for a concession facility expense allowance. The approved allowance will equal the lesser of, up to 50% of or the breakeven on, the expenses noted above and marked with a double asterisk (**). The association will supply the AGLC with all information that is deemed necessary to assess the request.

vii) Additional conditions apply to the following Expenses:

- Facility Rent: the rental rate must not be calculated as a percentage of revenue; rates based on a sliding attendance scale may be approved if they are specified in the lease/rental agreement. New or renewed lease agreements must be reviewed by the association's lawyer and the AGLC prior to it being signed.
- Facility Reserve Fund: the expense and subsequent use of these funds requires membership and AGLC

approval. AGLC may only approve Facility Reserve Funds to be used to meet significant future costs related to:

a) bingo related equipment and furniture;

b) the gaming portion of interior facility upgrades and/or renovations;

c) approved structural changes specific to building structure integrity (e.g. roof repairs/replacement, reinforcement of exterior walls, building fundamentals such as furnace repairs/replacements, water heater repairs/ replacements and other items as approved by the AGLC). The AGLC may approve gaming funds to be used to cover 100% of these costs.

- Associations may request approval from the AGLC for a concession equipment allowance of up to 50% to offset the purchase or maintenance of major concession equipment and will supply the AGLC with all information that is deemed necessary to assess the request. A specific dollar or cap amount must be identified along with the amount to be collected per Event and approved prior to collecting any funds. Expenditures must be approved prior to expending any funds. Event Facility Reserve Fund contributions must be reported through the Remote Information Bingo System by an approved AGLC expense ID and must be held in a separate bank account and/or term deposit. Facility Reserve Funds not used for the above purposes must be returned to the Licensed Charities. The annual budget/Event Fee submission must include a Facility Reserve Fund Statement providing the current status of the fund. Funds collected and not used within a 5 year period are subject to further review by the AGLC.

  Association Conferences and Travel: Class A Facility Licensees, that are members in good standing of

Bingo Alberta, may include in their Event Fee structure reasonable costs of sending Association Executive members and the hall manager to meetings of Bingo Alberta and of the Alberta Bingo Hall Managers' Association. The annual travel costs may also include sending two individuals to a bingo related conference or seminar within North America or to send one individual to two separate bingo related conferences or seminars within North America. Attendance at conferences or seminars will be evaluated on the basis that the content is seen to be beneficial to the operation of the Bingo Association and its Licensed Charities.

- Staff Training: The annual budget may also include the costs of sending Paid Staff for specific courses for the purposes of training. Such training must be seen necessary for the conduct of the association's bingo gaming business and not for the personal development of Paid Staff.
- Advertising & Promotions: see Subsection 8.4.
- Bingo Licence Fees: The Facility Licensee pays Bingo Licence fees in advance and collects the Bingo Licence fees from the Licensed Charities with the Event Fee.
- Miscellaneous: this category is for those expenditures that may not be specifically listed in Subsection 8.1.2, e.g. bank charges not already recorded as a pool expense. Detailed explanations of expenditures included in this category are required.
- Operating Reserve Fund: At start up of the Operating Reserve Fund, a specific dollar amount must be identified, which, when accumulated, will not exceed 25 percent of the approved Event Fee budget for gaming related operating costs. The Operating Reserve funds collected within the Event Fee structure and accumulated are for the purpose

of paying for any shortfall resulting from the association monthly gaming Expenses being greater than the Event Fees collected from the bingo licensees due to unplanned or unforeseen circumstances. When the target amount is accumulated, the association must advise the AGLC of the reduction in the Event Fee and the date that the reduction will take effect (this could be stated up front at the time of the original budget/Event Fee submission). Associations can replenish the Operating Reserve Fund by contacting the AGLC and requesting an amendment to their Event Fee for a period required to replenish the fund. The Operating Reserve Fund is not included in the calculation of a Surplus at fiscal year-end; however, the balance must be reported in the annual budget/Event Fee submission for the next year.

viii) Expenses other than those listed in Subsection 8.1.2 a) x) may be submitted to the AGLC for consideration. AGLC approval is required before the proposed expense is included in the Event Fee and charged to the Licensed Charities.

ix) Each expense may only appear in the Event Fee once. That is, expenses cannot be charged twice. For example, if the facility lease agreement includes the cost of utilities and the Event Fee includes a separate charge for utilities, then the Licensed Charities would be charged twice for utilities.

x) The following are not considered charitable Event expenses and must not be included in the Event Fee or be paid for with gaming funds:

- liquor, meals or hospitality (other than allowed for Volunteers in Subsection 8.1.2 c)) for Paid Staff, Volunteers or players;
- entertainment for suppliers of facility, supplies and services;

- personal expenses of Association Executive officers, board of directors and Volunteers (other than allowed for Volunteers in the Charitable Gaming Policies Handbook;
- any non-gaming activities including the direct costs of operating a food concession, gift shop or lottery booth;
- the assessed concession share of the:
    - monthly facility operating costs (see Subsection 8.1.2 a) vi)); and
    - equipment costs (see Subsection 8.1.2 a) vi) Facility Reserve Fund).

NOTE: Any third party concession rental or lease revenue must be deposited to the association expense operating bank account. The Bingo Association will make payments for expenses related to the concession facility expense allowance from this same account (see Subsection 8.1.5 a) iv) and c)). Any additional shortfall related to these expenses must be made up from non-gaming funds.

b) Satellite Game Expense:

i) Satellite Game expenses approved by the AGLC must be charged at the Event level; and

ii) must be recorded separately on RIBS.

c) Concession Expense:

i) Volunteer concession expense is an eligible bingo expense that is included in the exclusive portion of the Event Fee for paper bingo, and must be paid by the Licensed Charity at the bingo Event or through the Bingo Association's pool account. Concession expenses will not be included in the monthly profitability calculation for paper bingo.

ii) Concession expenses incurred by Volunteers at the bingo Event must comply with the following:

- concession items must be purchased for and consumed by Volunteers of the Licensed Charity during the time and within the facility that the bingo is being conducted;
- Licensed Charities are not required to purchase food or refreshments from the bingo facility concession. Licensed Charities may arrange for food and refreshments to be brought into the hall;
- all expenditures must be supported by a receipt;

  the total concession expense must not exceed $10.00 per Volunteer working a morning or late night Event and $16.00 per Volunteer working an afternoon or evening Event. The number of Volunteers required is determined by the bingo Facility Licensee and is stated in the approved bingo program; *(Amended Jun. 2016)*
- any concession expenses over the amounts permitted in Subsection 8.1.2 c) ii) are the responsibility of the individual Volunteer(s);
- Licensed Charities or the bingo Facility Licensee may set their own concession policy to assist with the control of this expense (for example, no concession expenses are allowed or the maximum per Volunteer is $5.00 per Event); and
- Volunteers may be given a coupon worth a fixed dollar amount. The coupon may be used to purchase concession items. Volunteers may not present the coupon to the concession for a cash reimbursement.

iii) The Event's concession expense must be recorded separately on RIBS.

SUBJECT: BINGO EVENT FINANCIAL/INVENTORY CONTROLS

8.1.3 BINGO EVENT FINANCIAL/INVENTORY CONTROLS

POLICY

a) The Class A Facility Licensee must:

i) submit Event financial/inventory control forms to the AGLC for approval;

ii) provide AGLC approved Event financial/inventory control forms to Licensed Charities for use at bingo Events; and

iii) submit a copy of all revised Event financial/inventory control forms to the AGLC for approval.

b) Licensed Charities must use the approved financial/inventory control forms in the conduct of bingo Events. All transactions must be recorded on the control forms. The financial/inventory control system must be organized as follows:

i) Handling of cash at the Event level:

- all transfers of cash among Paid Staff and/or Volunteers must be verified by count, Witnessed, recorded and signed off (initialed);
- actual cash counts must be witnessed, recorded and signed off;
- all entries on the financial/inventory control forms must be completed in non-erasable ink (pencil must not be used);
- amendments/corrections to figures on control forms must be made by striking through the original entry ("white out" must not be used) and writing the corrected amount beside the original entry; and
- all amendments/corrections made to Event financial/inventory control forms must be verified by count, Witnessed, recorded and signed off.

ii) Inventory control for bingo cards/supplies:

- all transfers of bingo cards between the Licensed Charity and the Facility Licensee must be verified by count, Witnessed, recorded and signed off;
- all transfers of bingo cards between Paid Staff and/or Volunteers must be verified by count, Witnessed, recorded and signed off;
- for supplier full bundles, a count of each full bundle is acceptable;
- for supplier partial bundles (previously opened), a count of each individual card is required;
- bingo card inventory access must be strictly controlled by the Facility Licensee; and
- the Facility Licensee inventory records for all bingo cards and related supplies must be maintained by the hall manager.

iii) Bingo Expenses:

- all bingo Expenses must be verified and recorded; and
- all bingo Expenses must be paid for by the Licensed Charity to the vendor, service provider or Facility Licensee.

c) The required Event financial/inventory control forms must be completed by Volunteer and Paid Staff throughout the Event (start to finish) as transactions occur.

d) The practice of pre-signing financial/inventory control forms prior to the verification by counting, Witnessing, recording and signing off of transactions is strictly prohibited.

e) The financial/inventory control forms and reports (EMS Event Operation and Manual Event Operation) are required records for each bingo Event (see subsection 12.1 for samples of manual forms).

EMS Event Operation:

f) Mandatory Forms:

i) Bingo Worker Sign In Sheet (manual form)

ii) Special Games Controllers' Record/Reconciliation (manual form)

iii) Special Game Sellers Card Control (manual form)

iv) Paymaster's Sheet (manual form)

v) Bingo Chairperson's Cash & Deposit Reconciliation (manual form)

vi) Ball Verification Sheet (for Satellite linked game) (manual form)

vii) X-tape for cashier station (EMS)

viii) Caller Summary Report (EMS)

ix) POS Inventory Reconciliation Report (EMS)

x) Inventory Issuance Report (EMS)

xi) Event Summary (EMS and RIBS)

xii) Void Invoices Report (EMS)

g) As Required Forms:

i) Pull Ticket Inventory Sales (Deposit) Report (Manually or in RIBS)

ii) Bingo Association or Bingo Society – Pull Ticket Inventory and Sales Record (Manually or in RIBS)

iii) Bingo Association or Bingo Society – Monthly Pull Ticket Inventory Reconciliation (Manual only)

iv) Bank Reconciliation Check List (Manual only)

v) Discrepancy Reports (Manual only)

Manual Event Operation:

h) Mandatory Forms:

i) Bingo Worker Sign In Sheet

ii) Special Games Controllers' Record/Reconciliation

iii) Special Game Sellers Card Control

iv) Paymaster's Sheet

v) Bingo Chairperson's Cash & Deposit Reconciliation

vi) Ball Verification Sheet (for Satellite and games requiring a specified amount of called numbers in order to award an additional prize)

vii) Cashier Sheet Inventory Issue & Sales Reconciliation/ Register Reconciliation (Replaces X-tape for cashier station and EMS POS Inventory Reconciliation Report)

viii) Caller Sheet (Replaces EMS Caller Summary Report)

ix) Event Inventory Issuance/Return (Replaces EMS Inventory Issuance Report)

x) Event Summary (Replaces EMS Event Summary, RIBS Event Summary to be completed at a later date

i) <u>As Required Forms</u>:

i) Pull Ticket Inventory Sales (Deposit) Report (Manually or in RIBS)

ii) Bingo Association or Bingo Society – Pull Ticket Inventory and Sales Record (Manually or in RIBS)

iii) Bingo Association or Bingo Society – Monthly Pull Ticket Inventory Reconciliation (Manual only)

iv) Bank Reconciliation Check List (Manual only)

v) Discrepancy Reports (Manual only)

j) Sample forms that meet the fundamentals of the required financial/inventory control system required in Section 8.1 and the specific requirements of subsections 8.1.3 f) through i) are provided in Section 12.1. The samples are intended to be used as a guide to assist the Facility Licensee in developing the required control forms for their bingo facility and event operations.

SUBJECT: MINIMUM GAMING ACCOUNT OPERATING CONTROLS

8.1.4 MINIMUM GAMING ACCOUNT OPERATING CONTROLS

POLICY

a) Bingo Associations must develop and use procedures consistent with these minimum requirements when managing any gaming bank account.

b) Deposits must be made to the gaming account within three (3) banking days after the bingo Event.

c) Authority on cheques and bank transfers must be consistent with the following:

i) Two signatures are required on all cheques and bank transfers from the gaming accounts. Exception will be made for the following:

- progressive prize bank account, which will require a single signature only, to allow for the hall advisor to disperse prize payouts by cheque at the Event; and
- transfers to pre-authorized accounts, to be approved by the executive, to allow for the designated hall manager or bookkeeper to transfer funds between Bingo Association accounts as necessary.

ii) Before any cheque or bank transfer is made from the association expense operating bank account a disbursement request must be completed. The disbursement request may be represented by a form to be attached to the invoice or by a stamp on the invoice and must state: the payee, the purpose, the amount of the cheque or transfer, and the date approved. The completed disbursement request must be signed by two of the authorized signatories attesting that they have verified the payee and approved the purpose and the amount of the cheque or transfer.

iii) The practice of pre-signing blank cheques or disbursement requests is prohibited.

iv) The second authorized signatory on the gaming account and bank transfers must consist of only volunteer/elected Bingo Association representatives.

v) Except as specified in sub-section 8.1.4 c) i), a maximum of five (5) individuals may have signing authority for gaming accounts and bank transfers at any one time.

vi) Gaming account cheques must be pre-numbered, printed on commercial cheque stock provided by or approved by the financial institution and must include two signature lines.

vii) Blank cheques must be stored in a locked cabinet or drawer. Access to cheque storage may only be available to individuals with signing authority or responsible for cheque preparation.

viii) Voided cheques must have "VOID" written across the front or have the signatures removed and must be retained with the bank stubs or bank statements for the period in which the cheques are voided. Voided cheques must not be discarded.

d) All gaming accounts with chequing privileges must include the requirement for the return of cancelled cheques or cancelled cheque images prepared and provided by the financial institution.

e) Segregation of Duties:

i) An executive or board member must be designated to perform a review of the bank statements and cheques prior to the bank reconciliation being completed. This designated individual must not hold cheque-signing authority, or be responsible for making deposits or the recording of receipts or disbursements. Any discrepancies must be discussed with the bingo Association Executive immediately. This individual must sign a Bank Statement Reconciliation Check List form (see sample in Section 12), which will later be attached to the bank reconciliation, confirming the following:

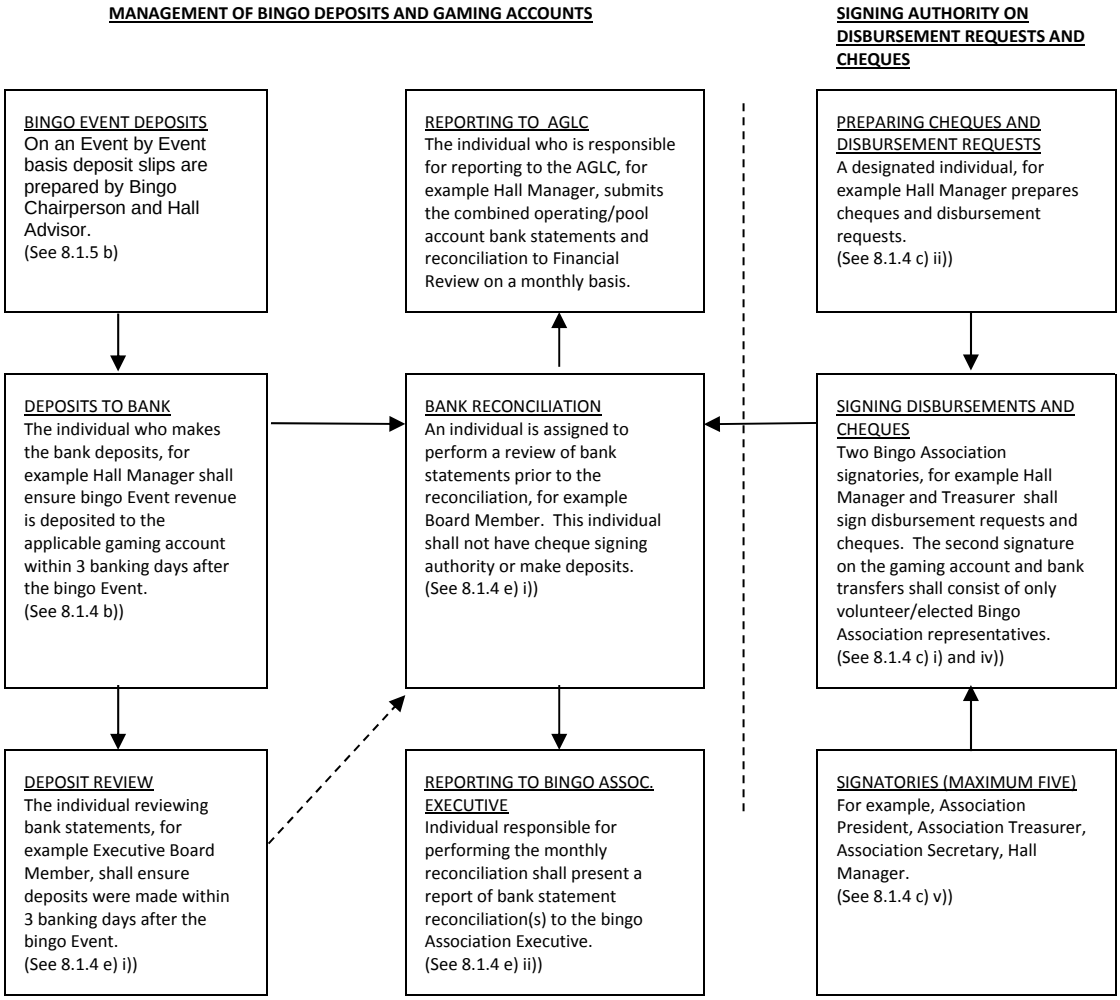
- bank statements were received in the sealed envelope sent by the bank prior to their examination;

- beginning bank balance is equal to the ending balance of the prior month;
- the previous outstanding items list has been reviewed, verified, and updated;
- that they examined all of the cancelled cheques or cheque images and:
  - the number of cheques and cheque details (that is, date, payee, and amount) are in agreement with those listed on the issued cheque ledger;
  - two authorized signatures were present on each cheque;
  - no alterations to the cheques were noted;
  - when endorsements were present, they agreed to the payee named on the cheque; and
- that they compared the deposit slips with the general journal and bank statement, ensuring the correct amount of funds were deposited and within the required time frame.

ii) The individual responsible for performing the monthly reconciliation must supply a summary report at the next bingo Association Executive board meeting; however, any discrepancies must be discussed with the bingo Association Executive immediately.

MANAGING BINGO EVENT REVENUE

SAMPLE STAFF DUTIES ORGANIZATIONAL CHART



NOTE: The positions used as examples represent a sample organizational structure that complies with the requirements of Subsection 8.1.4 of the Commercial Bingo Handbook. Class A Facility Licensees may delegate these responsibilities to other positions as long as the requirements of Subsection 8.1.4 are met.

SUBJECT: MANAGING BINGO EVENT REVENUE

8.1.5 MANAGING BINGO EVENT REVENUE

POLICY

REQUIRED ASSOCIATION BANK ACCOUNTS

a) Bingo Associations must have the following bank accounts:

i) Bingo Revenue Operating Bank Account (Clearing Account) – for the purpose of depositing all bingo Event revenue per Section 8.1.5 b) i);

ii) Combined Operating/Pool Pull Ticket Bank Account – for the purpose of depositing all Pull Ticket revenue, paying all Pull Ticket expenses (including the Pull Ticket Event Fee) and the distribution of the Pull Ticket charity Proceeds on a monthly basis per Section 8.1.5 b) i);

iii) Bingo Pooling Bank Account – for the purpose of depositing all pooled revenue from paper bingo (sales less prizes, less cash shortages, plus cash overages, less event expenses). The following must also be deposited to this account by electronic halls: eBingo retailer commission, charity commissions for eBingo, KENO and Personal Play Games, and the eBingo Lottery Fund Charity Appropriation. This account is also used for the distribution of bingo charity proceeds on a monthly basis.

iv) Progressive Prize Bank Account – for the purpose of depositing progressive prize contributions not paid at the Event level and paying accumulated progressive prize winnings;

v) Association Expense Operating Bank Account – for the purpose of transferring and combining the Event Fees from each Gaming Stream and paying approved Expenses;

vi) Sweep Account (Optional – may use the association expense operating account) – for the purpose of depositing funds to be swept by AGLC and Satellite Bingo; and

vii) Facility Reserve Fund and Operating Reserve Bank Account – for the purpose of depositing the Facility

Reserve Fund portion and Operating Reserve Fund portion of the Event Fees, and disbursing approved fund payments.

DEPOSITS

b) In compliance with subsection 8.1.4 b) and the following procedures the Bingo Association acting on behalf of or as agent for Licensed Charities to facilitate the management of bingo Event revenue, must deposit Event revenue as follows:

i) All bingo Event revenue (plus cash overages/less cash shortages) less cash prize costs (which includes the cash amounts paid or deposited for progressive pot contributions) must be prepared for deposit into the Bingo Association bank accounts on an Event by Event basis as follows:

- Bingo Revenue Operating Bank Account - deposit all Bingo Game revenue (sales less all bingo cash prizes as noted above, less Satellite prize contribution and Satellite expense, and AGLC eBingo sweep amount) into this bank account.
- Combined Operating/Pool Pull Ticket Bank Account – deposit Pull Ticket revenue (sales less prizes, less cash shortages, plus cash overages), into this bank account.
- Bingo Pooling Bank Account – the Paper Bingo pool contribution (as defined in 8.1.5 a) iii) must be transferred to this account as they are received, or within 5 working days of the event. Electronic halls must also deposit the following to this account: eBingo retailer commission, charity commissions for eBingo, Keno AND Personal Play Games and the eBingo Lottery Fund Charity Appropriation.

  NOTE: If the weekly invoice includes a negative eBingo Net Sales balance, the negative balance is carried forward to the next invoice period within the month. (see Subsection 7.6.15)

- Association Expense Operating Bank Account – on a frequency determined by the association or at a minimum at the end of each calendar month, deposit by way of cheque or bank transfer the approved Event Fees from the bingo revenue operating bank account and the combined operating/pool pull ticket bank account as follows:
  - paper Event Fee (exclusive and common expenses);
  - Pull Ticket Event Fee (exclusive and common expenses).

  NOTE: The association may choose to deposit sweep bank account deposits into this same bank account.
- Progressive Prize Bank Account – on an event basis, deposit any progressive prize contributions.
- Sweep Bank Account – if a separate account is maintained, deposit sweep amounts into this bank account (Satellite prize contribution, Satellite expense, AGLC calculated eBingo sweep amount).
- Facility Reserve Fund/Operating Reserve Fund Bank Account – deposit all Facility Reserve Funds and Operating Reserve Funds collected from Event Fees on a frequency determined by the association or at a minimum at the end of the month.

PAYMENTS

c) From the association expense operating bank account, the Bingo Association acting on behalf of or as agent for Licensed Charities, will make payments for actual Event Expenses directly to vendors, suppliers or other payees.

DISBURSEMENT OF POOLED PROCEEDS

d) Licensed Charities must receive all charity Proceeds (from the charity pools) as defined below:

i) Paper Bingo pooled Proceeds will be calculated as paper bingo gross sales (plus cash overages/less cash shortages)

less apportioned prizes less approved Event Fees equals charity Proceeds. These paper bingo charity Proceeds must be deposited to the bingo pool bank account by cheque or bank transfer within 5 banking days of the event at which they were accumulated.

ii) eBingo expenses are recovered by AGLC and deducted from the lottery appropriation. All electronic Proceeds must be deposited to the bingo pool account. These include all charity commissions (eBingo, KENO, Personal Play), the eBingo Retailer Commission plus eBingo Alberta Lottery Fund charity appropriation. The eBingo funds are deposited to the Bingo Pool Account throughout the month and will be disbursed from this same account with the paper bingo proceeds. At a minimum, charities must always receive the charity commissions for eBingo, KENO and Personal Play.

iii) Pull Ticket pooled Proceeds will be calculated as Pull Ticket gross sales (plus cash overages/less cash shortages) from pull ticket units sold and deposited or prepared for deposit during the month, less prizes, approved Event Fees (see Subsection 8.1.2 a) iii)) equals Pull Ticket charity Proceeds. The deposits and payments are made throughout the month utilizing the Combined Operating/Pool Pull Ticket Bank Account and will be disbursed from this same account.

Upon approval of the AGLC, disbursement of Charity Proceeds as defined in Subsection 8.1.5 d) must occur by cheque or bank transfer from each pool account to each participating charity.

NEGATIVE POOL BALANCES

e) Individual Gaming Stream Negative Pool Balances must be managed as follows:

i) the association must refund Expenses through an expense adjustment for the applicable stream;

- the expense adjustment may be made by refunding Surplus Event Fees collected from the applicable stream; or

- the expense adjustment may be made by using funds from the Operating Reserve Fund (see Subsection 8.1.2.a) vi)).

ii) Negative pool balances may not be carried forward from one month to another; and

iii) Negative pool balances cannot be transferred from one stream to another, e.g. Pull Ticket positive pool balances (Proceeds) cannot be applied to a negative paper bingo pool balance.

f) Concession expenses must be managed as stipulated in the Bingo Association's Pooling agreement. The AGLC approved Pooling agreement must include the following procedure:

i) at the Event level the Licensed Charity issues a cheque from its approved bingo bank account to the concession operator for the cost of the Licensed Charity's concession expense; or

ii) the Event concession expenses for the Licensed Charity's pool period are deducted from the Licensed Charity's pool allocation cheque; and

iii) the concession expense must be entered into RIBS as a bingo expense along with the appropriate bank transaction (see Subsection 8.1.2 c) iii).

MONTH END RECONCILIATION PROCEDURES

g) Bingo Association Combined Operating/Pool Pull Ticket Account and Bingo Pooling Account:

i) The management of these bank accounts must be consistent with the procedures set out in Subsections 8.1.5 and 8.1.6.

ii) The following information must be completed by the association on a monthly basis and provided to the Financial Review section of the AGLC by the end of the month that the statement is received from the financial institution:

- a copy of the combined operating/pool and pooling accounts bank statement;
- a reconciliation of the accounts' bank statements to the Licensed Charity pooled Proceeds for all included streams, and the monthly pool disbursements made to the Licensed Charities; and
- all pool allocation details via RIBS.

h) Revenue Operating Bank Account and Sweep Bank Account:

i) The monthly bank statement reconciliation must be performed in a manner consistent with Subsection 8.1.4. and must, at a minimum, include the following steps:

- by stream, a reconciliation of the total monthly bingo Event revenue reported in RIBS to the total monthly deposits. All discrepancies must be explained;
- reconciliation of all revenue and expense records; and
- any unexplainable variances in the bank reconciliation must be reported to the AGLC prior to the end of the next business day. Reported variances must include: related bank statements, bank documents, bank reconciliation and prior month's reconciliation.

8.1.6 POOLING

POLICY

a) Pooling of Event charity Proceeds from each Gaming Stream conducted within a Licensed Facility is mandatory for all Licensed Charities conducting Events at the facility.

b) The Bingo Association must establish one pool for all Bingo Event charity Proceeds and one pool for all Pull Ticket proceeds. Each Event during the monthly pool period will have an equal weighting in the pools.

c) Each Licensed Charity that conducts a bingo Event during the pool period must be part of the pools, and shall receive a share of the pooled charity Proceeds in accordance with the terms of the Pooling agreement.

d) The pooled charity Proceeds from Bingo and Pull Tickets will be distributed separately from the Operating/Pool Pull Ticket Bank Account and the Bingo Pool Bank Account. Details on the bank accounts and the names of the Bingo Association signing authorities (including changes to signing authorities) shall be provided to the Financial Review section of the AGLC.

e) The pooled charity Proceeds must be disbursed from the Combined Operating/Pool Pull Ticket bank account and the Bingo Pool Bank Account by cheque or bank transfer within 21 days of the end of the pool period. See Subsection 6.7.5 regarding Pull Ticket revenue and inventory records.

f) The association's Licensed Charities shall enter into a pool agreement. The pool agreement shall be approved by the AGLC. Pool agreements should address the requirements of these Policies, and detail all aspects of the Pooling arrangement, including but not limited to:

   i) the name of the Bingo Association;

   ii) date of the pool agreement;

   iii) length of time the pool agreement is in effect (that is, one year, two years, or until such time as the agreement is voided by a majority vote of the Licensed Charities);

iv) a schedule of Licensed Charities participating in the pool agreement including the name of the charity, space for the charities signing officer's signature and his/her position in the organization;

v) terms of the pool agreement, including:

- that all Events have an equal weighting in the pool; and
- that charity Proceeds are pooled on a monthly basis;

vi) details describing how the bingo Association Executive are required to manage the pool agreement;

vii) a statement that the monthly pooled charity Proceeds will be disbursed by the association to the charities that conducted bingo Events in the pool period. The funds will be disbursed from the Combined Operating/Pool Pull Ticket bank account and the Bingo Pool bank account by cheque or bank transfer within 21 days of the end of the pool period; and

viii) any other information relevant to the agreement as stipulated by the Licensed Charities of the Bingo Association and aligning with these Policies.

g) The Bingo Association executive must administer the pools. The names and positions of the pool administrators shall be provided to the Financial Review section of the AGLC.

h) The pooled charity Proceeds, in full, must be dispersed (by cheque or bank transfer) monthly to the Licensed Charities, in accordance with the pool agreement. If paid by cheque, the Licensed Charity shall deposit the cheques to their approved bingo account within 14 days of receipt.

i) The association shall distribute to each charity, for each pool, a copy of the RIBS Pooled Proceeds Report and a cheque for their pool share. In lieu of a cheque the pool share may be paid to the charity through an electronic funds transfer (EFT).

j) Pool allocation details must be submitted to the AGLC via RIBS no later than the 21st day of the month following the Pooling period.

k) The association shall submit to the AGLC a monthly bank reconciliation for the Combined Operating/Pool Pull Ticket Bank Acc't and the Bingo Pool Bank Acc't as required in Subsection 8.1.5 g) ii).

SUBJECT: FINANCIAL RECORDS AND DOCUMENTS

8.1.7 FINANCIAL RECORDS AND DOCUMENTS

POLICY

a) All original Event control forms are the Licensed Charity's property (including the Event EMS cash/POS records i.e. "X-Tape", "Z-Tape", Voids, etc.).

   i) Original forms must be kept by the Facility Licensee at the bingo facility for a period of two years after the Bingo Licences expires. In accordance with the Income Tax Regulations, the original forms must be stored for an additional four years (may be off premises).

   ii) The Licensed Charity must receive and keep a copy of the Event Summary form for comparison to the financial report.

   iii) Licensed Charities must be allowed to examine their original forms upon reasonable notice to the Facility Licensee.

b) All other charity bingo records must be kept by the Licensed Charity for two years after the Bingo Licence expires. AGLC Inspectors and officials must be allowed to examine and make copies of all bingo records. Inspectors and officials of the AGLC may remove bingo records for further review and must, as soon as practical; provide the Facility Licensee with a receipt for the bingo records removed. The Facility Licensee may request copies in order to carry on its normal affairs.

c) Bingo Events must be video/audio recorded; recordings from each Event must be kept for at least 31 days after the Event, (see Subsection 9.3.12 a)).

d) The association must document and implement an internal financial control system. The minimum standards for bingo event financial/inventory controls and gaming account operating controls that will be accepted by the AGLC are described in Subsections 8.1.3 and 8.1.4 of these Policies.

e) The association must maintain a complete set of accounting records, sufficient to provide timely information for the Executive, AGLC and the annual audit.

f) The association must follow the principles of fund accounting in accordance with Canadian generally accepted accounting principles.

SUBJECT: REMOTE INFORMATION BINGO SYSTEM (RIBS)

8.1.8 REMOTE INFORMATION BINGO SYSTEM (RIBS)

POLICY

a) The Remote Information Bingo System (RIBS) enables Facility Licensees to submit financial data electronically. The software is provided by the AGLC, and includes each charity's name and licence number that pertain to the Facility Licensee. RIBS provides data entry, update, enquiry, and print capabilities for the following information:

i) Bingo Event details;

ii) Bingo Event Pooling;

iii) Pull Ticket Pooling

iv) Pull Ticket inventory;

v) progressive prize pool balances;

vi) sales and prize statistics; and

vii) expense adjustment details.

b) RIBS Event detail records must be completed at the Event level.

c) Accuracy of data entry into RIBS is of the utmost importance. The hall manager shall confirm that all financial information reported on RIBS accurately reflects the financial activity for the bingo Event. Individuals entering the data at the Event level shall ensure that:

i) the selected Licensed Charity, licence number, and pool ID numbers are correct;

ii) the numeric figures entered are correct and not transposed or misrepresented;

iii) only game types and expense types approved by the AGLC shall be used to report financial data; and

iv) the numeric figures reported on RIBS for each game under the Event Details/Game Details tab page are posted from the Event Management System (except the Satellite Game details) and will reflect the value of the cards sold, (both paper and electronic bingo) the actual revenue received, prizes paid and progressive prize pool

contributions. The Satellite Game details must be entered into RIBS manually.

d) For automatic transmission to the AGLC, the Facility Licensee shall create:

i) the RIBS monthly Event reporting file within 7 days of the end of each month;

ii) the RIBS monthly pool statistics files within 21 days of the end of the pool period; and

iii) the RIBS monthly pull ticket inventory statistics files within 7 days of the end of each month.

SUBJECT: AUDIT REQUIREMENTS

8.1.9 AUDIT REQUIREMENTS

POLICY

a) Bingo Association books and records are subject to audit and review by the AGLC and must be maintained in a manner acceptable to the AGLC.

b) The information normally required in conjunction with an AGLC audit will include, but not be limited to:

i) books of original entry (including computerized records);

ii) invoices;

iii) bank statements and cancelled cheques or cheque images;

iv) event control and summary sheets;

v) inventory control forms;

vi) contracts, agreements, or similar documents;

vii) payroll records;

viii) Income Tax and Goods and Services Tax returns;

ix) minutes of annual general meetings and of meetings of the general membership, board, and executive;

x) annual audited financial statements; and

xi) the financial records of any affiliated entity as defined by the Gaming and Liquor Regulation which the Facility Licensee made gaming payments to.

SUBJECT: AUDITED FINANCIAL STATEMENT REQUIREMENTS

8.1.10 AUDIT FINANCIAL STATEMENT REQUIREMENTS

POLICY

a) Audited financial statements, management letter/reportable audit findings letter and RIBS reconciliation of the Bingo Association must be submitted annually. These must be prepared by an independent Chartered Professional Accountant (CPA) in good standing. *(Amended Jun. 2016)*

b) The audited financial statement, RIBS reconciliation and a copy of the management letter (letter of recommendation prepared by the auditor) must be submitted to the AGLC within one hundred and twenty (120) days of the fiscal year end.

c) The audited financial statement must identify and report on gaming and non-gaming activities separately.

d) The gaming Expense categories used to report the association's annual expenditures on the audited financial statements must be the same as the Expense categories specified in the annual budget submission to the AGLC (see Subsections 8.1.1 and 8.1.2). It is strongly recommended that the association's monthly bookkeeping records match those same Expense categories.

e) As part of the annual audit, the association must provide a separate statement from the external auditor reconciling the revenue as reported on the financial statement to the total Event Fee reported on RIBS.

f) As part of the annual audit, the association must provide a separate statement from the external auditor reconciling actual Expenses as reported on the financial statement to the total Event Fee revenue.

g) The recommendations made by the external auditor under Subsection 8.1.10 b) must be reviewed by the executive in a timely fashion and each recommendation assessed as to its significance for the organization. Each recommendation that the executive determine to be of significant importance and consistent with these Policies should be implemented within a reasonable period of time.

h) Financial statements must be prepared on a full accrual basis.

i) Without limiting the information contained therein, year-end financial statements must include:

Statement of Revenues and Expenditures

i) Revenues: there must be a clear distinction between gaming and non-gaming revenues.

- Gaming revenues are any funds paid to the association by its members on a Event Fee basis and interest earned on funds held in gaming accounts.
- Amounts included in the Event Fee for an Operating Reserve Fund or Facility Reserve Fund must be appropriated from retained earnings. Funds collected during the year for the Operating Reserve Fund and Facility Reserve Fund must not be included when calculating Surplus to return to members. Cash held for such funds must be recognized as restricted cash on the balance sheet and interest earned must be allocated to the corresponding fund.
- Non-gaming revenue is all other forms of income. These must be broken down into the various segments, including but not limited to:
  - sale of merchandise, daubers, food, and beverages (or commissions from sales);
  - sale of Advertising space either in the hall or on publications distributed by the association; and
  - membership fees or fines to members for breaches of by-laws.

ii) Expenditures: there must be a clear distinction between gaming and non-gaming expenses.

- Gaming Expenses must be reported utilizing the same categories as the operator's annual budget/Event Fee submission.

- Expenses included in the Event Fee are listed in subsection 8.1.2 a).
- See subsection 8.1.2 a) vi) for conditions on the Event Fee Expenses.

Balance Sheet

iii) Assets:

- Cash on hand and in bank All cash on hand, including petty cash and change funds, and bank balance (after adding outstanding deposits and deducting outstanding cheques).
- Restricted cash (interest earned on restricted cash must remain in its respective fund).
- Term deposits and short-term investments (includes accrued interest).
- Inventories Valued at cost (likely the most recent cost). Includes all bingo paper, and other bingo items and merchandise for resale.
- Pre-paids Represent expenses paid in advance for the subsequent periods.
- Deposits Either of a refundable nature or long-term expenses that are paid in advance.
- Accounts Receivable For example, accrued interest receivable and due from members.
- Fixed Assets Separating office equipment, bingo equipment, and lease hold improvements. Fixed assets are recorded at cost and not depreciated. Gain (loss) on the disposition of fixed assets will be recognized at the time of disposal.

iv) Liabilities:

- Accounts payable and accruals Represent expenses and current assets acquired, but not paid until after the year-end.

- Payroll Deductions Payable May be included in accounts payable.
- Due to Members The Commercial Bingo Handbook Subsection 8.1.1 k) states: Within 120 days of the year end, any Surplus resulting from the actual Expenses being less than the Event Fee must be refunded to the Licensed Charities. The amount of the Surplus is recognized as a liability. A separate schedule must be attached to the financial statements comparing budgeted Event Fee category to actual Event Fee category.
- Loans Payable Required because of equipment acquisitions, leasehold improvements, or extensive start-up costs.
- Member Loans Payable (non-gaming) Member contributions are funds paid by new members of the association which are repaid to members upon leaving the association. Notes to the financial statements must disclose the names of each member and amount of contributions owing to that member.

v) Equity:

- Equity in fixed assets Equal to total of fixed assets.
- Surplus (members' equity) Represents equity of members in the association.
- Separate disclosure of appropriated Surpluses (i.e. Facility Reserve Fund and Operating Reserve Fund) and corresponding interest earned on the restricted funds must be presented in the financial statements.

Statement of Equity in Fixed Assets

vi) **Opening Balance** The ending balance of the previous year.

vii) Additions Fixed assets and leasehold improvements purchased during the year at cost. Fair market value of

any assets acquired by any other means, i.e. donated or contributed assets.

viii) Deductions Cost of assets sold, traded, destroyed, or by any other means that are no longer owned by or of use to the association.

ix) Ending Balance The opening balance of the next year.

Statement of Surplus (Members' Equity)

x) Opening Balance The ending balance of the previous year.

xi) Additions Current year's excess of revenues over expenditures; prior year's adjustments.

xii) Deductions Current year's excess expenditure over revenues; prior year's adjustments.

xiii) Ending Balance The opening balance of the next year.

Auditor's Report

xiv) The Auditor's Report may read in accordance with the applicable framework with any exceptions as described in Note 'X'. Note 'X' will describe any accounting policies that differ from Canadian generally accepted accounting principles.

Management Letter

xv) The auditor must provide a Management Letter as an audit supplement, and as a product of the audit results. A copy of any Management letter shall be forwarded to the AGLC. The Letter is addressed to the association, and provides comments on:

- results of assessment of internal controls, and recommendations for changes, if any;
- assessment of the organization and systems, and recommendations for change; and
- any other pertinent matters that may have arisen during the course of the audit.

GUIDELINES

j) In addition to basic financial documents (for example, event packages, bank statements, cancelled cheques, invoices, timesheets) Bingo Associations should be prepared to provide their auditor with:

i) copies of development permits, business licences, and Bingo Licences;

ii) the association incorporation documents and by-laws;

iii) list of the association executive;

iv) list of member licenced charities and their representatives;

v) copies of all contracts for facility use, equipment use, and providing supplies and services;

vi) organizational plans for the conduct and management of each bingo Event, including:

- role of the association and its representatives;
- duties of all Volunteer and hired staff; and
- bingo program.

vii) House Rules and Rules of Play;

viii) a minute book for all association and executive meetings (if held separately). Minutes should contain resolutions as to:

- the auditor's appointment;
- approval of premises lease agreements;
- major purchases of equipment and leaseholds;
- employees' pay;
- banking resolutions and signing authorities;
- methods of Surplus distribution; and
- any other items of overall importance to the association and its members.

ix) RIBS reports;

x) Event Fee approved budget and actual bingo expenditures; and

xi) any other financial records or documents referred to in Subsection 8.1.9 of this document.

SUBJECT: FIXED FEE

8.2.1 FIXED FEE

POLICY

a) Class B Facility Licensee fixed fees must be approved by the AGLC. Proposed fixed fees must be submitted to the AGLC for approval with the Facility Licensee's Facility Licence Application, and again two (2) months prior to the beginning of the second year of the Facility Licence. Fixed fees submitted to the AGLC for review must include the following:

   i) the total number of Events to be conducted during the year including a breakdown of the number of Events in each time slot;

   ii) an itemized annual budget detailing the total Expenses being charged in the fixed fee; and

   iii) a detailed breakdown of the fixed fee for each Event time slot including a total for each Event.

b) Fixed fees are to be charged on an Event basis. Each Event time slot (that is, morning, afternoon, evening or late night) must have an established fixed fee structure based on the annual operating budget. The fixed fee may be the same for each time slot or may vary for each time slot.

c) Fixed fees must not include the costs of operating or providing non-gaming space, supplies or services.

d) Fixed fees must be reasonable and reflect the economic value of the space and services provided.

e) Class B Facility Licensees must enter into a Bingo Facility and Service Agreement with each Licensed Charity from the Bingo Society (see Subsection 3.7.1). The fixed fee must be included in the agreement. If the fixed fee is amended as per Subsection 8.2.1 clause h), a new Bingo Facility and Service Agreement must be signed by each Licensed Charity.

f) Within 120 days of the year end, any Surplus resulting from the actual Expenses being less than the fixed fee must be refunded to the Licensed Charities. The Facility Licensee must write a cheque to the Trustee (see Subsection 8.2.5 clause b)) who will disburse the Surplus Proceeds to the Bingo Society's Licensed

Charities according to the number of Events conducted within that fiscal year.

g) If the Facility Licensee is operating at a Deficit, the Facility Licensee must immediately notify the AGLC and must not, unless approved by the Board of the AGLC, assess the Licensed Charities additional expense charges to cover the Deficit.

h) Any amendment to the Facility Licensee's fixed fee must be approved by the AGLC prior to being implemented. Sufficient explanation for an increase or decrease to the fixed fee must accompany the request for a change. Approved amendments to the fixed fee will commence at the start of the month after the approval has been granted.

SUBJECT: BINGO EXPENSES

8.2.2 BINGO EXPENSES

POLICY

a) Bingo Fixed Fee Expenses:

i) Class B Facility Licensee bingo operating costs must be charged back to the Licensed Charities in accordance with the Facility Licensee's AGLC approved fixed fee. Bingo fixed fee Expenses must not be charged as a percentage of gross revenue.

ii) Bingo Expenses that may be included in the fixed fee are:

- facility space;
- bingo equipment and furnishings;
- cash cage equipment and supplies;
- utilities (gas, power etc.)
- business licence fees, business taxes and property taxes;
- insurance;
- janitorial services;
- Facility Reserve Fund;*
- bingo paper;
- wages, salaries, employee benefits and bonding;
- Advertising;
- promotions;
- yearly bingo audit fees;
- building security costs;
- armoured car service;
- miscellaneous
- Bingo Licence fees;*
- Bingo Alberta membership fee

- Alberta Bingo Hall Manager's Association membership fee providing Bingo Alberta membership exists;
- travel to Bingo Alberta meetings;
- travel to Alberta Bingo Hall Manager's Association meetings providing Bingo Alberta membership exits;
- operator fee for service; and
- GST (on above Expenses where applicable).

NOTE: Fixed fee Expenses with an asterisk (*) next to them must be recorded separately on RIBS. Fixed fee Expenses without an asterisk next to them must be recorded as one expense in RIBS called the "Fixed Fee."

iii) Conditions on above Expenses are as follows:

- Facility Space: the fee for facility space must be reflective of the costs of providing the bingo gaming portion of the facility. The rate may not be calculated as a percentage of revenue.
- The Facility Reserve Fund expense and subsequent use of these funds requires AGLC approval. AGLC may only approve Facility Reserve Funds to be used to meet significant future costs related to the gaming portion of facility upgrades, renovations or costs related to the replacement or maintenance of bingo related equipment and furniture. A specific dollar or cap amount must be identified along with the amount to be collected per Event and approved prior to collecting any funds. Expenditures must be approved prior to expending any funds. Event Facility Reserve Fund contributions must be reported through the Remote Information Bingo System by an approved AGLC expense ID and must be held in a separate bank account and/or term deposit. Facility Reserve Funds not used for the above purposes must be returned to the Licensed Charities. The annual

budget/fixed fee submission must include a Facility Reserve Fund Statement, providing the current status of the fund. Funds collected and not used within a 5 year period are subject to further review by the AGLC.

- Travel: Class B Facility Licensees may include in their fixed fee structure the actual cost of attending the Bingo Alberta regional and provincial meetings. A Class B Facility Licensee that is a member in good standing with Bingo Alberta may include Alberta Bingo Hall Managers' Association travel expenses as an allowable expense within the fixed fees.
- Advertising and Promotions: see Subsection 8.4.
- Bingo Licence Fees: The Class B Facility Licensee pays Bingo Licence fees in advance and on a quarterly basis. The Facility Licensee collects the Bingo Licence fees from the Licensed Charities through the fixed fee.

iv) Bingo Expenses other than those listed in Subsection 8.2.2 a) vi) may be included in the fixed fee if approved by the AGLC. Any other expense not specifically approved in Subsection 8.2.2 a) ii) and not specifically prohibited in Subsection 8.2.2 a) vi), is prohibited and requires prior approval by the AGLC before the expense is charged to the Licensed Charities.

v) Each bingo expense may only appear in the fixed fee once. That is, the cost of a bingo expense cannot be charged twice.

vi) The following are not considered bingo Expenses and must not be included in the fixed fee or be paid for with gaming Proceeds:

- liquor, meals or hospitality (other than provided for Volunteers in Subsection 8.2.2 clause c)) for Paid Staff or Volunteers;

- entertainment for suppliers of gaming supplies, equipment and services;
- personal expenses of Facility Licensee officers or directors; and
- any non-gaming activities (for example, the operation of the concession, gift shop or lottery booth).

b) Satellite Game Expense:

i) Satellite Game expenses must be charged at the Event level; and

ii) must be recorded separately on RIBS.

c) Concession Expense:

i) Volunteer concession expense is an eligible bingo expense that is not included in the fixed fee and must be paid by the Licensed Charity at the bingo Event. Concession expenses incurred by Volunteers at the bingo Event must comply with the following:

- concession items must be purchased for, and consumed by, Volunteers of the Licensed Charity during the time and within the facility that bingo is being conducted;
- Licensed Charities are not required to purchase food or refreshments from the bingo facility concession. Licensed Charities may arrange for food and refreshments to be brought into the hall;
- all expenditures must be supported by a receipt;
- the total concession expense must not exceed $10.00 per Volunteer for morning and late night Events and $16.00 per Volunteer for afternoon and evening Events. The number of Volunteers required is determined by the bingo Facility Licensee and is stated in the approved bingo program; *(Amended Jun. 2016)*

- any concession expenses over the amounts permitted in Subsection 8.2.2 clause c) i) are the responsibility of the Volunteer;
- Licensed Charities may set their own concession policy to assist with the control of this expense (for example, no concession expenses are allowed or the maximum per Volunteer is $5.00 per Event);
- Volunteers may be given a coupon worth a fixed dollar amount. The coupon may be used to purchase concession items. Volunteers may not present the coupon to the concession for a cash reimbursement.

ii) The Event's concession expense must be recorded separately on RIBS, and is not included in the calculation for the required charitable return.

d) Independent Advisor Expense:

i) The independent advisor expense is an eligible bingo expense that is not included in the fixed fee and must be paid by the Licensed Charity at the bingo Event and must comply with the following:

- the advisor must be hired by the Licensed Charity through the Bingo Society as outlined in Subsection 4.10.8 of these Policies; and
- the expense charged for the independent advisor must not exceed $100.00 per bingo Event.

ii) The independent advisor expense must be recorded separately on RIBS, and will be calculated into the charitable return criteria.

e) Volunteer's out-of-pocket expenses that are incurred to work bingo must be reimbursed to the Volunteer through the licensed charity. A voucher or receipt must be provided, such as a taxi receipt.

SUBJECT: BINGO EVENT FINANCIAL/INVENTORY CONTROLS

8.2.3 BINGO EVENT FINANCIAL/INVENTORY CONTROLS

POLICY

a) The Class B Facility Licensee must:

i) submit to the AGLC for approval Event financial/inventory control forms;

ii) provide AGLC approved Event financial/inventory control forms to Licensed Charities for use at bingo Events; and

iii) submit a copy of all revised Event financial/inventory control forms to the AGLC for approval.

b) Licensed Charities must use the approved Event financial/inventory control forms in the conduct of bingo Events. All transactions must be recorded on the control forms. The Event financial/inventory control system must be organized as follows:

i) Handling of cash at Event level:

- all transfers of cash among Paid Staff and/or Volunteers must be verified by count, Witnessed, recorded and signed off;
- actual cash counts must be Witnessed, recorded and signed off (initialed);
- all entries on the Event financial/inventory control forms must be completed in non-erasable ink (pencil must not be used);
- amendments/corrections to figures on control forms must be made by striking through the original entry ("white out" must not be used) and writing the corrected amount beside the original entry; and
- all amendments/corrections made to Event Financial/Inventory Control forms must be verified by count, Witnessed, recorded, and signed off.

ii) Inventory control for bingo cards/supplies:

- all transfers of bingo cards between a Licensed Charity and the Facility Licensee must be verified by count, Witnessed, recorded and signed off;
- all transfers of bingo cards between Paid Staff and/or Volunteers must be verified by count, Witnessed, recorded and signed off;
- for supplier full bundles, a count of each full bundle is acceptable;
- for supplier partial bundles (previously opened), a count of each individual card is required;
- bingo card inventory access must be strictly controlled by the Facility Licensee; and
- the Facility Licensee inventory records for all bingo cards and related supplies must be maintained by the Facility Licensee.

iii) Bingo Expenses:

- all bingo Expenses must be verified and recorded.

c) The required Event financial/inventory control forms must be completed by Volunteer and Paid Staff throughout the Event (start to finish) as transactions occur.

d) The practice of pre-signing Event financial/inventory control forms prior to the verification by counting, Witnessing, recording and signing off of transactions is strictly prohibited.

e) The financial/inventory control forms and reports (EMS Event Operation and Manual Event Operation) are required records for each bingo Event (see subsection 12.1 for samples of manual forms).

EMS Event Operation:

f) <u>Mandatory Forms</u>:

i) Bingo Worker Sign In Sheet (manual form)

ii) Special Games Controllers' Record/Reconciliation (manual form)

iii) Special Game Sellers Card Control (manual form)

iv) Paymaster's Sheet (manual form)

v) Bingo Chairperson's Cash & Deposit Reconciliation (manual form)

vi) Ball Verification Sheet (for Satellite linked game) (manual form)

vii) X-tape for cashier station (EMS)

viii) Caller Summary Report (EMS)

ix) POS Inventory Reconciliation Report (EMS)

x) Inventory Issuance Report (EMS)

xi) Event Summary (EMS and RIBS)

xii) Void Invoices Report (EMS)

g) <u>As Required Forms</u>:

i) Pull Ticket Inventory Sales (Deposit) Report (Manually or in RIBS)

ii) Bingo Association or Bingo Society – Pull Ticket Inventory and Sales Record (Manually or in RIBS)

iii) Bingo Association or Bingo Society – Monthly Pull Ticket Inventory Reconciliation (Manual only)

iv) Bank Reconciliation Check List (Manual only)

v) Discrepancy Reports (Manual only)

Manual Event Operation:

h) <u>Mandatory Forms</u>:

i) Bingo Worker Sign In Sheet

ii) Special Games Controllers' Record/Reconciliation

iii) Special Game Sellers Card Control

iv) Paymaster's Sheet

v) Bingo Chairperson's Cash & Deposit Reconciliation

vi) Ball Verification Sheet (for Satellite and games requiring a specified amount of called numbers in order to award an additional prize)

vii) Cashier Sheet Inventory Issue & Sales Reconciliation/Register Reconciliation (Replaces X-tape for cashier station and EMS POS Inventory Reconciliation Report)

viii) Caller Sheet (Replaces EMS Caller Summary Report)

ix) Event Inventory Issuance/Return (Replaces EMS Inventory Issuance Report)

x) Event Summary (Replaces EMS Event Summary, RIBS Event Summary to be completed at a later date

i) <u>As Required Forms</u>:

i) Pull Ticket Inventory Sales (Deposit) Report (Manually or in RIBS)

ii) Bingo Association or Bingo Society – Pull Ticket Inventory and Sales Record (Manually or in RIBS)

iii) Bingo Association or Bingo Society – Monthly Pull Ticket Inventory Reconciliation (Manual only)

iv) Bank Reconciliation Check List (Manual only)

v) Discrepancy Reports (Manual only)

j) Sample forms that meet the fundamentals of the required financial/inventory control system required in Section 8.2 and the specific requirements of Subsections 8.2.3 f) through i) are provided in Section 12.1. The samples are intended to be used as a guide to assist the Facility Licensee in developing the required control forms for their bingo facility and event operations.

SUBJECT: MANAGING BINGO EVENT REVENUE

8.2.4 MANAGING BINGO EVENT REVENUE

POLICY

a) The Facility Licensee must comply with the following procedures in managing bingo Event revenue:

i) All bingo revenue, less cash prize costs (which includes the cash amounts held for progressive pot contributions), must be deposited into the Facility Licensee's approved bingo 'clearing' bingo account on an Event basis;

ii) All payments for bingo Expenses (fixed fee, Satellite Game expense and eBingo Operators commission), AGLC eBingo sweep amount and the Satellite Game main prize contribution must be made by cheque from the approved bingo bank account;

iii) Independent advisor expenses are paid by the charity and reimbursed by the Facility Licensee; and

iv) The Satellite Game main prize contribution and expenses may be combined in one cheque or bank transfer; however, two separate RIBS entries are required at the Event level.

8.2.5 POOLING

POLICY

a) Pooling is mandatory for all Licensed Charities conducting bingo in a Licensed Facility.

b) The pool must be managed by an independent third party Trustee. The bingo Facility Licensee is not to have or exercise any influence over the activities of the Trustee. The AGLC will work directly with the Trustee as required. Registered Gaming Workers and individuals having a financial interest in a bingo facility cannot act as a Trustee. The Bingo Society, with approval from the AGLC, must select a Trustee and Bingo Pooling Trust agreement to be utilized for individual Licensed Charities.

c) The Bingo Society must establish one pool for all Events and ensure that all Licensed Charities sign an agreement with the Trustee and must submit a copy of the master agreement to the AGLC for approval before the pool period begins. Each Licensed Charity that conducts a bingo Event during the pool period must be part of the pool, and must receive a share of the pooled Proceeds in accordance with the terms of the Pooling agreement.

d) Pooling agreements must address the requirements of these Policies, and detail all aspects of the Pooling arrangement, including but not limited to:

   i) the name of the Licensed Charity;

   ii) the name of the Trustee;

   iii) date of the Pooling agreement;

   iv) length of time the Pooling agreement is in effect (that is, one year, two years, or as long as the society is operating);

   v) space for the charity's signing officer's signature and his/her position in the organization;

vi) terms of the Pooling agreement including:

- a statement that Proceeds are pooled on a monthly basis, for this Subsection Proceeds to the pool account are: gross revenue less prizes, less Expenses (excluding independent advisor and concession);
- how losses and negative pool balances are handled; and
- the total fees charged by the Trustee as an expense against the pooled revenue.

vii) details describing how the Trustee is required to manage the Pooling agreement;

viii) a statement that the pooled Proceeds will be disbursed at the end of each month to the charities that conducted bingo Events in each pool period. The Proceeds will be disbursed from the Pooling Account by cheque or bank transfer which must be deposited to the charities bingo account; and

ix) any other information relevant to the agreement as stipulated by the Licensed Charities of the Bingo Society.

e) A Pooling bank account must be established by the Trustee. Details on the bank account and the names of the Trustee signing authorities (including changes to signing authorities) must be provided to the Financial Review Section of the AGLC.

f) Following each bingo Event the bingo chairperson, Witnessed by at least one other Volunteer must:

i) complete the reconciliation in the appropriate section on the Event Summary Control form; and

ii) write a cheque to the Trustee for Proceeds as defined in Subsection 8.2.4 a).

g) The pooled Proceeds, in full must be distributed monthly to the Licensed Charities, in accordance with the Pooling agreement. Each Licensed Charity must deposit Proceeds to their approved bingo account.

h) The Trustee must distribute to each charity a schedule of the pool disbursements and a cheque for their pool share. In lieu of a cheque the pool share may be paid to the charity through an electronic funds transfer (EFT).

i) Pool allocation details must be submitted to the AGLC by the Facility Licensee via RIBS no later than the 21st day of the month following the Pooling period.

j) The Trustee must submit a monthly bank reconciliation for the Pooling Account along with supporting documents (bank statements) to the Financial Review Section. The list must include the Licensed Charity's name, AGLC's identification number, date and amount of disbursements.

SUBJECT: FINANCIAL RECORDS AND DOCUMENTS

8.2.6 FINANCIAL RECORDS AND DOCUMENTS

POLICY

a) All original Event control forms are the Licensed Charity's property (including the Event EMS cash/POS records i.e. "X-Tape", "Z-Tape", Voids, etc.).

   i) Original forms must be kept by the Facility Licensee at the bingo facility for a period of two years after the Bingo Licences expires. In accordance with the Income Tax Regulations, the original forms must be stored for an additional four years (may be off premises).

   ii) The Licensed Charity shall receive and keep a copy of the Event Summary form for comparison to the financial report.

   iii) Licensed Charities must be allowed to examine their original forms upon reasonable notice to the Facility Licensee.

b) All other bingo records must be kept by the Licensed Charity for two years after the Bingo Licence expires. AGLC Inspectors and officials must be allowed to examine and make copies of all bingo records. Inspectors and officials of the AGLC may remove bingo records for further review and must, as soon as practical, provide the Facility Licensee with a receipt for the bingo records removed. The Facility Licensee may request copies in order to carry on its normal affairs.

c) Bingo Events must be video/audio recorded; recordings from each Event must be kept by the Facility Licensee for at least 31 days after the Event (see Subsection 9.13.12 a)).

d) The Facility Licensee must document and implement an internal financial control system. The minimum standards for bingo event financial/inventory controls that will be accepted by the AGLC are described in Subsection 8.2.3 of these Policies.

e) The Facility Licensee must maintain a complete set of accounting records, sufficient to provide timely information for the society, AGLC and the annual audit.

f) The society must maintain a complete set of accounting records, sufficient to provide timely information for the Executive and the AGLC.

g) The Facility Licensee and the society must follow the principles of fund accounting in accordance with Canadian generally accepted accounting principles.

SUBJECT: REMOTE INFORMATION BINGO SYSTEM (RIBS)

8.2.7 REMOTE INFORMATION BINGO SYSTEM (RIBS)

POLICY

a) The Remote Information Bingo System (RIBS) enables Facility Licensees to submit financial data electronically. The software is available provided by the AGLC, and includes each charity's name and licence number that pertain to the Facility Licensee. RIBS provides data entry, update, enquiry, and print capabilities for the following information:

   i) bingo Event details;

   ii) Pull Ticket inventory sales records ;

   iii) progressive prize pool balances;

   iv) expense adjustment details; and

   v) clearing account transaction information.

b) RIBS Event detail records must be completed at the Event level.

c) Accuracy of data entry into RIBS is of the utmost importance. The hall manager must confirm that all financial information reported on RIBS accurately reflects the financial activity for the bingo Event. Individuals entering the data at the Event level must ensure that:

   i) the selected Licensed Charity, licence number, and pool ID number are correct;

   ii) the numeric figures entered are correct and not transposed or misrepresented;

   iii) only game types and expense types approved and set up by the AGLC must be used to report financial data; and

   iv) the numeric figures reported on RIBS for each game under the Event Details/Game Details tab page are posted from the Event Management System (except the Satellite Game details) and will reflect the value of the cards sold, (both paper and electronic bingo) the actual revenue received, prizes paid and progressive prize pool contributions. The Satellite Game details must be entered into RIBS manually.

d) For automatic transmission to the AGLC, the Facility Licensee must create the RIBS monthly Event reporting file within 7 days of the end of each month.

SUBJECT: AUDIT REQUIREMENTS

8.2.8 AUDIT REQUIREMENTS

POLICY

a) The books and records of the Class B Facility Licensee are subject to audit and review by the AGLC and must be maintained in a manner acceptable to the AGLC.

b) The information normally required in conjunction with an AGLC audit will include, but not be limited to:

i) books of original entry (including computerized records);

ii) invoices;

iii) bank statements and cancelled cheques or cheque images;

iv) event control and summary sheets;

v) inventory control forms;

vi) contracts, agreements, or similar documents;

vii) payroll records;

viii) Income Tax and Goods and Services Tax returns;

ix) minutes of annual general meetings and of meetings of the general membership, board, and executive;

x) external accountant's/auditor's working paper files;

xi) annual audited financial statements; and

xii) the financial records of any affiliated entity as defined by the Gaming and Liquor Regulation.

SUBJECT: AUDITED FINANCIAL STATEMENT REQUIREMENTS

8.2.9 AUDITED FINANCIAL STATEMENT REQUIREMENTS

POLICY

a) Audited financial statements, management letter/reportable audit findings letter and RIBS reconciliation of the Class B Facility Licensee must be submitted annually. These must be prepared by an independent Chartered Professional Accountant (CPA) in good standing. *(Amended Jun. 2016)*

b) The financial statement (audited), RIBS reconciliation and a copy of the management letter (letter of recommendation prepared by the auditor) must be submitted to the AGLC within one hundred and twenty (120) days of the fiscal year end.

c) As part of the annual audit, the Facility Licensee must provide a separate statement from the external auditor reconciling the revenue as reported on the financial statement to the Fixed Fee reported on RIBS.

SUBJECT: CHARITABLE RETURN CRITERIA

8.2.10 CHARITABLE RETURN CRITERIA

POLICY

a) As stated in Subsection 1.3.1 c), a guiding principle for gaming in Alberta is that "the financial return to eligible groups 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 are located."

b) The charitable return criteria specified in Subsection 8.2.10 m) below details the amount of Proceeds Licensed Charities must obtain from bingo Events conducted at the Class B Licensed Facility based on its gross annual sales.

c) All Class B bingo Facility Licensees must comply with the charitable return criteria specified in Subsection 8.2.10 m).

d) New Class B bingo Facility Licence applicants must demonstrate through their business plan that the facility will comply with the charitable return criteria specified in Subsection 8.2.10 m).

e) The continued licensing of a Class B licensed bingo facility depends, among other things, on the level of return provided to Licensed Charities holding Events in the Licensed Facility.

f) Due consideration will be given to Class B bingo Facility Licensees whose ability to comply with the charitable return criteria in Subsection 8.2.10 m) is directly affected by regional economic or other extenuating circumstances.

g) The Class B bingo Facility Licensee and the approved hall manager are responsible to ensure that the structure of the bingo program and fixed fee or advance system of paying expenses result in compliance with the charitable return criteria.

h) The Class B Facility Licensee and the hall manager must regularly monitor bingo operations throughout the term of the Facility Licence to ensure compliance with the charitable return criteria. Where it appears that compliance with the charitable return criteria is in question, the Facility Licensee and hall manager must, within the provisions of these Policies, make

whatever changes are necessary to bring bingo operations in compliance with the charitable return criteria.

i) The Commission will review the charitable return from bingo events in a licensed bingo facility over a 52 week rolling average monitored on a quarterly basis.

j) Class B Licensed bingo facilities that do not meet the charitable return criteria specified in Subsection 8.2.10 m) at the end of each one year period of the term of the Facility Licence must submit a business plan, within 45 days of the notice of review, to the AGLC outlining how they will bring the bingo operation into compliance with the charitable return criteria. The licensee will be provided six months to demonstrate compliance with the charitable return criteria, after which time an Incident Report will be submitted for consideration of the Board.

k) The Board may impose sanctions on the Class B Facility Licensee for non-compliance with the charitable return criteria up to and including cancellation of the Bingo Facility Licence.

   i) A Class B bingo Facility Licensee may be exempt from sanctions when:

      - only one licensed bingo facility exists in the community and compliance with the charitable return criteria would negatively impact the long term viability or continued operation of the bingo facility; and
      - it can be demonstrated that the continued licensing of the facility will not negatively impact the viability or continued operation of another licensed bingo facility(s) in the region or market area in which the facility is located.

l) Licensed bingo facilities operating in the same region or market area are strongly encouraged to join bingo operations in order to make better use of existing facilities, reduce expense, and generate higher charitable returns from bingo events.

SUBJECT: CHARITABLE RETURN CRITERIA

m) The calculation of returns to Licensed Charities is as follows:

	GROSS ANNUAL SALES	PERCENTAGE RATE OF RETURN	DOLLAR RETURN
Level 1	Up to $1,000,000	10%	$0 to $100,000
Level 2	$1,000,000 to $2,000,000	10% to 11%	$100,000 to $220,000
Level 3	$2,000,000 to $3,000,000	11% to 12%	$220,000 to $360,000
Level 4	$3,000,000 to $4,000,000	12% to 13%	$360,000 to $520,000
Level 5	$4,000,000 to $5,000,000	13% to 14%	$520,000 to $700,000
Level 6	$5,000,000 to $6,000,000	14% to 15%	$700,000 to $900,000
Level 7	$6,000,000 to $7,000,000	15% to 16%	$900,000 to $1,120,000
Level 8	$7,000,000 to $8,000,000	16% to 17%	$1,120,000 to $1,360,000
Level 9	$8,000,000 to $9,000,000	17% to 18%	$1,360,000 to $1,620,000
Level 10	$9,000,000 to $10,000,000	18% to 19%	$1,620,000 to $1,900,000
Level 11	$10,000,000 and greater	19% and greater	$1,900,000 and greater

SUBJECT: GAMING PROFITABILITY REQUIREMENTS

POLICY

8.3.1 As stated in Subsection 1.3.1 c), a guiding principle for gaming in Alberta is that "the financial return to eligible groups 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 are located."

8.3.2 All Class A Facility Licensees must comply with these Profitability Requirements:

a) a positive contribution to the charity pool from the paper Bingo Game over a specified period of time, see Subsection 8.3.6. A positive contribution to the pool is calculated as gross sales (plus cash overages/less cash shortages) less prizes, less total approved Expenses;

b) If applicable, a positive contribution to the charity pool from Pull Ticket sales over a specified period of time, see Subsection 8.3.6. A positive contribution to the pool means gross sales (plus cash overages/less cash shortages) less prizes, less total approved Expenses; and

c) if applicable, a positive contribution to the charity pool from electronic bingo through the charity commission each month.

8.3.3 New Facility Licence applicants must demonstrate through their business plan that each Gaming Stream conducted within the facility will meet the Profitability Requirements.

8.3.4 The Facility Licensee and the approved hall manager are responsible to ensure that the structure of the bingo program and the annual budget/Event Fee (or Advance system of paying Expenses) result in compliance with the Profitability Requirements in Subsection 8.3.2 over the specified period of time (see Sub-section 8.3.6).

8.3.5 The Facility Licensee and the hall manager must regularly monitor gaming operations for each Gaming Stream throughout the term of the Facility Licence to ensure compliance with the Profitability Requirements in Subsection 8.3.2. Where it appears that compliance with the Profitability Requirements is in question, the Facility Licensee and hall manager must, within the provisions of these Policies, make necessary operational changes in order to comply.

8.3.6 The AGLC will review compliance with the Profitability Requirements for each Gaming Stream conducted within the Licensed Facility as follows:

a) paper bingo profitability will be reviewed on a semi-annual basis throughout the licence period;

b) Pull Ticket profitability will be reviewed on a semi-annual basis throughout the licence period; and

c) electronic bingo profitability will be reviewed monthly, see Subsection 8.3.2 c).

If warranted, the AGLC may alter the period of review.

8.3.7 With respect to paper bingo and Pull Tickets, Facility Licensees that do not meet the Profitability Requirements over the review period will receive written notification. Licensed Charities conducting Events within that facility will receive a copy of the notification. The Facility Licensee must respond in writing within 30 days of the notice date, outlining operational changes to be implemented. The Facility Licensee will be provided a 90 day period specified by the AGLC to demonstrate compliance.

8.3.8 With respect to paper bingo and Pull Tickets, Facility Licensees that do not meet the Profitability Requirements in two consecutive review periods must submit a business plan to the AGLC, within thirty days of the notice to submit, specifying steps or actions to be implemented in order to comply with the Profitability Requirements:

a) the business plan must be reviewed and approved by the AGLC;

b) the approved business plan must be presented by the Facility Licensee within twenty one days of AGLC approval at a general Bingo Association membership meeting to be attended by the AGLC; and

c) the Facility Licensee will be provided a 90 day period specified by the AGLC to demonstrate compliance.

8.3.9 With respect to paper bingo and Pull Tickets, failure by the Facility Licensee to demonstrate compliance with Profitability Requirements in three consecutive review periods will result in further actions being taken by the AGLC up to and including an Incident Report being submitted for consideration by the Board of the AGLC.

8.3.10 The Board may impose sanctions on the Facility Licensee for non-compliance with the Profitability Requirements up to and including cancellation of the Facility Licence.

8.3.11 With respect to paper bingo and Pull Tickets, Facility Licensees that do not meet the Profitability Requirements in any two review periods within eighteen consecutive months are subject to the process in Subsection 8.3.8.

NOTE: See Subsection 8.1.5 f) regarding procedures for negative pool balances. Also see Subsection 8.1.1 a) i), j) and l) regarding Event Fees and Deficit reporting requirements.

SUBJECT: INTRODUCTION

8.4.1 INTRODUCTION

POLICY

a) Advertising refers to the use of media (for example, newspapers, magazines, radio, television, signage, internet including e-mail messaging and social media including face book, twitter etc.) to communicate a message to a wider audience.

b) Promotion refers to any activity within a bingo facility designed to attract players or to maintain player levels. Such an activity may include, but is not limited to, a contest, draw, giveaway, reward points program etc. or similar promotions.

c) The purpose of these Policies is to provide parameters under which legitimate bingo facility Advertising and promotional activities may take place in accordance with the *Gaming and Liquor Act*, *Gaming and Liquor Regulation* and AGLC Board Policies.

d) These Policies must be considered conditions of the licence applying to bingo Facility Licensees, as well as the terms and conditions of the Electronic Bingo Retailer Agreement.

e) Advertising and promotions for paper bingo games are permitted without the prior approval of the AGLC, providing the intended activity is covered by, or directly referred to, and in compliance with these Policies.

f) All electronic games advertising or promotional schemes must be submitted to the AGLC for approval and are subject to the following requirements:

   i) any Advertising that may be interpreted as an "inducement to play" is not allowed; and

   ii) all interior or exterior Advertising is subject to review by the AGLC prior to placement. Electronic Bingo Retailers should contact the AGLC for information and clarification regarding promotional material.

g) Advertising of all paper Bingo Games that do not comply with these Policies must be submitted to the AGLC for approval.

h) Bingo Facility Licensees must not provide by themselves or through any third party, any promotional activity which:

i) alters the elements of chance of any Bingo Game;

ii) provides increased payouts to reward frequent play;

iii) is game-altering in any way; or

iv) is illegal.

SUBJECT: BASIC PRINCIPLES

8.4.2 BASIC PRINCIPLES

POLICY

a) Advertising and promotions must be within the limits of good taste and propriety.

b) Advertising must be accurate and verifiable.

c) Promotions are considered a means of attracting new players or maintaining current players.

d) Advertising must not:

i) encourage or promote irresponsible play;

ii) depict excessive or prolonged periods of play of Bingo Games or electronic games; or

iii) convey the impression that playing or winning will improve an individual's status or standing.

e) Advertising must not be targeted at Minors.

f) f)Advertising may not be used to disparage or discredit another company, business or product.

g) Advertising must comply with any requirements of the Canadian Radio-Television and Telecommunications Commission (C.R.T.C.) and any other regulatory body having related jurisdiction.

h) Subject to Subsection 8.4.2.g), the advertiser has discretion over the size and frequency of print advertisements and the length and frequency of television and radio commercials.

i) Advertising and promotions may focus on any one game or activity in the bingo facility, or any combination of games or activities.

j) All Advertising and promotion expenditures must be supported by invoices or similar accounting means, and be available to the AGLC or agents of the AGLC on request.

SUBJECT: ELEMENTS OF ADVERTISING & PROMOTIONS

8.4.3 ELEMENTS OF ADVERTISING & PROMOTIONS

POLICY

a) Gambling Scenes

i) The activities shown in any Advertising using a bingo setting must be within the normal bounds of those which are permitted in the province.

ii) A legal setting must be presented, and only approved paper bingo games, electronic games and non-gaming activities may be shown. *(Amended Oct 2107)*

iii) With prior approval of the AGLC, gaming activities (i.e. paper bingo games and electronic games) within a bingo facility may be filmed or recorded to develop media clips for advertising purposes. *(Added Oct 2017)*

iv) Media clips, photographs or other representation depicting real life patrons must be in accordance with the *Personal Information Protection Act (PIPA)* of Alberta and other applicable legislation. *(Amended Oct 2107)*

b) Minors

i) Advertising must not appeal specifically to Minors or be placed in any medium that is targeted specifically to Minors.

ii) Minors or persons who may be reasonably mistaken for Minors may not be depicted in bingo advertisements.

iii) The use or imitation of children's fairy tales, jingles, nursery rhymes, songs, musical themes or fictional characters is not permitted.

iv) Advertising may not be placed at venues (such as sports arenas) which are used primarily by Minors.

c) Bingo Games

i) Advertising may focus on any Bingo Game, or combination of Bingo Games, including electronic games.

d) The following details may be included in the Advertising of electronic bingo:

i) availability of Electronic Bingo Equipment for play;

ii) cost to play Electronic Bingo Equipment;

iii) number of cards that may be played on Electronic Bingo Equipment;

iv) play of Electronic Bingo Equipment along with paper bingo; and

v) the same Regular Game plays between Electronic Bingo Equipment and paper bingo.

e) Personal Endorsements

i) Bingo endorsement by a well-known personality or look-alike should not imply that playing Bingo Games or electronic games has contributed to the individual's success.

ii) No well-known personality (for example, an athlete or a youth-oriented musical group) or look-alike with strong appeal to Minors may be used in bingo Advertising.

iii) The age of personalities and their current standing in the public eye should be taken into account when assessing appeal to Minors.

f) Cost of Advertising and Promotions

i) The bingo Facility Licensee, on behalf of the Licensed Charities, is responsible for all costs of Advertising and promotions. Joint Advertising and promotions between a Class A Facility Licensee and the facility landlord may be approved as follows:

- the association being responsible for the content and design of the Advertising. The landlord may assist in the cost;
- joint Advertising and promotions must clearly differentiate between the bingo activities sponsored by the association/licensee, and the promotions conducted by the landlord and/or concession operator (even if the association is the landlord or operates the concession);

- the bingo Facility Licensee is responsible for all Advertising and promotional costs. However, arrangements can be made with third parties (such as a hotel or restaurant) to co-sponsor promotional activities; and
- where a bingo Facility Licensee co-sponsors a promotion or Advertising activity, only the bingo Facility Licensee's costs of the shared activity must be used when accounting for the costs in the annual budget Event Fee or Fixed Fee in the case of a Class B Facility Licensee.
- a cost breakdown and supporting source documents (receipts) must be kept and accounted for as part of the association yearly audit.

ii) There is no dollar limit on Advertising expenses or costs other than as approved in the facility annual budget. It is up to the bingo Facility Licensee to outline in their annual operating budget how much will be spent on Advertising.

iii) Advertising must be accounted for separately from promotions, any draws, contests, giveaways, or any other promotion permitted as noted below must be accounted for as a promotion.

g) Free draws, contests, giveaways or similar promotions are allowed provided that a person is not required to play Bingo Games, Pull Ticket games or electronic games, or to remain in the facility to receive a prize as a condition of participating in or entering the draw, or other promotion. A bingo Facility Licensee may require a person to be present at time of draw to receive a prize; however, the time, date and place of the draw must be prominently posted within the bingo facility.

h) Bingo Facility Licensees or concession operators may provide free refreshments or food to players as a means of "customer service". These items must be paid for from non-gaming revenue and will not be considered as part of the Event Fee, or Fixed Fee in the case of a Class B Facility Licensee, for promotions.

i) Facility Licensees must not offer "cash" promotions to players or increase the cash value of a bingo prize or door prize through their promotions budget (Event Fee/Fixed Fee).

j) Unless specifically stated, merchandise promotional activities of a total value under $500, including the distribution of nominal merchandise type promotions (e.g. coffee mugs, dabbers, bingo bags, T-shirts etc.) to bingo players are permitted without prior approval of the AGLC if the intended promotional activity is covered by or directly referred to in these Policies (e.g. promotional gifts for out of town players, birthday acknowledgements etc.).

k) A promotional activity scheme that exceeds $500 in total value must be submitted to the AGLC for approval before undertaking the promotion. NOTE: An activity scheme may be run for one Event or for multiple consecutive Events/days.

l) Facility Licensees may offer player reward programs under the conditions set out in Subsection 8.4.5.

SUBJECT: INTERPRETATION AND ENFORCEMENT

8.4.4 INTERPRETATION AND ENFORCEMENT

POLICY

a) The interpretation and enforcement of these Policies are the responsibility of the AGLC.

b) The bingo Facility Licensee is responsible for ensuring advertisements meet the requirements of these Policies.

c) Questions or concerns that require interpretation should be reviewed with the AGLC.

d) A bingo Facility Licensee may submit Advertising covered by these Policies to the AGLC, for approval before undertaking the Advertising.

e) Failure to comply with the spirit and intent of these Policies will result in sanctions by the Board. Sanctions include, but are not limited to:

   i) warnings;

   ii) the requirement that the bingo Facility Licensee remove the Advertising;

   iii) the requirement that all further Advertising covered by these Policies be submitted in advance to the AGLC for approval;

   iv) suspension of Advertising privileges for specified periods; or

   v) any other sanctions determined by the Board consistent with *the Gaming and Liquor Act*, or Electronic Bingo Retailer Agreement(s).

8.4.5 PLAYER REWARDS PROGRAMS

POLICY

a) Bingo Facility Licensees may utilize gaming funds from their promotions budget to offer bingo players a rewards program as follows:

i) Personal information provided by bingo players for a database (Point of Sale Player Tracking or otherwise) must be provided on a voluntary basis and the extent of the intended use of this personal information must be disclosed to the player at the time of application to the rewards program.

ii) Facility Licensees may award reward points for incidents of bingo play, for example, one point per attendance at the facility. Points must not be awarded on the basis of the number of bingo cards a player has purchased.

iii) Reward points:

- must be awarded only once per Event;
- are non-transferable;
- have no cash exchange value;
- may not be exchanged for free bingo or Pull Ticket play;
- must have an expiry date;
- players must produce 1 piece of government issued identification when redeeming points; and
- players must sign for redeemed points.

iv) Bingo related rewards may be paid for with gaming funds from the Facility Licensee's promotions budget. Points/rewards awarded to players through non-gaming activities (e.g. concession or dabber purchases) must be funded with non-gaming funds.

v) Players must be provided with the complete reward program structure and membership rules. The rules must include details relating to clause a) iii) above, details on

how points are awarded and redeemed, and any related restrictions.

vi) The Facility Licensee must maintain complete records of all points awarded and redeemed in each fiscal year for review and audit by the AGLC. The Facility Licensee must ensure that the total points awarded and available for redemption, can be funded by gaming funds available or remaining in the annual promotions budget.

vii) The Facility Licensee's annual audited financial statements (Class A Facility Licensees see Subsection 8.1.10. Class B Facility Licensees see Subsection 8.2.9) must clearly identify the annual cost of the reward program, as well as recognize the accrued payable at year-end related to unredeemed reward points.

SUBJECT: BASIC REQUIREMENTS

POLICY

9.1.1 The Licensed Facility must be located in a permanent facility and be enclosed with solid floor-to-ceiling walls.

9.1.2 In addition to the equipment requirements detailed in Subsection 9.3 and the security requirements detailed in Subsection 9.4, the Licensed Facility must provide:

a) cash cage area as follows:

i) for facilities not offering electronic bingo, a minimum area of 200 square feet to accommodate two Event Management Systems (EMS), cash counting/advisor area, Special Game card sales/cash counting area; or

ii) for facilities offering electronic bingo, a minimum area of 300 square feet to accommodate the requirements of Subsection 9.1.2 a) i) plus any additional spacing requirements, as determined by the AGLC, necessary for the offering of electronic bingo;

b) bingo paper/inventory storage area accessible from the cash cage area with strictly controlled access;

c) general storage room;

d) Volunteers' personal storage area;

e) caller's stage raised to an appropriate height and situated in an area to provide a clear unobstructed view of the playing area;

f) safe located in either a) or b); and

g) separate server room where required by the AGLC (see Subsection 7.2.3 c)).

9.1.3 Separate washrooms for male and female patrons are to be provided for patrons in accordance with the Alberta Building Code. Washrooms must be located within the licensed area; however common washrooms may be acceptable if travel through other licensed areas is not required.

SUBJECT: POSTINGS AND SIGNS

POLICY

9.2.1 The Facility Licensee must post in a prominent place in the Licensed Facility the current:

a) Facility Licence;

b) Licensed Charity's Bingo Licence "Hall Copy";

c) Bingo program (may exclude the expense and rent detail);

d) Approved Rules-of-Play;

e) Facility Licensee House Rules;

f) Pull Ticket Licence (if applicable);

g) Pull Ticket house rules (if applicable);

h) Responsible Gambling Poster;

i) Gaming Irregularities Poster;

j) Video Surveillance Poster;

k) Alberta Satellite Bingo Rules of Play (if applicable);

l) Electronic Bingo Units Standard Rules of Play (if applicable); and

m) Any other document or information that the Board of the AGLC or the AGLC requires to be posted.

9.2.2 The Facility Licensee must post a "Minors Not Allowed to Play Bingo" sign, clearly visible to patrons, at all entrances to the bingo facility.

9.2.3 For bingo facilities offering electronic bingo games, the Facility Licensee must post a "Minors Prohibited" sign.

SUBJECT: BINGO EQUIPMENT

POLICY

9.3.1 Paragraph 207(4)(c) of the Criminal Code states a "lottery scheme" (which includes bingo):

"...may not be operated on or through a computer, video device or slot machine."

9.3.2 The Criminal Code allows the provincial government to operate a lottery scheme on or through a computer, video device or slot machine. In Alberta, such lottery schemes are provincial lotteries conducted by the AGLC on behalf of the government according to provisions of the Gaming and Liquor Act.

9.3.3 The Licensed Facility must provide bingo equipment (owned either by the landlord or the Facility Licensee), meeting industry standards and the requirements stated in Subsection 9.3.5 c), as follows:

a) blower(s);

b) flashboards;

c) T.V. monitors;

d) audio/video recording equipment with the capability to store 31 days of events internally (e.g. internal hard drive) or externally (e.g. VCR tapes, DVDs); and

e) video camera focused directly on the ball chute of each blower.

NOTE: All bingo equipment in a Licensed Facility must be supplied by or purchased from a registered gaming supplier. Before purchasing the above equipment it is strongly recommended that halls contact the AGLC to confirm compatibility with AGLC supplied equipment as outlined in Subsection 9.3.5 c) (see Subsection 1.6 for contact information).

9.3.4 Equipment that may be affected by the condition stated in Subsection 9.3.1 must be submitted for review by the AGLC. The equipment must be approved before it is used at a bingo Event.

9.3.5 All bingo equipment:

a) must be kept clean and in good repair;

b) repairs or modifications must be completed by the manufacturer or registered gaming supplier only: and

c) must receive prior approval of the AGLC when the equipment is to be attached to or interfaced with any equipment supplied by the AGLC (e.g. the EMS or other Electronic Bingo equipment).

9.3.6 Only one set of bingo balls per blower must be used at any time. Callers must not be assigned individual sets of balls. Bingo balls must be:

a) of equal weight and size;

b) kept clean at all times;

c) in good condition and free from cracks, indentations or other imperfections; and

d) a different colour for each letter group.

9.3.7 The Facility Licensee must use the Event Management System (EMS) Computer System provided by the AGLC.

9.3.8 The Event Management System (EMS) is the property of the AGLC. The Facility Licensee has custody of the EMS Computer System and is responsible for reasonable safety, operation and maintenance as outlined in the EMS Computer System Agreement or the Electronic Bingo Retailer Agreement.

9.3.9 The Facility Licensee's designated EMS Computer System administrator must ensure that security access rights assigned to each individual user of the system permits access only as required by that individual.

9.3.10 Approved users of the facility EMS Computer System must, at all times, keep their EMS Computer System security access password confidential and not allow any other individual to access or use the EMS Computer System under their security password.

9.3.11 To ensure the bingo equipment is in proper working order, the following checks must be completed by the caller, bingo chairperson or paymaster, and a player, as indicated in the following chart:

Equipment Checks	Caller	Chairperson or Paymaster	Player
a) Turn on all flashboards, televisions and bingo machines. Press the test button on bingo machine to ensure all numbers on flashboards light up. Replace bulbs as required.	X		
b) Ensure all balls are facing up in the ball pocket tray, so the letter / number combination can be seen and that no duplicate ball numbers are present.	X	X	X
c) Test blowers and mixers on all bingo machines by drawing at least three balls. (NOTE: If a ball needs replacing during the bingo Event, the caller must replace the ball in plain view of players.)	X	X	
d) Turn on sound equipment and test to ensure it is in proper working order. Test all volunteer microphones (where applicable) to ensure they are in proper working order.	X	X	
e) Turn on cameras and audio and video recording equipment. Record for 30 seconds and review the recording to ensure the equipment is in proper working order.	X	X	
f) Turn on satellite receiver (where applicable).	X	X	

9.3.12 The use of the bingo verification unit provided by the AGLC is mandatory in all Licensed Facilities.

a) The verification unit must be used with an audio/video recording system. Each game using the unit must be audio/video recorded. Facility Licensees must ensure that a

copy of the bingo Event recording is kept for a minimum of 31 days after the bingo Event.

b) The Facility Licensee must ensure that the verification unit is in proper working condition, and must ensure the unit is regularly checked and maintained according to the manufacturer's specifications.

c) The caller must:

i) operate the verification unit according to these Policies; and

ii) at no time during the Event, turn off the audio portion of the recording of the verification process or prevent any portion of an Event from being audio/video recorded (see Subsection 9.3.12 a)). Provided that no activities of any kind take place during the period of intermission, the caller may turn off the audio/video recording for the duration of the intermission. In this case, the caller must ensure the equipment is reactivated to continue audio/video recording of the balance of the Event.

9.3.13 Only the AGLC can approve gaming supplies (excluding normal office supplies), equipment and devices designed to be used in the conduct of Bingo & Pull Ticket games. Proposals for the approval of bingo gaming equipment and supplies must come directly from the gaming supplier to the AGLC. Costs associated with the approval process may be the responsibility of the supplier.

a) The criteria for approval can include, but is not limited to, the following:

i) AGLC testing of both functionality and integrity;

ii) third party testing;

iii) an assessment of market demand; and

iv) an assessment of costs and return to charities.

b) Where the proposal is approved, the supplier will receive notification by the AGLC. The supplier must be registered by the AGLC as an approved gaming supplier prior to final approval.

c) Where the proposal is rejected, the supplier will receive notification by the AGLC including the reason(s) for the rejection.

SUBJECT: MINIMUM SECURITY STANDARDS

POLICY

9.4.1 All Licensed Facilities must meet the following minimum security standards:

a) robbery procedures poster visibly posted (for Paid Staff and Volunteers) within all enclosed cash counting areas;

b) telephones in cash areas, including teller wicket and count room (if applicable);

c) height markers installed at all facility entrances and exits, the entrance to the cash cage area and inside the cash cage window area;

d) enclosed permanent wickets (glass, plexi-glass or bars) must be installed in the cash cage area and in all cash counting areas;

e) access doors to the cash cage must be equipped with a peep hole, be securely locked and dead-bolted at all times, or controlled by electric buzzer switch from within the cash cage. This applies to cash and bingo card counting areas. Access to the cash cage is limited to those individuals stated in Subsection 9.4.2 (Class A see clause a) and Class B see clause b)). Cash must always be counted in these locked areas, out of sight of the general public;

f) cash counting areas, cashiers' area and caller's stage to be equipped with a silent, externally monitored robbery alarm system;

g) suitable intrusion alarms/motion detectors must be installed; these are to be operational during silent hours;

h) closed-circuit television (CCTV) cameras and recording equipment may need to be installed as required by the AGLC;

i) counterfeit money handling procedures as stated in Subsection1.10 must be posted in all cash handling areas; and

j) posters as provided by the AGLC advising patrons, Paid Staff, and Volunteers that the facility is subject to periodic surveillance.

9.4.2 The Facility Licensee and advisor must ensure access to the cash cage area during a bingo Event is limited to:

a) In the case of a Class A facility:

i) bingo chairperson;

ii) hall advisor;

iii) assistant hall advisor

iv) hall manager;

v) assistant hall manager

vi) pull ticket manager;

vii) paymaster;

viii) cashier(s);

ix) special games controller(s);

x) other Volunteers, the caller and Pull Ticket sellers, when their duties require their presence;

xi) Facility Licensee executive officers only when carrying out licensee business which is relevant to activities taking place at the Event being conducted;

xii) security guards only in emergency situations; and

xiii) authorized officials of the AGLC upon presenting AGLC identification.

b) In the case of a Class B facility:

i) bingo chairperson;

ii) hall advisor (independent);

iii) pull ticket manager;

iv) paymaster;

v) cashier(s);

vi) special games controller(s);

vii) games manager (only at the beginning and completion of the Event);

viii) other Volunteers, Pull Ticket sellers, when their duties require their presence;

ix) security guards only in emergency situations; and

x) authorized officials of the AGLC upon presenting AGLC identification.

SUBJECT: FACILITY EXPANSION, RELOCATION AND RENOVATION - THREE MAJOR STEPS

POLICY

9.5.1 Approval for or licensing of an expansion or relocation of an existing Licensed Facility in a specified community may only be issued after the requirements in a series of steps have been met, in the following order:

1. Initial Assessment;
2. Community Support; and
3. Licensing or Approval.

9.5.2 The series of steps in Subsection 9.5.1 are initiated by a Facility Licensee respecting a proposed expansion or relocation of an existing Licensed Facility in a community. The Facility Licensee may indicate in writing to the AGLC it is withdrawing its request at any point during the approval process.

9.5.3 Approval for renovation of an existing Licensed Facility in a specified community may only be issued after the requirements in Subsection 9.9 have been met.

9.5.4 In this section, a community refers to:

a) a municipality as defined under the *Municipal Government Act* (Alberta), meaning:

   i) a city, town, village, summer village, municipal district or specialized municipality;

   ii) a town under the *Parks Town Act* (Alberta);

   iii) a municipality formed by special Act.

b) a Metis Settlement established under the *Metis Settlement Act* (Alberta); or

c) an Indian reserve as determined by the Department of Indian Affairs (Canada) located within the provincial boundaries of Alberta.

9.5.5 In this section, a council refers to the council of:

a) a city, town, village, summer village, municipal district or specialized municipality;

b) a town under the *Parks Towns Act* (Alberta);

c) a municipality formed by special Act;

d) a Metis Settlement established under the *Metis Settlement Act* (Alberta); or

e) an Indian reserve as determined by the Department of Indian Affairs (Canada) located within the provincial boundaries of Alberta.

9.5.6 In this section, "expansion" means the significant physical expansion of the Licensed Facility as determined by the Board. Such expansion may include an increase in the building envelope or its outer dimensions. A building envelope refers to the outer perimeter of the building in which an existing Licensed Facility is located and includes space rented, leased, subleased, sold or otherwise provided to others in the same building. A building's outer dimensions refer to the building height as well as its envelope.

9.5.7 In this section, "relocation" means the relocation of an existing Licensed Facility. If in the Board's opinion, the relocation of a Licensed Facility is for the purpose of essentially attracting the same player base or serving the same market area as that of the facility in its present location, the Board may decide to waive the requirement, as outlined in Subsection 9.7, Community Support.

9.5.8 In this section, "renovation" means any major structural changes not considered to be an expansion of the Licensed Facility (as defined in Subsection 9.5.6) or maintenance upgrades (for example, painting) to the Licensed Facility.

9.5.9 A Facility Licensee may apply to relocate if there are no significant changes to the membership of the Bingo Association or Bingo Society affiliated with the Licensed Facility, or to the bingo program or Financial/Inventory Control System. If there are significant changes, the Board may consider the application to relocate as an application for a new facility and require that additional information be provided.

9.5.10 A new or relocated bingo facility requires a new Facility Licence. Only after a new Facility Licence is issued may gaming activities be permitted in the facility.

SUBJECT: FACILITY EXPANSION, RELOCATION AND RENOVATION - THREE MAJOR STEPS

9.5.11 An approval issued by the Board of the AGLC must be obtained prior to a Facility Licensee making significant financial commitments or investing gaming revenue to accommodate a proposed relocation.

9.5.12 The AGLC will not assume any of the costs, expenses or liabilities associated with a Facility Licensee's interest in expanding or relocating a Licensed Facility.

9.5.13 The Board may consider the views of the community including the views, if any, expressed by a council in relation to a proposed Licensed Facility expansion or relocation. The Board may refuse to approve a proposed expansion or relocation at anytime throughout the process if the Board is of the view that the community is not in favour.

9.5.14 The AGLC will not consider proposals for a Licensed Facility expansion or relocation in a community where a similar proposal has been rejected by the Board because of lack of community support, for two years after the notice of rejection was sent to the applicant.

SUBJECT: FACILITY EXPANSION, RELOCATION AND RENOVATION - STEP ONE: INITIAL ASSESSMENT

POLICY

9.6.1 The initial assessment allows the AGLC to determine whether a proposed expansion or relocation meets basic criteria related to market demand, benefits to charities, and impact on other charitable gaming activities in the community.

9.6.2 A Facility Licensee initiates this step by providing to the AGLC a proposal in writing for the expansion or relocation of an existing Licensed Facility. Where a Facility Licensee intends to relocate, a letter of intent and a business plan including the following must be submitted to the AGLC:

a) details on the new facility, including the location, legal description, square footage, and zoning;

b) sources of funding available to accommodate the relocation and/or proposed funding arrangements;

c) details on meeting the minimum facility requirements (see Section 9 of these Policies); and

d) in the case of a Class A Facility Licensee:

i) details on ownership and draft of the proposed lease agreement for the new facility if it is available;

ii) any relocation expenditures the Bingo Association is expected to pay;

iii) proposed rental rates to be charged to association members on an Event level basis;

iv) details on who will operate the concession;

v) copy of the minutes of the meeting where the members voted to accept the relocation and funding plans; and

vi) explanation of the benefits the relocation will provide the association, compared to the current bingo facility.

9.6.3 The AGLC will review the proposal to determine whether it has merit.

9.6.4 The expansion or relocation of the Licensed Facility in a community may be deemed by the AGLC to have merit if:

a) it can be shown, among other things, that the expansion or relocation will not result in decreased benefit to charities from charitable Events; and

b) a complete and accurate statement of the factors which may impact the community and adjacent communities is provided to the AGLC.

9.6.5 For an expansion proposal, the applicant must demonstrate to the AGLC that the proposal takes into consideration factors that may impact the community and adjacent communities, including but not limited to the following:

a) anticipated impact of the expansion upon other existing charitable gaming activities in the community;

b) an explanation of the measures to be taken to address problem gambling, (that is, how bingo Events will be delivered in a socially responsible manner);

c) estimated economic impact on the community, (for example, number of new jobs created, impact on other businesses in the community, etc.);

d) impact on policing in the community; and

e) impact on parking and traffic flow.

9.6.6 For a relocation proposal, the applicant must demonstrate to the AGLC that the proposal takes into consideration factors that may impact the community and adjacent communities, including but not limited to the following:

a) anticipated impact of the relocation upon other existing charitable gaming activities in the community;

b) proximity to public or community facilities, including schools, churches, etc.

c) an explanation of the measures to be taken to address problem gambling (that is, how bingo Events will be delivered in a socially responsible manner);

d) estimated economic impact on the community (for example, number of new jobs created, impact on other businesses in the community, etc.);

e) impact on policing in the community; and

f) impact on parking and traffic flow.

9.6.7 A proposal deemed to have merit by the AGLC is not based on a definitive analysis of the feasibility of an expansion or relocation of the Licensed Facility, nor does it assure the level of success or support of the expansion or relocation. Moreover, a proposal deemed to have merit shall not be considered or promoted as an endorsement by the AGLC of an expansion or relocation.

9.6.8 If the AGLC deems the proposed expansion or relocation to have merit, Step Two: Community Support may be initiated.

9.6.9 If the submitted expression of interest is deemed by the AGLC not to have merit, it will be rejected, the approval process concludes, and an expansion or relocation will not be permitted.

9.6.10 The licensee who submitted a proposal that has been rejected by the AGLC will be advised in writing of the reasons for the rejection(s).

SUBJECT: FACILITY EXPANSION, RELOCATION AND RENOVATION - STEP TWO: COMMUNITY SUPPORT

POLICY

9.7.1 Following from Subsection 9.6.8, the AGLC will consider community support, or lack thereof, as expressed by the council for an expansion or relocation of a Licensed Facility in the community.

9.7.2 The AGLC will advise the Board of its intent to initiate Step Two: Community Support prior to undertaking further action respecting the expansion or relocation.

9.7.3 The AGLC will then formally notify the council, through the council's chief administrative officer or municipal clerk or equivalent, that it has deemed the Facility Licensee's proposed expansion or relocation to have merit. The AGLC will advise the council that the council's expressed support, or its lack of expressed support, for the expansion or relocation of the Licensed Facility in its community, will be considered by the AGLC.

9.7.4 Lack of expressed support means a council resolution withholding expressed support or rejecting an expansion or relocation in its community.

9.7.5 The AGLC will not consider any conditions placed on, or attached to, a council resolution respecting a Licensed Facility expansion or relocation in the community.

9.7.6 The AGLC will provide the Board any written submission of the council regarding the council's expressed support, or lack of expressed support, for a Licensed Facility expansion or relocation in its community. If the council is silent and there is no significant demonstrated opposition respecting Licensed Facility expansion or relocation in the community, the Board at its discretion may decide to continue the approval process.

9.7.7 Following from Subsection 9.7.6, if the Board at its discretion decides to continue the approval process, Step Three: Licensing or Approval may be initiated.

9.7.8 Following from Subsection 9.7.6, if the Board at its discretion decides to conclude the approval or licensing process for the expansion or relocation of the facility in the community, the process must conclude. The Facility Licensee will be advised by the AGLC in writing as to the reason(s) for the process concluding.

SUBJECT: **FACILITY EXPANSION, RELOCATION AND RENOVATION - STEP THREE: LICENSING OR APPROVAL**

POLICY

9.8.1 In this step, the Commission will make a recommendation to the Board respecting the approval of the proposed expansion or relocation of a Licensed Facility.

9.8.2 The Board will approve or license the proposed expansion or relocation of a Licensed Facility if the Facility Licensee has met all the requirements (provincial and federal legislation, regulation and policy – including these Policies, as well as municipal requirements - including local zoning or development requirements), respecting the expansion or relocation.

9.8.3 The Board may refuse to approve or license an expansion or relocation if the Facility Licensee has misled the Commission or the Board, or provided inaccurate or incomplete information respecting the expansion or major relocation.

9.8.4 Pursuant to Section 14 of the *Gaming and Liquor Regulation* (Alberta), a Facility Licensee may not be issued unless the Board is satisfied the existing Facility Licensee who has proposed relocation has the right to occupy and control the facility for which the proposal is made.

9.8.5 The Board must consider any objection made respecting an expansion or relocation of a Licensed Facility, and advise the person who made the objection as to the Board's decision in the matter (see Subsection 10.10 for the objection process).

9.8.6 Prior to a Facility Licence being approved or issued for an expansion or relocation, the Facility Licensee must:

a) demonstrate compliance with all provincial and federal legislation, regulation, and policy (including compliance with these Policies), and with municipal requirements, and produce any permits, licences or authorizations necessary to operate;

b) produce a copy of an executed lease, rental agreement or certificate of title or other acceptable proof of right to occupy and control the premises; in the case of a sale of existing licensed premises, a complete agreement of sale document relative to the premises to be licensed; and

c) in the case of a Class A Facility Licensee, provide the financial status of the Bingo Association and its members.

9.8.7 If approval or licensing is rejected, the Facility Licensee will be notified as to:

a) the reason(s) why the approval or licensing was rejected; and

b) the right to request a hearing into the matter.

SUBJECT: FACILITY EXPANSION, RELOCATION AND RENOVATION

POLICY

9.9.1 The Facility Licensee must notify the AGLC of any proposed facility renovations or structural changes (see Subsection 9.5.8).

9.9.2 A renovation, including maintenance upgrades, paid for with the Facility Reserve Fund (see Subsection 8.1.2 a) vi) or 8.2.2 a) iii)) or through a change to the Event Fee (Fixed Fee in the case of a Class B Facility Licensee) requires prior approval of the AGLC. A proposed maintenance upgrade (e.g. painting), that is to be paid for with non-gaming funds, does not require notification to the AGLC.

9.9.3 Where a Facility Licensee is planning a renovation or structural change the Facility Licensee must submit a letter of intent to the AGLC including:

a) a diagram, sketch or blueprint of the proposed renovation(s) or description of the regular maintenance upgrade;

b) breakdown of the budgeted costs of the project or series of projects including the breakdown of renovation costs between gaming and non-gaming space; and

c) in the case of a Class A Facility Licensee:

i) details on party or parties responsible for premises renovations, as outlined in the lease with the landlord; where the landlord is responsible for premises renovations, an explanation why the Bingo Association is proposing to cover the costs of the project;

ii) details and breakdown of the proposed financing arrangements including a separate accounting of the gaming revenue to be used;

iii) copy of minutes of the meeting(s) where members voted to proceed with proposed renovations in a Class A Licensed Facility, financing arrangements, and with the use of gaming revenue on hand;

iv) schedule of names of individuals in the Bingo Association who will be responsible for overseeing the project respecting renovation of a Class A Licensed Facility; and

v) statement concerning how project contractors were selected, and whether or not any of the contractors are related to or have any connection to Bingo Association members in the case of Class A Licensed Facility.

9.9.4 A renovation or a series of renovations leading to completion of an entire project with a total value of $100,000 or more must be approved by the Board of the AGLC or its delegate. A renovation project or a series of projects with a total value of less than $100,000 may be approved by the Regulatory Services Division of the AGLC. The Facility Licensee must not make any financial commitments or disbursements prior to receiving the appropriate approval.

9.9.5 The minimum facility requirements (see Subsections 9.1 to 9.4, Licensed Facility Requirements) will be considered during the AGLC's review respecting a renovation.

9.9.6 If approval for a proposed renovation is rejected, the Facility Licensee will be notified as to:

a) the reason(s) why the approval was rejected; and

b) the right to request a hearing into the matter.

SUBJECT: EIGHT MAJOR STEPS

POLICY

10.1.1 A Facility Licence for a proposed new bingo facility in a community may only be issued after the requirements in a series of steps have been met, in the following order:

1. Inquiry
2. Notice of Expressed Interest
3. Initial Assessment
4. Community Support
5. Acceptance of Proposals
6. Applicant Selection
7. Investigation
8. Licensing

10.1.2 The series of steps in Subsection 10.1.1 is initiated by an applicant for a Facility Licence respecting a proposed new facility in a community within a specified market area. An applicant may indicate in writing to the AGLC it is withdrawing its application at any point in the application process.

10.1.3 In this section, an applicant must be:

a) a Bingo Association, being an association of Licensed Charities incorporated under the *Societies Act* (Alberta);

b) an adult, that is someone 18 years of age or older, who is a Canadian citizen or lawfully admitted to Canada for permanent residence;

c) a corporation, incorporated or continued by or under the *Business Corporations Act* (Alberta), *Companies Act* (Alberta) or *Societies Act* (Alberta) or any other enactment or registered under Part 21 of the *Business Corporations Act* (Alberta) or Part 9 of the *Companies Act* (Alberta); or

d) a partnership, registered under the *Partnership Act* (Alberta).

10.1.4 An applicant who is a:

a) partnership, includes each partner;

b) corporation, includes the officers and directors of the corporation; and

c) volunteer executive of a Bingo Association, includes each member of the executive.

10.1.5 In this section, a community refers to:

a) municipality as defined under the *Municipal Government Act* (Alberta), meaning:

i) a city, town, village, summer village, municipal district or specialized municipality;

ii) a town under the *Parks Towns Act* (Alberta); or

iii) a municipality formed by special Act.

b) a Metis Settlement established under the *Metis Settlement Act* (Alberta); or

c) an Indian reserve as determined by the Department of Indian Affairs (Canada) located within the provincial boundaries of Alberta.

10.1.6 In this section, a council refers to the council of:

a) a city, town, village, summer village, municipal district or specialized municipality;

b) a town under the *Parks Towns Act* (Alberta);

c) a municipality formed by special Act;

d) a Metis Settlement established under the *Metis Settlement Act* (Alberta); or

e) an Indian reserve as determined by the Department of Indian Affairs (Canada) located within the provincial boundaries of Alberta.

10.1.7 In this section, a specified market area refers to a Tourism Destination Region (TDR) as defined by Travel Alberta which include:

a) Alberta North;

b) Edmonton and area;

c) Alberta Central;

d) Canadian Rockies;

e) Calgary and area;

f) Alberta South; or

g) any other specified market area as determined by the AGLC.

10.1.8 Facility Licence applicants must bear all costs (from non-gaming funds), as associated with their interest in, or application for, a Facility Licence.

10.1.9 The AGLC will not assume any of the costs, expenses or liabilities associated with an applicant's interest in obtaining a Facility Licence.

10.1.10 The Board may consider the views of the community including the views, if any, expressed by a council in relation to a proposed Facility Licence application and may refuse to issue a licence at anytime throughout the process if the Board is of the view that the community is not in favour.

10.1.11 The AGLC will not consider applications for a Facility Licence in a community where a Facility Licence has been rejected by the Board because of lack of community support, for two years after the notice of rejection was sent to the applicant.

SUBJECT: STEP ONE: INQUIRY

POLICY

10.2.1 An applicant initiates the application process for a new Facility Licence by informing the AGLC of its interest to operate a proposed new Licensed Facility in a community in the province.

10.2.2 The AGLC will request a signed letter from the applicant which must contain information including but not limited to the following:

a) name of the applicant;

b) nature of the applicant's current business, if any;

c) location of the applicant's current business operation, if any;

d) the location within a community for the proposed new facility; and

e) services and equipment the applicant proposes to supply.

10.2.3 The AGLC will provide information related to the application process and requirements respecting a Facility Licence.

10.2.4 If after reviewing the information provided, the applicant wishes to pursue a Facility Licence, the applicant must submit in writing to the AGLC a valid Expression of Interest including, but not limited to, information and an initial deposit as follows:

a) whether the application is for a Class A or Class B Facility Licence, as defined in Subsection 3.3.2 of these Policies;

b) anticipated benefits of the proposed new facility to charitable groups including the estimated financial returns to eligible charities;

c) estimated impact of the proposed new facility on existing licensed charitable gaming facilities in the community and specified market area;

d) charitable demand for the proposed new facility in the community and specified market area, including:

i) a list of charitable and religious organizations that would be served by the proposed new facility (the allowable number of bingo Events per week in a Licensed Facility is based on demonstrated charitable demand, see Subsection 3.14.1);

ii) an estimate of the number of charitable Volunteers or charity workers available to those charitable and religious organizations to be served by the proposed new facility;

e) market demand for the proposed new facility in the community and specified market area based on:

i) the market area and population base served;

ii) market studies, forecasting methodology and assumptions;

iii) revenue projections for Bingo Games, related activities, and non-gaming activities, for example, concession;

f) proposed size, location, player seating capacity and development timeline for the proposed new facility;

g) proposed specific gaming activities to be offered in the bingo facility including a draft bingo program containing the information stated in Subsection 5.1.4;

h) suitability of the proposed new facility or location including the impact on parking and traffic flow;

i) relevant experience, training and credentials of the applicant;

j) feasibility of the proposed new facility, including:

i) fixed costs, such as debt service and depreciation;

ii) operational costs, such as salaries and benefits, leases, utilities, supplies, equipment, maintenance, advertising, and taxes;

iii) cash flow and profit projections (also see Subsection 8.3.3);

iv) risk assessment;

k) understanding of relevant federal and provincial legislation, regulation, policy (including these Policies), standards and municipal bylaws (including zoning and development requirements);

l) proof of the applicant's right or option to own, occupy or otherwise control (i.e., lease agreement or certificate of title):

i) the land where the proposed new facility is to be situated, or

ii) the existing building or premises where the new facility is proposed to be located;

m) a statement describing the current zoning or land use designation of the proposed location for the proposed new facility and, if re-zoning is required by the community, the applicant's consultation plan to ascertain surrounding property owners' reactions and concerns;

n) a preliminary disclosure of personal and business information to be provided on a form supplied by the AGLC;

o) a security clearance; and

p) respecting a proposed Class B Licensed Facility, a certified cheque in the amount of $5,000.00 as an initial deposit payable to the Alberta Gaming and Liquor Commission; these funds, or any additional funds requested by the AGLC will be used as required to cover the cost of conducting the Due Diligence Investigation.

10.2.5 The AGLC does not require municipal land use, zoning and development approval for an Expression of Interest to be deemed valid. Applicants should defer seeking appropriate municipal approvals until advised in writing by the AGLC as provided for in Subsection 10.9.2.

10.2.6 An applicant who has submitted an Expression of Interest will be advised as to whether their submission is determined to be valid or reasonable by the AGLC, based on an initial assessment by the AGLC of:

a) completeness and accuracy of information in the submission;

b) intent of the applicant;

c) prima facie (on the face of it) feasibility of the proposed new facility; and

d) eligibility of the applicant to hold a Facility Licence.

10.2.7 An Expression of Interest deemed to be valid by the AGLC is not based on a definitive analysis of the feasibility of a bingo facility in the community, nor does it assure the level of success or support of a proposed new facility in the community. Moreover, an Expression of Interest deemed to be valid must not be considered or promoted as an endorsement by the AGLC of a bingo facility in a community.

10.2.8 With a valid Expression of Interest, Step Two: Notice of Expressed Interest may be initiated.

10.2.9 If the submitted Expression of Interest is deemed by the AGLC not to be valid, it will be rejected and the application process shall conclude.

10.2.10 The applicant who submitted an Expression of Interest that has been withdrawn by the applicant or deemed not valid by the AGLC:

a) will be advised in writing of the AGLC's decision and reason(s);

b) respecting a proposed Class B Licensed Facility, will have the balance of their deposit of $5,000.00 returned; and

c) the AGLC will not consider the applicant for a Facility Licence in the community for a period of at least two years unless otherwise directed by the Board.

SUBJECT: STEP TWO: NOTICE OF EXPRESSED INTEREST

POLICY

10.3.1 This step is intended to encourage the best possible proposal by allowing interested parties in a community an opportunity to make an application.

10.3.2 The AGLC will initiate a Notice of Expressed Interest for a bingo facility determined by the location of a community identified in a valid Expression of Interest from Step One.

10.3.3 Following from Subsection 10.2.8, other interested parties will be given an opportunity to express interest in developing a bingo facility in a specified community identified in a valid Expression of Interest from Step One.

10.3.4 The AGLC must advise the Board of its intent to initiate Step Two: Notice of Expressed Interest prior to undertaking further action in this step.

10.3.5 The AGLC will advise all the councils located within the specified market area, through the council's chief administrative officer or municipal clerk or equivalent, about the interest being expressed to develop a bingo facility in the specified market area.

10.3.6 Following from Subsection 10.2.8, the AGLC will issue a Notice of Expressed Interest, as provided in Subsection 10.3.3, to accept Expressions of Interest for a bingo facility from other interested parties ("applicants").

10.3.7 A Notice of Expressed Interest will:

a) identify the community in which the proposed new facility is to be located;

b) be advertised by the AGLC:

i) where possible, in at least three issues within two consecutive weeks in a newspaper(s) published and circulated in the community identified in a valid Expression of Interest from Step One; and

ii) in at least three issues within two consecutive weeks in a newspaper(s) circulated in the communities within the specified market area;

c) be released on the electronic tendering and competitive bid service used by the AGLC.

10.3.8 Interested parties will be allowed a period of up to 90 days to submit applications in response to the Notice of Expressed Interest after the notice is first advertised as provided for in Subsection 10.3.7.

10.3.9 Each Expression of Interest for a Licensed Facility must contain information as described in Subsection 10.2.4 and, in the case of an Expression of Interest for a Class B Licensed Facility, an initial deposit of $5,000.00 payable to the AGLC as indicated in Subsection 10.2.4 p).

10.3.10 Applicants must submit to the AGLC a valid Expression of Interest within the specified time period. Only the applicants who submit valid Expressions of Interest in this step or Step One must be considered for a Facility Licence in the specified market area described in the Notice of Expressed Interest.

10.3.11 Expressions of Interest are deemed to be valid as provided for in Subsection 10.2.6.

10.3.12 An Expression of Interest withdrawn by an applicant or deemed not to be valid will be rejected, and the applicant who submitted it:

a) will be advised by the AGLC in writing as to its decision and reason(s);

b) will, in the case of an Expression of Interest for a Class B licence, have the balance of their deposit of $5,000.00 returned; and

c) the AGLC will not consider the applicant for a Facility Licence in the community for a period of at least two years unless otherwise directed by the Board.

10.3.13 The AGLC will not consider applications for a Facility Licence in a specified market area for two years after a Notice of Expressed Interest has been issued for that market area unless otherwise directed by the Board.

SUBJECT: STEP THREE: INITIAL ASSESSMENT

POLICY

10.4.1 Following from Subsection 10.3.8, an Initial Assessment allows the AGLC to determine whether a new bingo facility in a community within a specified market area has merit.

10.4.2 The concept of a bingo facility may be deemed by the AGLC to have merit if a valid Expression of Interest respecting the facility meets basic criteria related, for example, to feasibility, benefits to charitable groups and market demand.

10.4.3 The concept of a bingo facility may be deemed by the AGLC to have merit if it can be shown, among other things, that:

a) the Proceeds to charities from charitable Events held in the proposed new facility will be comparable to and competitive with those generated in other bingo facilities in the province;

b) a significant proportion of the expected gross gaming revenue to be generated by the proposed new facility will be new gaming revenue, and will not be drawn from other existing or proposed bingos;

c) the profitability and viability of existing bingos or approved bingos (an approved bingo refers to an application approved for a Facility Licence subject to meeting the outstanding requirements, as provided for in Subsection 10.9.3) in the same community or specified market area are not significantly compromised; and

d) the proposed new facility would meet or exceed the bingo facility standards and operating requirements as set forth in these Policies.

10.4.4 An Initial Assessment by the AGLC which deems that a proposed new facility in a community within a specified market area has merit is not based on a definitive analysis of the feasibility of a proposed new facility in the community, nor does it assure the level of success or support of a proposed new facility in the community. Moreover, an initial assessment deemed to have merit must not be considered or promoted as an endorsement by the AGLC of a proposed new facility in a community.

10.4.5 If the AGLC deems the concept of a proposed new facility in the specified market area to have merit Step Four: Community Support may be initiated.

10.4.6 If the AGLC deems the concept of a proposed new facility in the specified market area does not have merit, the AGLC will recommend to the Board that the process conclude and no further consideration be given to a new facility in the community for a period of two years. Unless otherwise directed by the Board, the AGLC will:

a) notify the applicants who submitted a valid Expression of Interest of its decision and reason(s); and

b) in the case of an valid Expression of Interest for a Class B licence, return the balance of the deposit of $5,000.00 to the applicants.

10.4.7 The AGLC will advise all councils in the specified market area, through the council's chief administrative officer or municipal clerk or equivalent, of the outcome of Step Three: Initial Assessment.

SUBJECT: STEP FOUR: COMMUNITY SUPPORT

POLICY

10.5.1 Following from Subsection 10.4.5, the AGLC will consider community support, or lack thereof, as expressed by the council for the concept of a new bingo facility in the community.

10.5.2 The AGLC must advise the Board of its intent to formally notify the council of the requirements in Step Four: Community Support prior to undertaking further action respecting the application.

10.5.3 The AGLC will then formally notify the council, through the council's chief administrative officer or municipal clerk or equivalent, that it has deemed the concept of a new bingo facility in the community to have merit. The AGLC will advise the council of:

a) the name of the applicant(s); and

b) the location(s) of the proposed bingo facility.

10.5.4 The council's expressed support, or its lack of expressed support, for the concept of a new bingo facility in its community will be considered by the AGLC.

10.5.5 Expressed support means a resolution of council in support of, or not opposed to, the concept of a new bingo facility in its community.

10.5.6 Lack of expressed support means a council resolution withholding expressed support or rejecting the concept of a new bingo facility.

10.5.7 The AGLC will not consider any conditions placed on or attached to a council resolution respecting the concept of a new bingo facility in the community.

10.5.8 The AGLC will provide the Board any written submission of the council regarding the council's expressed support, or lack of expressed support, for the concept of a new bingo facility in the community. If the council is silent and there is no significant demonstrated opposition respecting the concept of a new bingo facility in the community, the Board at its discretion may decide to continue the application process.

10.5.9 Following from Subsection 10.5.8, if the Board at its discretion decides to continue the application process, Step Five: Acceptance of Proposals may be initiated.

10.5.10 Following from Subsection 10.5.8, if the Board at its discretion decides to conclude the application process, the process to consider a Facility Licence in the specified market area must conclude and no further consideration will be given to a proposed new bingo facility in the community for a period of two years unless otherwise directed by the Board. The applicants who provided a valid Expression of Interest:

a) will be advised by the AGLC in writing as to the reason(s) for the process concluding; and

b) will, in the case of applicants who provided a valid Expression of Interest for a Class B Facility Licence, have the balance of their deposit of $5,000.00 returned.

SUBJECT: STEP FIVE: ACCEPTANCE OF PROPOSALS

POLICY

10.6.1 With the Board's approval to continue the application process under Subsection 10.5.9 in Step Four, the applicant(s) who submitted valid Expressions of Interest will be invited to provide a final submission including information as set out in Subsection 10.7.6.

10.6.2 The applicant(s) referred to in Subsection 10.6.1 must complete a final Bingo Facility Licensing Application Package ("final package") provided by the AGLC.

10.6.3 Only applicants who provided a valid Expression of Interest in Step One or Step Two may be eligible to complete a final package in support of a Facility Licence in a community within the specified market area.

10.6.4 Applicants are required to issue a public notice of their application for a Facility Licence in the specified market area. The advertisement must:

a) meet the content and format requirements specified by the AGLC;

b) specify the address within the community in which the proposed new facility is located; and

c) be published as set out in Subsection 10.3.7.

10.6.5 Following from Subsection 10.6.4 the applicant must submit to the AGLC a copy of the complete newspaper pages containing the advertisements as part of their final package as provided for Subsection 10.6.2.

10.6.6 The AGLC will accept completed final packages for a specified period of time (no less than 60 days) after it has sent the final packages to the applicants as identified in Subsection 10.6.3.

10.6.7 The application process must conclude if none of the applicant(s) submits a completed final package within the period of time specified in Subsection 10.6.6. The parties will be advised of the AGLC's decision to conclude the process and its reasons, and the balance of their deposits will be returned to them.

10.6.8 If the AGLC receives one or more complete and accurate final packages for a new Facility Licence within the specified period of

time, and there is no significant demonstrated opposition respecting the proposed new facility in the community, Step Six: Applicant Selection may be initiated.

10.6.9 The AGLC will advise all councils, through the council's chief administrative officer or municipal clerk or equivalent, in the specified market area of the outcome of Step Five: Acceptance of Proposals.

SUBJECT: STEP SIX: APPLICANT SELECTION

POLICY

10.7.1 Following from Subsection 10.6.8, applicants for Facility Licences are evaluated using facility standards and operating requirements set out in Sections 3 and 9 and elsewhere in these Policies. The AGLC may recommend one or more suitable applicants to the Board based on the evaluation.

10.7.2 The evaluation of applicants will be conducted by a Bingo Facility Applicant Evaluation Committee ("committee") internal to the AGLC.

10.7.3 The members of the committee will be designated by the AGLC and comprise senior staff of the AGLC. As the AGLC deems appropriate, the committee may obtain assistance in conducting the evaluation from external sources, such as consultants.

10.7.4 None of the members of the committee may be or appear to be in a conflict of interest in fulfilling his or her duties as a member of the committee.

10.7.5 No person, group of persons, society, company, corporation or affiliated corporations will be permitted to control the bingo gaming industry in the province. This requirement is made in the interest of maintaining a viable and effective charitable gaming model for bingo gaming. Control of the bingo gaming industry in this case means owning or controlling more than 10% of the total number bingo facilities operating in the province.

10.7.6 Applicants will be evaluated based on:

a) Information related to the proposed new facility, including but not limited to:

i) a business plan;

ii) a marketing plan;

iii) a vision statement;

iv) projected operation costs;

v) revenue forecasting methodology and assumptions;

vi) pro forma financial statements;

vii) the legal structure of the applicant or business entity, names of the owners and proposed officers, directors,

shareholders, and other key persons associated with the applicant and proposed new facility;

viii) proposed physical attributes, location and site plan, blueprints, description and theme, dimensions and general site standards, layout, occupancy limit, constructions costs and schedule;

ix) proposed security features, including surveillance equipment and coverage in the facility, intrusion and hold-up alarms, secured rooms and storage, emergency provisions;

x) proposed gaming activities to be conducted in the proposed new facility;

xi) business entity equity and debt position, and source of funds to finance the proposed new facility;

xii) financial controls and systems, including organization structure;

xiii) positions for Volunteers and Paid Staff during bingo Events;

xiv) in the case of a proposed Class A Licensed Facility, a copy of the lease agreement, if applicable;

xv) understanding of and compliance with the relevant provincial and federal legislation, regulation, policy (including these Policies) and municipal bylaws (including zoning and development requirements); and

xvi) related experience of the applicant and their associates.

b) The applicant must demonstrate to the AGLC that the proposal takes into consideration factors that may impact on the community and adjacent communities, including but not limited to the following:

i) anticipated impact upon other existing or approved charitable gaming facilities in the community;

ii) proximity to public or community facilities, including schools, churches, etc.;

iii) an explanation of the measures to be taken to address problem gambling, for example, how bingo gaming activities will be delivered in a socially responsible manner;

iv) estimated economic impact on the community, for example, number of new jobs created, impact on other businesses in the community, etc.;

v) impact on policing in the community; and

vi) impact on parking and traffic flow.

10.7.7 An applicant and those associated with the applicant will be subject to a process of Due Diligence in Step Seven: Investigation.

10.7.8 If none of the applicants meets the requirements, the application process must conclude and no further consideration will be given to a proposed new Licensed Facility in the community for a period of two years unless otherwise directed by the Board. The applicant(s) will be:

a) advised of the AGLC's decision and reason(s); and

b) in the case of an applicant for a Class B Facility Licence, the balance of their deposit of $5,000.00 will be returned to them.

SUBJECT: STEP SEVEN: INVESTIGATION

POLICY

10.8.1 Following from Subsection 10.7.7, a thorough Due Diligence Investigation ("investigation") is conducted into an applicant selected in Step Six: Applicant Selection and any other key persons associated with the applicant selected in Step Six. The Due Diligence process will depend on whether the application is for a Class A or Class B Facility Licence:

a) The Class A Facility Licence applicant (Executive Officers) must submit the completed form entitled "Bingo Facility Licence Application - Executive Officers Particulars"

b) The Class B Facility Licence applicant is subject to the Due Diligence process as prescribed in Subsection 3.2.

10.8.2 The investigation is to ensure criminal interests, or those who otherwise would be a detriment to the integrity or lawful conduct of gaming in the province, are prevented from obtaining a Facility Licence.

10.8.3 An applicant's employee means:

a) the manager of the proposed new facility; and

b) any position specified in AGLC Policy as related to the business proposed by the applicant.

10.8.4 An applicant's associates means:

a) any person who has a financial interest in the applicant, in the applicant's business, or in the proposed new facility specified in the application. For the purposes of this section, financial interest is defined in Section 1(1)(e) of the Gaming and Liquor Regulation (Alberta);

b) if the applicant is an individual or partnership in which one or more of the partners is an individual:

i) the spouse of the individual;

ii) any relative of the individual or the spouse referred to in subclause i) if the relative has the same residence as the individual;

iii) any corporation controlled by the individual, the corporation's officers and directors and any person that has a financial interest in the corporation; and

iv) any corporation that is affiliated with the corporation referred to in subclause iii), the affiliated corporation's officers and directors, and any person having a financial interest in the affiliated corporation;

c) if the applicant is a corporation or a partnership in which one or more of the partners is a corporation, any other corporation that is affiliated with the applicant's corporation, the affiliated corporation's officers and directors, and any person that has a financial interest in the affiliated corporation.

10.8.5 A corporation is controlled by a person if:

a) securities of the corporation to which are attached more than 50% of the votes that may be cast to elect directors of the corporation are controlled, other than by way of security only, directly or indirectly by that person; and the votes attached to those securities are sufficient, if exercised, to elect a majority of the directors of the corporation; or

b) the person has in relation to the corporation any direct or indirect influence which, if exercised, would result in control in fact of the corporation.

10.8.6 The corporation is affiliated with another corporation if:

a) one of the corporations controls the other; or

b) both of the corporations are controlled by the same person or group of persons.

10.8.7 A spouse of a person includes a man or woman who is legally married to that person or, although not legally married to the person, has lived and cohabited with the person as the person's spouse.

10.8.8 The AGLC must conduct a records check to determine whether the applicant or any person associated with the applicant:

a) has within the five (5) years prior to the submission of the application, been charged with or convicted of:

i) 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

ii) an offence under a foreign act or regulation that, in the Board's opinion, is substantially similar to a provision referred to in an offence referred to in subclause i);

b) has at any time been charged with or convicted of:

i) 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

ii) 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) 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 may be detrimental to the orderly or lawful conduct of activities authorized by a liquor licence or a registration relating to liquor, or

c) 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.

10.8.9 If the applicant meets the requirements of the Investigation, Step Eight: Licensing may be initiated.

10.8.10 If the applicant fails to meet the requirements of the investigation, the application is rejected. Other application(s) are then subject to investigation as directed by the Board; if there are no other applications, the process must conclude and no further consideration will be given to a proposed new facility in the community for a period of two years unless otherwise directed by the Board. The applicant(s) will:

a) be advised of the AGLC's decision and reason(s); and

b) in the case of an applicant of a Class B Facility Licence, have the balance of their deposit of $5,000.00 returned to them.

SUBJECT: STEP EIGHT: LICENSING

POLICY

10.9.1 Following from Subsection 10.8.9, the AGLC will make a recommendation to the Board respecting the issuing of a Facility Licence to an applicant.

10.9.2 If the Board approves a recommendation to proceed with the issuing of a Facility Licence, the AGLC will advise the successful applicant in writing that they will be issued a Facility Licence subject to meeting all the outstanding requirements (provincial and federal legislation, regulation, policy – including these Policies as well as municipal requirements - including municipal zoning and development). The applicant should refer to Sections 3 and 9 of these Policies to determine whether there are any outstanding items to be submitted.

10.9.3 If all the requirements for a bingo Facility Licence (provincial and federal legislation, regulation, and policy – including these Policies, as well as municipal requirements - including zoning and development) are met by the applicant, the Board may issue a Facility Licence to the successful applicant.

10.9.4 The Board may refuse to issue a Facility Licence to an applicant if in its opinion the applicant has misled the AGLC or the Board, or provided inaccurate or incomplete information.

10.9.5 The Board may refuse to issue a Facility Licence to an applicant if the Board is satisfied the applicant, or any of the applicant's employees, associates or persons with connections to the applicant:

a) fails to pass a records check;

b) is a person who has not acted or may not act in accordance with the law, with honesty or integrity or in the public interest, having regard to the past conduct of the person;

c) would be a detriment to the integrity or lawful conduct of gaming activities or provincial lotteries;

d) is a person whose background, reputation and associations may result in adverse publicity for the gaming industry in Alberta; or

e) would be a detriment to the lawful manufacture, import, purchase, sale, provision, transport, possession, storage, use or consumption of liquor.

10.9.6 The Board may refuse to issue a Facility Licence to an applicant if the Board is satisfied the applicant, any of the applicant's employees or any of the applicant's associates has within the five (5) years prior to the submission of the application contravened:

a) the Act or the Regulations;

b) a predecessor of the Act or the Regulations; or

c) a condition imposed on a licence or registration issued or made under the Act or a predecessor of the Act.

10.9.7 The Board may refuse to issue a Facility Licence to an applicant if, within five (5) years prior to the submission of the application a licence or registration issued or made under the Act or predecessor of the Act or a foreign licence or registration of the applicant, any of the applicant's employees or any of the applicant's associates has been cancelled or suspended by the issuing authority.

10.9.8 The Board may refuse to issue a Facility Licence to an applicant if, within five (5) years prior to the submission of an application the applicant, any of the applicant's employees or any of the applicant's associates has been refused a foreign licence.

10.9.9 The Board may refuse to issue a Facility Licence to an applicant if the Board is of the view that the community does not support a proposed new facility in a community.

10.9.10 Notwithstanding Subsections 10.9.4 through 10.9.9, the Board may refuse to issue a Facility Licence.

10.9.11 Pursuant to Section 14 of the *Gaming and Liquor Regulation* (Alberta), a Facility Licence may not be issued unless the Board is satisfied the applicant has the right to occupy and control the facility for which the application is made.

10.9.12 If a Facility Licensee, through bankruptcy or operation of law, becomes dispossessed of the business under which the activities authorized by the licence are carried out, the Facility Licence is cancelled. The Board may issue a Facility Licence to a person to carry

on the activities authorized by the cancelled licence, subject to any conditions included in the licence.

10.9.13 The Board must consider any objection made respecting a Facility Licence application, and advise the person who made the objection as to the Board's decision in the matter (see Subsection 10.10 for the objection process).

10.9.14 Prior to a Facility Licence being issued, the applicant must:

a) demonstrate compliance with all provincial and federal legislation, regulation, and policy (including these Policies), and with municipal requirements, and produce any permits, licences or authorizations necessary to operate; and

b) produce a copy of an executed lease, rental agreement or certificate of title or other acceptable proof of right to occupy and control the premises; in the case of a sale of existing licensed premises, a completed agreement of sale document relative to the premises to be licensed.

10.9.15 If an application is rejected, the applicant will be advised by the AGLC in writing as to the reason(s). Other applicants, if any, will be considered and subject to Step Seven: Investigation. If there are no other applicants, the process must conclude and no further consideration will be given to a proposed new facility in the community for a period of two years unless otherwise directed by the Board.

10.9.16 If a Facility Licence is issued to an applicant, the unsuccessful applicants, if any, will be notified by the AGLC in writing as to:

a) the AGLC's decision and reason(s); and

b) in the case of applicants for a Class B Facility Licence, the balance of their deposit of $5,000.00 will be returned to them; and

c) the right to request a hearing into the matter.

SUBJECT: LICENCE OBJECTIONS

POLICY

10.10.1 The AGLC will post all applications for the following types of licences on its website at aglc.ca:

a) gaming Facility Licence for a new facility; and

b) relocations of existing licensed premises.

10.10.2 The following information will be posted on the AGLC website:

a) name of the applicant;

b) name of the proposed facility;

c) municipal address of the proposed facility;

d) licence(s) applied for; and

e) the date that a written objection must be received by the AGLC.

10.10.3 All objections must be submitted in writing and received by the AGLC within 14 calendar days from the date the expression of interest is posted on the AGLC website in order for the objection to be considered during the current licensing process.

10.10.4 The applicant will be notified in writing of all objections received.

10.10.5 The applicant will be given 14 days from the date of notification to respond in writing to the objection; an extension may be requested by the applicant. No licence(s) will be issued until the objection and the applicant's response, if any, have been considered by the Board.

10.10.6 The applicant and the person(s) filing the objection will be advised in writing of the Board's decision.

10.10.7 If no objections to the issue of a licence are received within the 14 calendar days the AGLC will continue with the licensing process.

Existing Licensed Facilities

10.10.8 For existing Licensed Facilities only written objections received by the AGLC at least 90 days prior to the expiration of the current licence will be provided to the Board for consideration.

10.10.9 The applicant will be notified in writing of all objections received.

10.10.10 The applicant will be given 14 days from the date of notification to respond in writing to the objection; an extension may be requested by the applicant. No licence(s) will be issued until the objection and the applicant's response, if any, have been considered by the Board at the earliest possible date.

10.10.11 The applicant and the person(s) filing the objection will be advised in writing of the Board's decision.

10.10.12 If no objections to the issue of a licence are received within the 90 calendar days prior to the expiration of the current licence the AGLC will continue with the licensing process.

10.10.13 Where there is a sale, transfer or change in control of an existing Licensed Facility, and an objection to the issue of a new licence is received, the Board will not consider the objection during the approval process of the sale, transfer or change in control.

NOTE: If an objection is received for an existing Licensed Facility which is subject to a sale, transfer or change in control, the objection will be handled by the AGLC in a similar manner to other existing Licensed Facilities as specified in Sections 10.10.8 – 10.10.12.

Other Gaming Licence(s)/Registrations

10.10.14 If any written objection to an application for a gaming licence or registration not referred to above is received by the AGLC, the following Policies apply:

a) The applicant will be notified in writing of all objections received.

b) The applicant for the licence/registration will be given 14 days from the date of notification to respond to the objection. An extension may be requested by the applicant; and

c) The objection and the applicant's response, if any, will be submitted to the Chief Executive Officer (CEO) of the AGLC for consideration. Should an objection to the issue of a licence/registration be received by the AGLC without sufficient time to consider the objection, a new licence/registration may be issued and the objection will be considered by the CEO at the earliest possible date.

Objections Received Past Specified Deadlines

10.10.15 Any objection to an application for a licence/registration received after the specified time frames noted above will not be taken into consideration. The objector(s) will be advised accordingly.

SUBJECT: GENERAL

POLICY

11.1.1 Bingo Facility Licensees, bingo licensees (licensed charitable organizations) and Registered Gaming Workers are required to cooperate fully with AGLC Inspectors and police officers attending at a bingo 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.

11.1.2 Every police officer, as defined in the *Police Act*, is an Inspector for the purposes of the *Gaming and Liquor Act*.

11.1.3 To ensure compliance with the *Gaming and Liquor Act*, the *Gaming and Liquor Regulation*, and Board Policies, an AGLC Inspector:

a) must be given full and unrestricted access to all areas of a bingo facility;

b) may take reasonable samples of gaming supplies;

c) may inspect, audit, examine and make copies of records, documents, books of account and receipts relating to a gaming activity, a Facility Licence or gaming supplies or may temporarily remove any of them for those purposes. Inspectors and officials of the AGLC must provide the Facility Licensee with a receipt for any items removed at the time of removal or as soon as possible after their removal;

d) may interview the licensee or agents of the licensee with regard to any of the records, documents, books of account and receipts;

e) may interview and request identification from any person who appears to be under the age of 18 years who appears to be a Minor who is found outside of the Licensed Facility if the Inspector has reasonable grounds to believe that the person is contravening or has contravened the *Gaming and Liquor Act*; and

f) may seize identification from any person interviewed if the Inspector has reasonable grounds to believe that the identification is false or has been altered.

11.1.4 Inspectors carry AGLC photo identification and a badge while on duty. Licensees and registrants should request proof of identification prior to providing information or access.

11.1.5 Inspectors visit Licensed Facilities to:

a) ensure compliance with legislation and operating standards;

b) confirm that no changes have been made that affect compliance with the Facility Licence;

c) provide advice to Licensed Charities or Facility Licensees and bingo workers who wish to apply for a licence, licence amendment, program amendment or registration;

d) investigate complaints;

e) conduct information seminars; and

f) respond to requests from registrants or Facility Licensees to discuss operational concerns.

11.1.6 Inspectors will work with Licensed Charities, Facility Licensees and registrants to assist them in meeting operating standards.

11.1.7 Where an Inspector has reasonable grounds for believing that a violation of the *Gaming and Liquor Act*, the *Gaming and Liquor Regulation* or Board Policy has occurred, the Inspector has the authority to ask the Licensed Charity, Facility Licensee or registrant to correct the situation by appropriate means.

11.1.8 Reports of alleged violation(s) or potential problems received from the police, fire, health, other government agencies or the general public regarding a Licensed Facility must be investigated and may result in an Incident Report.

11.1.9 An Inspector will prepare an Incident Report setting out the details of an alleged violation(s) and all Incident Reports must be dated when the investigation is finalized.

SUBJECT: INCIDENT REPORTS AND HEARINGS

POLICY

11.2.1 An Incident Report setting out the circumstances of an alleged violation will be submitted to the Vice President, Compliance and Social Responsibility. A copy must be given to the Facility Licensee or Licensed Charity, as appropriate, within ten working days of the Incident Report being completed.

11.2.2 The Vice President may refer an Incident Report to the Board for review and decision where circumstances warrant.

11.2.3 The Board must decide whether to hold a hearing based on an Incident Report.

11.2.4 A licensee or registrant may apply to the Board for a hearing if the Board has, without a hearing in respect of that licensee or registrant:

a) made an order under section 91, 91.1(2) or 92 of the *Gaming and Liquor Act*,

b) imposed conditions on the licence under section 38(3) or 61(3) of the *Gaming and Liquor Act*, or

c) imposed conditions on the registration under the regulations.

11.2.5 A person who is refused a licence or registration by the Board without a hearing may apply to the Board for a hearing.

11.2.6 A person whose gaming terminals or gaming supplies have been seized under section 95 or 106 of the *Gaming and Liquor Act* may apply to the Board for a hearing.

11.2.7 An applicant for a hearing must apply in writing to the Board within 30 days after receiving notice of the matter in respect of which a hearing is requested, or a longer period as the Board permits.

11.2.8 The application must describe the matter in respect of which a hearing is requested and set out the reasons for making the application.

11.2.9 Within 60 days after receiving an application, the Board must conduct a hearing and give the applicant an opportunity to make representations to the Board.

11.2.10 The hearing file will be available for review by the Facility Licensee or Licensed Charity, as appropriate, on the day of the hearing. Advance viewing may be arranged with the Board Office.

11.2.11 After a hearing under this section, the Board may by order:

a) confirm the original order or decision,

b) replace the order or decision with another order or decision made in accordance with the authority for the order or decision,

c) cancel the original order or decision, or

d) in the case of a hearing applied for under Subsection 11.2.6 above, confirm the seizure and declare the goods forfeited to the AGLC or direct that any or all of the seized goods be returned.

11.2.12 The Board must provide the applicant with a copy of its order and written reasons.

11.2.13 A decision of the Board under the *Gaming and Liquor Act* is final.

SUBJECT: DISCIPLINE WITHOUT A HEARING

POLICY

11.3.1 Pursuant to Section 91(2) of the *Gaming and Liquor Act*, the Board may do any one or more of the following with or without a Board hearing:

a) issue a warning;

b) impose conditions on the licence or registration or rescind or amend existing conditions on the licence or registration;

c) impose a fine of not more than $200,000 and refuse to issue or reinstate the licence or a registration until the fine is paid; or

d) suspend or cancel the licence or registration.

11.3.2 Where the Board has taken action without a hearing, and a hearing is requested, the hearing will be scheduled as soon as possible.

SUBJECT: WAIVER OF BOARD HEARING WITNESSES

POLICY

11.4.1 The Board must determine whether witnesses are required, or whether the licensee or registrant will be offered an opportunity to waive the requirement for witnesses to attend specific Board hearings.

11.4.2 If provided the opportunity, the option to waive a witness from attending a Board hearing regarding an Incident Report is at the discretion of the Facility Licensee, Licensed Charity or registrant, as appropriate.

11.4.3 Where there is no dispute as to the contents of the Incident Report and the licensee or registrant signs the Waiver of Board Hearing Witnesses, the licensee or registrant is agreeing to the facts in the Incident Report, and witnesses will not be called to the Board hearing.

11.4.4 Witnesses may be called to deal with matters not covered in the Incident Report, regardless of the waiver decision.

11.4.5 When a signed Waiver of Board Hearing Witnesses is received, the licensee or registrant will be contacted prior to the Board hearing, to determine if they wish to be present and make representations at the Board hearing or if they will submit a written presentation to the Board and not personally attend the hearing.

SUBJECT: CONSENT TO PROPOSED BOARD DECISION

POLICY

11.5.1 A licensee or registrant may accept a proposed Board decision respecting disciplinary action (penalty) without a Board hearing, when the licensee or registrant does not dispute the circumstances in the Incident Report and is prepared to accept the proposed disciplinary action.

11.5.2 When the Board establishes a proposed disciplinary action the licensee or registrant must be advised by written notice including:

a) Notice of Proposed Board Decision;

b) Consent to Proposed Board Decision;

c) Incident Report;

d) Penalty Guidelines; and

e) Waiver of Board Hearing Witnesses.

11.5.3 Upon receipt of the Notice of Proposed Board Decision the licensee or registrant must review the material and complete the Consent to Proposed Board Decision (Form LIC/5198), electing to:

a) admit to the violation(s) contained in the Incident Report, accept the penalty on the Notice of Proposed Board Decision; or

b) admit to the violation(s) contained in the Incident Report, but proceed with a Board hearing as directed by the Board. The licensee or registrant may elect to waive the requirement for witnesses by also completing the Waiver of Board Hearing Witnesses; or

c) not admit to the violation(s) contained in the Incident Report and proceed with a Board hearing as directed by the Board with witnesses to be available.

11.5.4 The Consent to Proposed Board Decision must be completed and returned to the Board Office in St. Albert within seven (7) calendar days from the date the notice was received by the licensee or registrant, or a hearing will be convened.

SUBJECT: CONSENT TO PROPOSED BOARD DECISION

11.5.5 When a penalty decision involves a fine and/or a suspension, the dates of the suspension, the amount of the fine and the date the fine is to be paid by, must be included in the Notice of Proposed Board Decision.

11.5.6 When the Board stipulates that a Board hearing is to be held, the Board must also determine whether witnesses are required or whether the licensee or registrant will be offered an opportunity to waive the requirement for witnesses to attend the Board hearing.

SUBJECT: ADMINISTRATIVE SANCTIONS

POLICY

11.6.1 The Board has established Administrative Sanctions for specific violations of the *Gaming and Liquor Act*, *Gaming and Liquor Regulation* and Board policy. Penalties may vary from the listed sanctions at the discretion of the Board, depending on the circumstances of the violation.

SUBJECT: FORMS

POLICY

12.1.1 The following is a list of sample manual Event financial/inventory control forms as referred to in section 8.1.3 and 8.2.3:

a) Bingo Worker Sign In Sheet;

b) Special Games Controllers' Record/Reconciliation;

c) Special Game Sellers Card Control;

d) Paymaster's Sheet;

e) Bingo Chairperson's Cash & Deposit Reconciliation;

f) Ball Verification Sheet;

g) Cashier Sheet Inventory Issue & Sales Reconciliation/Register Reconciliation;

h) Caller Sheet (Replaces EMS Caller Summary Report);

i) Event Inventory Issuance/Return (Replaces EMS Inventory Issuance Report);

j) Event Summary;

k) Pull Ticket Inventory Sales (Deposit) Report;

l) Bingo Association or Bingo Society – Pull Ticket Inventory and Sales Record;

m) Bingo Association or Bingo Society – Monthly Pull Ticket Inventory Reconciliation; and

n) Bank Reconciliation Check List.

12.1.2 Discrepancy Reports

a) Discrepancy Report; and

b) Electronic Gaming Device Discrepancy Report.

12.1.3 Sample Incorporation Documents

12.1.4 Sample Lease Provisions

12.1.5 Update Form – Bingo Association Annual Update

12.1.6 Class A Bingo Association Requirements – Checklist

12.1.7 Sample Bingo Server Room Key Control Log

BINGO WORKER SIGN IN SHEET

Please Print Clearly

Bingo Facility Licensee/Licensed Group Information (Complete two forms for shared events)

Bingo Facility Licensee:		Date:			
Charity Name:		Bingo Licence:			
Volunteers Required:		Full Slot:		Shared Slot:	
Volunteers Provided:					

Facility licensee Paid Staff

Position	Name (Print)	Signature
Hall Advisor (Independent in Class B)		
Games Manager (Class B Only)		
Cashier #1		
Cashier #2 (If Approved)		
Assistant Advisor (If Approved)		
Caller		
Pull Ticket/Balls Seller		
Pull Ticket/Balls Seller		
Pull Ticket/Balls Seller		
Pull Ticket/Balls Seller		
Bingo Coordinator (Class A Only)		

Volunteer Information (It is the responsibility of the Bingo Chairperson to ensure this form is completed in full)

Operation of a bingo event is the sole responsibility of the licensee, it cannot be delegated. Only MEMBERS of the licensed group, as defined in their bylaws, SHALL WORK as volunteers in the positions of Bingo Chairperson, Special Games Controller, Paymaster in the cage area. As an option, the licensed charity may use outside help (non-members) on a volunteer basis to fill other positions as required, or continue to use only members in all positions. Charities whose members are disabled may accept outside volunteer help for all positions. BINGO WORKERS MAY NOT BE PAID FOR THEIR SERVICES.

The above is intended to allow licensees more flexibility in raising funds to support their approved charitable objectives. It is not intended to provide opportunities for groups who are not licensed to work a bingo event in return for a donation. When using non-members to work as volunteers, the individual(s) must be known to the licensee.

Continued on Back

Sample Volunteer Sign In (Refer to Volunteer Information Section on reverse side)

	Position In Licensed Group	PRINT Name	Signature	Member? Yes / No	Time In
1.	Chairperson *				
2.	Paymaster *				
3.	Special Game Controller *				
4.	Special Game Controller *				
5.	Special Game Controller*				
6.	Special Game Controller *				
7.	Volunteer Bingo Coordinator (Class A Only)				
8.	Floor Seller/Checker				
9.	Floor Seller/Checker				
10.	Floor Seller/Checker				
11.	Floor Seller/Checker				
12.	Floor Seller/Checker				
13.	Floor Seller/Checker				
14.	Floor Seller/Checker				
15.	Volunteer Pull Ticket/Balls Seller				
16.	Volunteer Pull Ticket/Balls Seller				
17.	Volunteer Pull Ticket/Balls Seller				
18.	Volunteer Pull Ticket/Balls Seller				
19.					
20.					
21.					
22.					
23.					
24.					
25.					
26.					
27.					
28.					

Required Event Paperwork

* Must be a Bona Fide Member of the Licensed Charity Club

SPECIAL GAME CONTROLLER'S RECORD / RECONCILIATION

Bingo Facility licensee: _____

Charity Name: _____ Date: _____

Name of Controller: _____ Game Type & No.: _____

Float Received *(To be completed prior to first game)* $ _____

Cards Received: _____ Colour: _____ Series: _____

VERIFICATION
(Signature)

Games Controller	Bingo Chairperson	Hall Advisor
_____	_____	_____

Cards may be single cards or sheets of multiple card faces (i.e. 3 up strip, 9 up strip etc)

RECONCILIATION

Cards		Cash	
Cards Received		Cards to Sellers	
Less: Cards to Sellers		Less: Cards Returned from Sellers	
Sub-Total		Cards Sold	
Add: Cards Returned by Sellers		Cash Required (Price per unit X units sold)	
Sub-Total		Less: Cash Received	
Less Cards Destroyed/Voided		Over / Short	
Total Cards Returned to Facility License		Less: Cash transfers to Chairperson	
		Or Paymaster	

_____ *(Signature)*
Hall Advisor

_____ (Signature)
Controller

Explanation for Overages or Shortages: _____

Float Returned $ _____

Game Controller Signature	Bingo Chairperson Signature
_____	_____

Completed Form Reviewed by Hall Advisor

Date	Signature
_____	_____

SPECIAL GAME SELLER CARD CONTROL

Bingo Facility Licensee: _____ Date: _____

Game Name: Charity: _____

Seller: _____ Name: _____ Seller: _____ Name: _____

Float Rec'd Start of Event _____ Float Ret'd End of Event _____ Float Rec'd Start of Event _____ Float Ret'd End of Event _____

Initial Out: _____ Initial In: _____ Initial Out: _____ Initial In: _____

Number Received	Initial	Voids	Number Returned	Initial	Sold	Actual Cash	Over / Short
TOT							

Number Received	Initial	Voids	Number Returned	Initial	Sold	Actual Cash	Over / Short
TOT							

****TOTAL EACH SELLER AS THEY CASH OUT****

Seller: _____ Name: _____ Seller: _____ Name: _____

Float Rec'd Start of Event _____ Float Ret'd End of Event _____ Float Rec'd Start of Event _____ Float Ret'd End of Event _____

Initial Out: _____ Initial In: _____ Initial Out: _____ Initial In: _____

Number Received	Initial	Voids	Number Returned	Initial	Sold	Actual Cash	Over / Short
TOT							

Number Received	Initial	Voids	Number Returned	Initial	Sold	Actual Cash	Over / Short
TOT							

PAYMASTER'S SHEET

Bingo Facility Licensee: _____

Charity: _____ Date: _____

Paymaster: _____

Morn: _____ Aft: _____ Eve: _____ LN: _____

GAMES SUMMARY

Game#	Payout Amount	Regular # ◦ $	Gold # ◦ $	Total Prize	Accumu-lated		Game #	Payout Amount	Regular # ◦ $	Gold # ◦ $	Total Prize	Accumu-lated
1		◦	◦				21		◦	◦		
2		◦	◦				22		◦	◦		
3		◦	◦				23		◦	◦		
4		◦	◦				24		◦	◦		
5		◦	◦				25		◦	◦		
6		◦	◦				26		◦	◦		
7		◦	◦				27		◦	◦		
8		◦	◦				28		◦	◦		
9		◦	◦				29		◦	◦		
10		◦	◦				30		◦	◦		
11		◦	◦				31		◦	◦		
12		◦	◦				32		◦	◦		
13		◦	◦				33		◦	◦		
14		◦	◦				34		◦	◦		
15		◦	◦				35		◦	◦		
16		◦	◦				36		◦	◦		
17		◦	◦				37		◦	◦		
18		◦	◦				38		◦	◦		
19		◦	◦				39		◦	◦		
20		◦	◦				40		◦	◦		

Game Type:					
	Prize	No. of Winners	Pay Per	Total Payout	Accumulated Payout
1					
2					
3					
4					
5					
6					
7					
8					
9					
Other Promotions					
Door Prizes					
King/Queen					
Other					

Bonanza #1	Prize	No.	Each	Payout
Bonanza #1				
Precall				
Blackout				
Consolation				
Bonanza #2				
Precall				
Blackout				
Consolation				
TOTAL BONANZA				

Total Cash Received $ _____
Total Payout $ _____
Total Returned $ _____
Over/Short $ _____
Over/Short Explanation _____
_____
_____
_____

Cash Received From Chairperson			
Time	Bingo Chair Initial	Paymaster Initial	Amount

_____ _____ _____
Bingo Chairperson Signature | Paymaster Signature | Hall Advisor Signature

PAYMASTER'S RECONCILIATION

Cash Received from Bingo Chairperson:

Time	Bingo Chairperson's Initials	Paymaster's Initials	Amount		
_____	_____	_____	_____	TOTAL	$_____
_____	_____	_____	_____		
_____	_____	_____	_____		

Less: Accumulated Payout *(From Games Summary, above)* $_____

Total Returned to Bingo Chairperson:

Time	Bingo Chairperson's Initials	Paymaster's Initials	
_____	_____	_____	$_____
		OVER/SHORT	$_____

OVER/SHORT Explanation:_____

_____

_____ _____ _____
Paymaster Signature | Bingo Chairperson Signature

BINGO CHAIRPERSON'S CASH & DEPOSIT RECONCILIATION

Bingo Facility Licensee: _____

Charity: _____ Date: _____

Morning: _____ Afternoon: _____ Evening: _____ Late Night: _____

Opening Float $_____

Add: Cash received from cashier(s) $_____

Less: Paymaster float transferred $_____

Less: Additional transfer to Paymaster $_____

Game Controller Transfers:	Sales	Actual Cash	Over/Short
_____	$_____	$_____	$_____
_____	$_____	$_____	$_____
_____	$_____	$_____	$_____
TOTALS	$_____	$_____	$_____

Add: Cash returned by Paymaster $_____ $_____

Less: Float Returned to Facility Licensee $_____ $_____

TOTAL CASH TO BE DEPOSITED $_____

CERTIFIED CORRECT

_____ _____

Bingo Chairperson Signature Bingo Chairperson (print name)

_____

_____

_____

_____

Required Event Paperwork

BALL VERIFICATION SHEET

Bingo Facility Licensee: _____

Charity: _____ Date: _____ Game: _____

Paymaster *(Print)*: _____ Caller *(Print)*: _____

This sheet is to be completed by the Paymaster/volunteer AS the balls are drawn and called by the Caller. The Caller signs the sheet only after he has verified the letter and number combination noted with the "Holed" balls.

Example:
1st ball called B 3
2nd ball called O 61
3rd ball called N 35

1st ball called		26		51	
2nd ball called		27		52	
3rd ball called		28		53	
4th ball called		29		54	
5		30		55	
6		31		56	
7		32		57	
8		33		58	
9		34		59	
10		35		60	
11		36		61	
12		37		62	
13		38		63	
14		39		64	
15		40		65	
16		41		66	
17		42		67	
18		43		68	
19		44		69	
20		45		70	
21		46		71	
22		47		72	
23		48		73	
24		49		74	
25		50		75	

Paymaster _____ Caller _____
Signature Signature

This form used for the Linked Satellite Game or during an equipment failure and manual operation.

Manual Operation
CASHIER'S SHEET
INVENTORY ISSUE & SALES RECONCILIATION
REGISTER RECONCILIATION

Bingo Facility Licensee: _____ Event: _____

Charity: _____ Date: _____

Cashier: _____ Cash Register No.: _____

		Units Received	3 UP		6 UP		9 UP		12 UP		TOTAL
Colour	_____										
Series 1- 6		Regular Cards	_____		_____		_____		_____		
		Less: Voids	_____		_____		_____		_____		
		Sub-Total	_____		_____		_____		_____		
		Less: Returns	_____		_____		_____		_____		
		Cards Sold	_____		_____		_____		_____		
		Price	3.00		6.00		9.00		12.00		
			$_____	+	$_____	+	$_____	+	$_____	=	$_____
Colour	_____										
Series 1-6		Gold/Combo Cards	_____		_____		_____		_____		
		Less: Voids	_____		_____		_____		_____		
		Sub-Total	_____		_____		_____		_____		
		Less: Returns	_____		_____		_____		_____		
		Cards Sold	_____		_____		_____		_____		
		Price	6.00		12.00		18.00		24.00		
			$_____	+	$_____	+	$_____	+	$_____	=	$_____
									TOTAL CARDS SOLD		$_____

	CASH				
Unit Sale Price:	$_____	$_____	$_____		
Gross Sales (Units Sold x Unit Sale Price):	$_____	$_____	$_____	$_____	
Cashier Register Total (Amount (A) from Pg 1 of Cashier's Sheet)	$_____				
Sub-Total				$_____	
Over/Short					$_____

Over/Short Explanation:

_____

_____

CERTIFIED CORRECT:

Bingo Chairperson: _____ Signature

Hall Advisor: _____ Signature

Cashier: _____ Signature

NOTE – This form required only during an equipment failure and manual operation – replaced by EMS X tape and POS Inventory Reconciliation Report and Inventory Issuance Report

Manual Operation
CALLER SHEET

Bingo Facility Licensee: _____

Charity: _____

Paymaster: _____

Date: _____

Morn: _____ Aft: _____ Eve: _____ LN: _____

GAMES SUMMARY

Game#	Payout Amount	Regular # ◦ $	Gold # ◦ $	Total Prize	Accumu-lated		Game #	Payout Amount	Regular # ◦ $	Gold # ◦ $	Total Prize	Accumu-lated
1		◦	◦				21		◦	◦		
2		◦	◦				22		◦	◦		
3		◦	◦				23		◦	◦		
4		◦	◦				24		◦	◦		
5		◦	◦				25		◦	◦		
6		◦	◦				26		◦	◦		
7		◦	◦				27		◦	◦		
8		◦	◦				28		◦	◦		
9		◦	◦				29		◦	◦		
10		◦	◦				30		◦	◦		
11		◦	◦				31		◦	◦		
12		◦	◦				32		◦	◦		
13		◦	◦				33		◦	◦		
14		◦	◦				34		◦	◦		
15		◦	◦				35		◦	◦		
16		◦	◦				36		◦	◦		
17		◦	◦				37		◦	◦		
18		◦	◦				38		◦	◦		
19		◦	◦				39		◦	◦		
20		◦	◦				40		◦	◦		

Game Type: _____

	Prize	No. of Winners	Pay Per	Total Payout	Accumulated Payout
1					
2					
3					
4					
5					
6					
7					
8					
9					
Other Promotions					
Door Prizes					
King/Queen					
Other					

_____

Bonanza #1	Prize	No.	Each	Payout
Bonanza #1				
Precall				
Blackout				
Consolation				
Bonanza #2				
Precall				
Blackout				
Consolation				
TOTAL BONANZA				

Information received from Paymaster

Total Cash Received by Paymaster $ _____
Total Payout $ _____
Total Returned by Paymaster $ _____
Over/Short $ _____

This form used during an equipment failure only – Replaced by EMS Caller's Report

Event Inventory Issuance/Return

Event Slot/Date: _____ Charity Name: _____ Chair Person:_____

Serial Numbers	Cards/books issued	Initial Receipt	Issued By	Issued to:	Cards/books Returned	Initial Return

Required for Manual Operation only.

Manual Event Operation - Event Summary Deposit Record

Bingo Facility Licesee: _____

Charity: _____ Date: _____

Licence Number(s): _____ Attendance: _____ Time Slot: _____ No. Volunteers: _____

	Sales Per Game (Paper)	Sales Per Game (Electronic)	Event Prize Per Game	Prog Prize Contribution	Total Prize/Game
Regular Game Cards:					
$1.00/card face					
$2.00/card face					
Combo ($____/3up)					
$_____/card face					
Total Regular Sales					
Regular Prizes:					
Regular Games					
King /Queen					
Door Prize					
_____					
Total Regular Prizes					
Pots:					
Loonie Pot #1					
Loonie Pot #2					
Wild Pot					
_____					
_____					
_____					
Special Games:					
Early Bird/Nickel					
Bonanza #1					
Bonanza #2					
_____					
_____					
_____					

Wild 4 (Satellite)					
TOTAL ALL GAMES	(1)	(2)			(3)

Total Sales (1) + (2) _____
Less Total Prizes (3) _____
Expected Event Deposit _____
Actual Deposit _____
Over/Short _____

Pull Ticket Deposit _____
(taken from Pull Ticket Control Sheet)

AGLC
Alberta Gaming & Liquor Commission

Report of Deposits Made in Each Month

(copy shall be submitted to the Financial Review Section within seven days of the end of each month)

BINGO FACILITY LICENSEE NAME _____ MONTH REPORTED _____

COMPLETED BY (PRINT) _____ SIGNATURE _____

Product Name: _____ Product Code: _____
No. of Tickets Per Unit: _____ Selling Price Per Ticket: _____
No. of Units with Funds Deposited: _____ Cost Per Unit: _____
Licence Fees = $_____ Per Unit x No. of Units Deposited = $_____(a)

Product Name: _____ Product Code: _____
No. of Tickets Per Unit: _____ Selling Price Per Ticket: _____
No. of Units with Funds Deposited: _____ Cost Per Unit: _____
Licence Fees = $_____ Per Unit x No. of Units Deposited = $_____(b)

Product Name: _____ Product Code: _____
No. of Tickets Per Unit: _____ Selling Price Per Ticket: _____
No. of Units with Funds Deposited: _____ Cost Per Unit: _____
Licence Fees = $_____ Per Unit x No. of Units Deposited = $_____(c)

Product Name: _____ Product Code: _____
No. of Tickets Per Unit: _____ Selling Price Per Ticket: _____
No. of Units with Funds Deposited: _____ Cost Per Unit: _____
Licence Fees = $_____ Per Unit x No. of Units Deposited = $_____(d)

LICENCE FEES SUBMITTED (Total of (a), (b), (c) and (d) above) $_____

(Make Cheque Payable to the Alberta Gaming and Liquor Commission)

NOTE: USE ADDITIONAL SHEETS IF MORE THAN FOUR TYPES OF UNITS WERE SOLD DURING THE MONTH.

AGLC Alberta Gaming & Liquor Commission

BINGO ASSOCIATION OR BINGO SOCIETY: _____ DATE RECEIVED: _____ PT#: _____

SUPPLIER: _____ RECEIVED BY: _____

INVOICE #: _____ UNIT TYPE: _____

NOTE: USE A SEPARATE FORM FOR EACH INVOICE AND TYPE OF UNIT.

BINGO ASSOCIATION OR BINGO SOCIETY
PULL TICKET INVENTORY AND SALES RECORD
(Submit as required in the Commercial Bingo Handbook)

GROSS REVENUE PER UNIT _____ PRIZE PAYOUT PER UNIT _____

NET REVENUE PER UNIT _____

	UNIT SERIAL #	UNIT COLOUR	ISSUED BY: (SIGNATURE)	RECEIVED BY: (SELLER'S NAME PRINT & INITIAL)	DATE ISSUED	DATE UNIT CONSIDERED SOLD	AMOUNT RECEIVED	OVER*	SHORT*	SELLER'S SIGNATURE	PULL TICKET MGR. SIGNATURE FOR RECEIPT OF CASH	DEPOSITOR'S INITIALS AND DATE DEPOSITED
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												
13												
14												
15												
16												
17												
18												
19												
20												

* Record overages or shortages at the 30 day reconciliation or when a type of unit solid is changed or when a unit is removed at the discretion of the Pull Ticket Manager.

BINGO ASSOCIATION OR BINGO SOCIETY - MONTHLY PULL TICKET INVENTORY RECONCILIATION

(Submit as required in the Commercial Bingo Handbook)

LICENCE NO. PT _____ PERIOD: FROM: _____ TO: _____

NAME OF TICKET _____ NUMBER OF TICKETS IN EACH UNIT _____

NOTE: A SEPARATE FORM SHALL BE UTILIZED FOR EACH TYPE OF TICKET PURCHASED/SOLD DURING THE MONTH REPORTED*

Inventory at End of Previous Reporting Period _____

ADD: Total Units Received During This Reporting Period _____

SUB TOTAL _____

DEDUCT: Total Units Deposited During This Reporting Period

Number of Sealed Units Returned to Supplier During This Reporting Period _____

EQUALS: Inventory at End of This Reporting Period _____ (A)

Physical Count of Inventory at End of This Reporting Period*

Consisting of: Partial Units _____

Unopened Units _____

TOTAL _____ (B)

NOTE: ***A and B must equal each other. Any differences between Inventory Reconciliation and counts shall be reviewed and accounted for.***

PREPARED BY _____ _____
DATE

* *Inventory count at the end of each month will be the total of unopened units in stock and partial units in possession of Sellers.*

_____ BINGO ASSOCIATION

BANK STATEMENT RECONCILIATION CHECK LIST

Account Name_____**Account Number** _____

BANK STATEMENT FOR THE PERIOD ENDING _____, 20_____

Inspection	***YES / NO***	***INITIALS***
Bank statements were received in the sealed envelope sent from the bank prior to opening for examination		
The beginning bank balance is equal to the prior months ending bank balance		
The number of cancelled cheques or cheque images and cheque details (such as cheque number, payee and amount) that are listed on the bank statement agreed to those listed on the issued cheque ledger (outstanding items for this period form part of this examination).		
Previous outstanding item list has been reviewed, verified and updated		
Two authorized signatures were present on each cancelled cheque or cheque image		
Bank deposit slips were compared with the general journal and bank statement, and the correct amount of funds were deposited within the required time frame		
Examinations of the cancelled cheques or cheque images were completed and no alterations to the cheques were noted		
When endorsements appeared on the back of the cancelled cheque or cheque image, they agreed with the payee name on the front of the cheque		

EXAMINATION OF THE ABOVE WAS COMPLETED ON:

_____ _____

NAME (please print) POSITION

SIGNATURE: _____

COMMENTS:

NOTE: A reconcilliation must be completed for all gaming bank accounts.

AGLC
Alberta Gaming & Liquor Commission

Website: aglc.ca

DISCREPANCY REPORT

CHECK ONE: ☐ BINGO ☐ CASINO

NAME OF ORGANIZATION	LICENCE NO.
FACILITY WHERE EVENT HELD	DATE

TIME

DETAILS

ACTION (if any)

(USE ADDITIONAL PAGES IF NECESSARY)

NORTH OF RED DEER TO:
Alberta Gaming and Liquor Commission
Compliance and Social Responsibility
50 Corriveau Avenue
St. Albert, Alberta T8N 3T5
Telephone: 780-447-8600
Fax: 780-447-8912

RED DEER AND SOUTH TO:
Alberta Gaming and Liquor Commission
Compliance and Social Responsibility
#110, 6715 - 8th Street NE
Calgary, Alberta T2E 7H7
Telephone: 403-292-7300
Fax: 403-292-7302

NAME AND TITLE OF PERSON REPORTING (PLEASE PRINT)

SIGNATURE OF PERSON REPORTING

WHITE - AGLC CANARY - LICENSEE (IF APPLICABLE) PINK (PERSON REPORTING)

CONFIDENTIAL WHEN COMPLETED

AGLC
Alberta Gaming & Liquor Commission

GAMING DISCREPANCY REPORT
ELECTRONIC DEVICES

CHECK ONE: ☐ CASINO/REC ☐ VLT ☐ BINGO ☐ OTHER

DATE:	TIME:	FACILITY NAME:
RETAILER/LICENCE #:		TERMINAL/UNIT #:
GAME DESCRIPTION:		DENOMINATION:

1. Credit/$ Amt in terminal at time of incident: $
2. Was the amount witnessed by facility staff? If yes, attach their statement(s). ☐ Yes ☐ No
3. Amount wagered at the time of the incident: $
4. Credit/$ Amount cashed out (if applicable): $
5. Has the customer received a payout? ☐ Yes $_____ ☐ No
6. Has the terminal been disabled or powered off? ☐ Disabled ☐ Powered Off
7. AGLC Hotline Ticket number: _____
8. Time Hotline contacted: _____ ☐ AM ☐ PM
9. Camera coverage of the terminal incident? If yes, retain for AGLC. If no, why? ☐ Yes ☐ No _____

CUSTOMER NAME:	PHONE NUMBER:	ADDRESS:
COMPLAINT:		
*Use additional pages if necessary.		

CASINO/REC ACTION TAKEN (IF ANY):
*Use additional pages if necessary.

NORTH OF RED DEER TO:
Alberta Gaming and Liquor Commission
Compliance and Social Responsibility
50 Corriveau Avenue
St. Albert, AB T8N 3T5
Telephone: 780-447-8600
Fax: 780-447-8912

RED DEER AND SOUTH TO:
Alberta Gaming and Liquor Commission
Compliance and Social Responsibility
110, 6715 – 8 Street NE
Calgary, AB T2E 7H7
Telephone: 403-292-7300
Fax: 403-292-7302

_____
NAME AND POSITION OF PERSON REPORTING
(PLEASE PRINT)

_____
SIGNATURE OF PERSON REPORTING

WHITE – AGLC CANARY – LICENSEE (if applicable) PINK – (PERSON REPORTING)
CONFIDENTIAL WHEN COMPLETED

Sample Incorporation Documents

Bingo Associations are required to be incorporated under the Societies Act. Incorporation documents must be reviewed by the association's lawyer and the AGLC before being filed with Corporate Registry. The following sample is intended as a guideline only.

---

1. ASSOCIATION OBJECTS/ROLE. The association will perform the following functions:

   1.0 Co-ordinate activities of all charities conducting bingo in hall name and address.

   1.1 Arrange for facilities, equipment, materials, supplies, furniture, and salaried personnel to carry on its various objects.

   1.2 Acquire lands, by purchase or otherwise, erect or otherwise provide a building or buildings for the purpose of carrying out its various objects.

   1.3 Buy, sell, manage, lease, mortgage, dispose of, or otherwise deal with the association's property.

   1.4 Establish a common bingo program, including prize payout, rules-of-play, and house rules that conform to Policy in the Commercial Bingo Handbook.

   1.5 Schedule and allocate bingo dates and events to its members.

   1.6 Maintain proper financial/inventory controls regarding services provided to members.

2. DEFINITIONS

   2.0 ASSOCIATION shall mean the name Association.

   2.1 MEMBER shall refer to a charity approved by the association board of directors for membership, and eligible for a bingo licence from the Alberta Gaming and Liquor Commission.

   2.2 ASSOCIATE MEMBER is not entitled to vote. (NOTE: Define who an associate member is).

   2.3 DIRECTOR shall refer to a person who represents their charity on the association board of directors.

   2.4 BOARD OF DIRECTORS shall be comprised of the representative of each member group, and the association's past president.

   2.5 EXECUTIVE COMMITTEE shall mean the president, vice president, secretary, treasurer, immediate past president, and number directors at large, elected from the board of directors at the annual general meeting.

   2.6 ASSESSMENTS – Any annual dues or assessments to member clubs, or any special assessments during the licence year, shall be deemed as matters which can be passed by a majority vote at a regular meeting. The board of directors shall have the power to set assessments or special assessments during the year, if required for the operation of the association.

3. MEMBERSHIP

3.0 Subject to the provision of these by-laws, any society or non-profit group may become a member of the association upon approval by the board of directors, and payment of a membership fee to the association. The amount of the membership fee will be specified in the association rules.

3.1 Membership in the association shall be limited by:
a) available number of bingo time slots.
b) existing agreements between the board of directors and association members.
c) Alberta Gaming and Liquor Commission licensing requirements.

3.2 Each member group shall be represented in the association through a director (or alternate director) named, appointed, or elected by the member group. Each member group shall name, appoint, or elect its director before the association's annual general meeting, and at such other times as required by the executive committee; and notify the secretary of the name and address of the director.

3.3 Members shall be entitled to:
a) vote through their director, provided they are a member in good standing (see 6.0).
b) participate in association general activities.
c) Attend association meetings.

3.4 Members shall be required to:
a) have their member representative (director) in attendance at meetings, fully participate in all association activities so as to further its aims and objects.
b) Pay promptly such membership and other dues as set by the association membership from time to time.
c) Comply with the association's volunteer staffing requirements, and such other rules and requirements as may be established by the association's membership or board of directors from time to time.
d) Be bound by the provisions of these by-laws.
e) Be bound by all Alberta Gaming and Liquor Commission Policies.

3.5 Any member, upon __(51/66/75)__% majority vote of all members present in good standing may be reinstated or expelled from the association.

3.6 Any member may resign from the association by giving __(15/30/60)__ days written notice to the secretary.

3.7 A group's membership shall automatically terminate upon dissolution of that group; or if the group's gaming licence is suspended, revoked, or not renewed.

4. DISCIPLINE

4.0 The executive is empowered to formulate policies and guidelines as to the discipline of members and resulting penalties.

4.1 A member may be disciplined or suspended for any or all of the following reasons:
a) not providing the required number of volunteers to staff events.
b) failing to appear for their scheduled event.

c) a worker(s) conduct was such that it discredited the association.
d) failing to pay fees or assessments in arrears of 120 days.
e) failure to attend the annual general meeting, or any __(number)__ consecutive meetings.
f) violation of association rules or by-laws.

4.2 Any member that is disciplined or suspended may request a hearing before the executive committee. A suspended member may be reinstated upon payment of all fees and assessments and/or a favourable majority (see 3.5) vote of members at the next regular meeting.

4.3 A group's membership in the association may be terminated upon a majority vote of the association board of directors if the member:
a) fails to actively participate in the association's work and activities.
b) fails to comply with the association's by-laws.
c) fails to pay such membership or other dues as required.
d) fails to observe any Policies of the Alberta Gaming and Liquor Commission.
e) fails to submit required financial reports to the Alberta Gaming and Liquor Commission.
f) fails to comply with association requirements.

4.4 A member group that has been terminated pursuant to Clause 5.3 may appeal the decision to the general membership by:
a) a written Notice of Appeal signed by at least three other association members in good standing.
b) the Appeal must be presented to the association president within thirty (30) days of the date of the board of director's decision to terminate membership.
c) upon receipt of the Notice of Appeal, the president shall call a special meeting of the association and give notice of the purpose of the special meeting.

5. MEMBER VOTING/QUORUM

5.0 Any member in good standing shall be allowed one (1) vote through their director (or alternate director) at any special or general meeting.

5.1 Proxy votes will not be permitted.

5.2 A quorum will exist at all annual, regular, and special meetings when there is representation from not less than __(51/66/75)__ % of the members affiliated with the association, carrying not less than __(51/66/75)__ % of the votes at the time of the meeting.

6. BOARD OF DIRECTORS

6.0 The board of directors shall consist of the immediate past-president and the representative of each member. The election of the representative is provided for in the by-laws of each member. Each director may hold office for a term of one (1) year.

6.1 Each member group is entitled to one vote. In the case of a tie vote, the president shall cast the deciding vote. Votes shall be cast in person; no proxies shall be allowed.

6.2 Subject to these by-laws and The Societies Act, the board of directors shall be responsible for control and management of the association's affairs and shall exercise all powers of the association.

6.3 The board of directors may hire such staff as it may deem necessary for the proper conduct of the association's affairs; and determines the remuneration of all employees. (Must conform to AGLC Policies).

6.4 The board of directors is empowered to borrow or raise or secure the payment of money in such manner as it thinks fit for the operation of the association. This does not include the power to borrow for the issue of Debentures which may only be issued pursuant to a Special Resolution of the association.

6.5 The board of directors may appoint any committee that it deems necessary, and may delegate the management of the activities of the association to any person, persons, or committees.

6.6 Directors shall meet a minimum of once every (set time frame).

6.7 All directors or executive committee members of the association shall serve without remuneration in fulfilling their duties, but may be reimbursed for any out-of-pocket expenses incurred in the performance of such duties.

6.8 A director who fails to attend (set number) consecutive board (see 4.1.3) annual, regular, or special meetings shall be removed by the board.

6.9 The resignation of a director must be submitted in writing and shall take effect immediately.

6.10 The withdrawal of a member from the association shall result in its director(s) automatically withdrawing from the board.

7. EXECUTIVE COMMITTEE

7.0 The association executive committee, except the past president, shall be elected from among the board of director members at the annual general meeting, and shall consist of:

a) the immediate past president
b) president
c) vice president
d) secretary
e) treasurer (secretary/treasurer responsibilities may be combined)
f) director(s) at large (set number)

7.1 An executive committee member shall hold office for a period not to exceed one (1) year, or until a successor is elected.

a) Any vacancy on the executive committee shall be filled by appointment from the board of directors, on an interim basis, until the next regular meeting or until the end of the elected term, whichever comes first.
b) Any position filled on the executive committee by appointment or otherwise, must be ratified at the next general, special, or annual meeting of the association.
c) Any position may be re-elected at the annual general meeting.

7.2 The executive, subject to the by-laws or directions given to it by a majority vote at a meeting properly called, shall have control and management of all association affairs. It may establish rules and regulations as general organizational guidelines for the benefit of the association. Any such rules or regulations must be ratified at the first available general, special, or annual meeting of the association.

7.3 The executive committee shall maintain control and management of all association affairs. It may delegate specified duties to any person(s) or committee(s) it deems necessary.

7.4 Meetings of the executive committee.

a) Executive meetings shall be held monthly or as required, with due notice given by any modern means of communication.
b) An executive committee meeting may be called at any time by the president. If a meeting is called at any time, other than following a special, general, or annual meeting of the association, 72 hours notice of the meeting shall be given.
c) A majority of the executive committee members shall constitute a quorum at a meeting of the executive committee.
d) In the case of a tie vote, the president shall cast the deciding vote.

8. DUTIES OF THE ASSOCIATION OFFICERS

8.0 PRESIDENT

a) Is responsible for the general management and operation of the association and shall call and preside over all meetings.
b) Designates specific areas of responsibility to each director or member.
c) Is ex-officio a member of all committees.

8.1 VICE PRESIDENT

a) Assumes all duties and responsibilities in the absence of the president.
b) In the absence of both the president and vice president, a chairman may be elected by the meeting to preside thereof.

8.2 SECRETARY

a) Issues notices of all meetings.
b) Attends, insofar as is possible, all meetings of the board of directors and association members and the executive.
c) Maintains the minute books and records of all association meetings.
d) Maintains membership lists.
e) Attends to all association correspondence.
f) Has custody and use of the corporate seal.

8.3 TREASURER

a) Is responsible for the collection and deposit of all funds and payment of all association accounts.
b) Is accountable for the funds and maintains records of all disbursements and receipt of funds.

c) Presents a detailed audited account of receipts and disbursements at the annual general meeting and submits a copy to the secretary for the association's records.

8.4 DIRECTORS AT LARGE shall participate in the affairs and operations of the association, and shall perform those duties as assigned by the president.

9. REMOVAL OF OFFICERS

9.0 An officer shall be removed if the officer fails to attend set number consecutive board, annual, regular, or special meetings without just cause for which due notice has been given. The board by resolution passed by a (51/66/75) % majority of its total number at a meeting may declare the office to be vacant and may fill the vacancy.

9.1 Minimum of number days notice of such meeting shall be given to such director or officer who shall be given an opportunity of being heard by the board.

9.2 Any officer may resign by presenting his resignation in writing to the board. The resignation is effective immediately upon its receipt by the secretary of the board.

9.3 An officer who is a representative of a member group which ceases to be a member of the association shall automatically cease to be an association director or officer.

10. MEETINGS -- All meetings shall be conducted according to Roberts Rules of Order.

10.0 ANNUAL GENERAL MEETING

a) The association shall hold an annual general meeting within 90 days of the association year end.
b) At least 21 days written notice of the date and place of the annual general meeting shall be given by the secretary to the association members.
c) The order of business shall be as follows:
   i) approval of minutes of the previous annual meeting, and any intervening special or general meetings
   ii) reports of officers and committees
   iii) election of executive committee
   iv) unfinished business
   v) financial statements
   vi) appointment of auditors
   vii) banking resolution
   viii) new business.

10.1 REGULAR MEETINGS – Association regular meetings may be called by the board at any time. Meetings will be announced by notice in writing to the last known address of each member, mailed eight (8) days prior to the date of such meeting.

10.2 SPECIAL MEETINGS

a) A special meeting may be called by the president or secretary at the request of any two (2) executive members, or upon receipt of a petition signed by one-third (1/3) of the members in good standing, setting forth reasons for calling such a meeting.
b) Written notice of the time, place, and purpose of the special meeting shall be given to all association members at least 21 days prior to the meeting.

10.2 SPECIAL RESOLUTION

a) Twenty-one (21) days written notice shall be given of a special resolution and its contents to be placed before the membership at a special or annual general meeting of the association.
b) A special resolution shall require a quorum of not less than 51% of the voting members in attendance at the meeting.
c) In order to be passed, a special resolution shall require at least a 75% majority vote at that meeting.
d) In cases where no prior notice is given, a special resolution can be proposed so long as there is a 51% quorum noted above, and all voting members agree unanimously to allow a special resolution to be placed on the agenda to be voted on.

10.3 EMERGENCY MEETING – If an emergency meeting is warranted due to the urgency of a situation, it shall be called upon three (3) days notice by telephone to all members in good standing.

11. EXECUTION OF INSTRUMENTS

11.0 All contracts, engagements, applications, deeds, bills of exchange, cheques, documents, and other instruments of whatsoever kind or nature shall be executed by any two among the president, vice president, secretary, or treasurer. If the association seal is required to be affixed to any such instrument, it shall be affixed by the secretary.

11.1 The association seal shall remain in the custody and possession of the secretary.

12. BORROWING POWER

12.0 The association, by passing a special resolution:
a) may raise or borrow money for the purpose of the association's affairs, and
b) may secure repayment of the same by mortgage or charge upon the undertaking, and the whole or any part of the association's assets and property (present and future), and
c) may issue bonds, debentures or debenture stock payable to the bearer or otherwise, give and grant securities under the Bank Act, and
d) generally raise or borrow money for the purpose of the association secured or charged upon the whole or any part of the assets and properties of the association, or otherwise as may be advisable or necessary in the interest thereof, and
e) purchase, redeem, or pay off any such security.

13. DISTRIBUTION OF YEAR END SURPLUS FUNDS – All association debts are to be paid and the surplus funds are to be dispersed to members according to the ratio of bingos each member held in the 12 months prior to the fiscal year end.

13.0 Surplus (member equity) – represents equity of member groups in the association. Surplus may be defined as:
a) Non-distributable, being the net assets that the association considers necessary to carry on operations, and
b) Distributable, being the amount that the association intends to reimburse to the member groups.

13.1 Distributable funds shall be forwarded to member groups within 180 days following the fiscal year end. Distribution shall be calculated in a manner that conforms to Alberta Gaming and Liquor Commission Policies. (For example, a member's portion could be calculated according to the number of bingo events that the member has conducted in relation to the total number of bingo events conducted by all members during the fiscal year).

13.2 Surplus funds are to be deposited to members' bingo revenue account.

14. PROPERTY/ASSETS – All association property and assets shall belong to the association as a corporate entity; they shall not constitute the property of any individual member. No person shall have any claim upon the association property or assets on ceasing to be a member, or at any time thereafter.

15. DISSOLUTION CLAUSE

15.0 A Motion for Dissolution of the association may be passed by either:
a) A special resolution prepared by a member and processed as required by the by-laws, or
b) If the board of directors feels the association has ceased to actively function as such, and agrees to the motion unanimously at a board meeting called for this purpose.

15.1 Upon dissolution, the association assets shall be sold or disposed of under direction of the board and shall be distributed as follows:
a) All association debts to be paid.
b) Balance of funds to be disbursed to the members' bingo accounts according to the number of bingos each member held in the 12 months before the Motion for Dissolution was passed.
c) Any funds to members who have ceased to exist shall be pro-rated and divided between remaining members at the time of Dissolution.

16. MINUTE BOOK/RECORDS

16.0 Minutes of all general, annual, special, and executive committee meetings and such committee meetings as are directed by the president, shall be recorded and kept on file by the association secretary.

16.1 An opportunity shall be afforded to members at the annual meeting to inspect the association books and records.

16.2 Members or their representative (director) wishing to inspect the association books and financial records shall give seven (7) notice thereof.

17. AUDITORS/FISCAL YEAR END

17.0 The board of directors shall appoint an independent auditor in the first fiscal period and thereafter the association shall appoint an independent auditor at its annual general meeting. The appointed auditor must be a Chartered Professional Accountant (CPA) in good standing.

17.1 The auditor so appointed shall audit the treasurer's books, accounts, and records at least once a year. A complete and proper statement of the standing of the books for the previous year shall be submitted by such auditor at the association annual general meeting.

17.2 The association fiscal year shall be __date__.

18. AMENDMENTS TO BY-LAWS

18.0 These by-laws may be rescinded, altered, or added to by special resolution passed by a majority of not less than __51/66/75__ % of directors as are present in person at a general meeting of which:

a) fourteen (14) days notice of intention to propose the motion as a special resolution has been given, or
b) if less than 14 days notice has been given, provided that all member groups entitled to be present and vote have agreed, in writing or by motion at the meeting, to consider the motion.

19. GENDER – Words in these documents importing male persons include female persons, words importing female persons include male persons, and words importing either sex include corporations.

Sample Lease Provisions

Bingo Associations are required to negotiate and sign a lease agreement or an offer to lease in the case of a new bingo association on behalf of its member groups.

- The association is required to have the proposed lease or offer to lease reviewed by their lawyer. A copy of the lawyer's letter of advice shall be submitted to the AGLC. Costs to have the lawyer's review done and to obtain the letter of advice may be paid for from future association revenue.
- The lease should not be signed until reviewed and recommended by both the lawyer and the AGLC, and in the case of a new association, until approval in principle has been granted by the board of the AGLC.
- Each association is encouraged to seek an independent appraisal as to the lease value of the premises and how it compares with the market value in the area. A copy of the appraisal should be submitted with the licensing package.
- The contents and drafting of the lease or offer to lease is at the discretion of the association and landlord. The following is intended as a guideline only.

1. DATE OF LEASE AGREEMENT

2. PARTIES. Full legal names of the landlord and the tenant.

3. PREAMBLE

   3.0 Premises
   a) Legal and municipal descriptions of property.
   b) Purpose of lease and intended use of the property.
   c) Identify the premises with maps or drawings which show such things as common areas and concession, parking lot and number of stalls.

   3.1 Lease Term. The period of time of the lease, including start and finish dates.

   3.2 Right to Occupy. The tenant has the exclusive right to use the premises for bingo purposes, for the sale of pull tickets, and for any other related purpose.

4. DEFINITIONS

   4.0 Bingo Event

   4.1 Member Group

5. TENANT'S COVENANTS

   5.0 Rents
   a) The amount of rent on a monthly basis or the formula used to calculate the rental charge. Include any provisions for rent based on half time sales or for special events/anniversaries. (Negotiated rental rates should consider the market area the facility is located in, what costs the landlord is responsible for by way of the lease, and what costs over the rental rate must the association pay for, eg. Building improvements, repair and maintenance, janitorial, taxes, utilities, garbage removal, snow removal, bingo equipment, office equipment, etc.)
   b) Rebates or reduced rates for insufficient attendance, closure on statutory holidays or cancellation of an event due to circumstances beyond an association's control.
   c) Penalties for delay or non-payment of rent.
   d) By what means is the rent to be paid and where?

   5.1 Hours. State days/hours tenant has right to occupy premises.

   5.2 Bingo Operations
   a) The tenant has the sole right to conduct bingo events:
      - with the exception of the concession area; OR
      - including the concession area and has the exclusive right to receive, store, and sell food items, non-alcoholic beverages, and confections; OR

- with the exception of the concession area, but has the exclusive right to sell bingo daubers, or will receive a portion of the revenue from dauber sales by the concession operator.

b) The tenant is responsible for all income and expanses arising out of the bingo operation.

5.3 Insurance
a) General and damage liability insurance is to be maintained by the tenant naming the landlord as the third party.
b) The tenant is to indemnify the landlord for any and all claims, demand, loss, damage, or injury arising out of the bingo operations.

5.4 Compliance with the Law. The tenant is obliged to comply with all statutes, by-laws, orders, rules, and regulations that are federal, provincial, or municipal.

5.5 Premises Capacity. State the total number of persons the premises can hold for bingo purposes.

5.6 Rules and Regulations. The tenant is required to observe such other rules and regulations as the landlord may make.

5.7 Right of Access. The landlord is entitled to reasonable access to view the equipment and premises for repair and replacement.

6. LANDLORD'S COVENANTS

6.0 Quiet Enjoyment
a) The tenant is entitled to quiet enjoyment of the premises.
b) The landlord is not to interfere in any way with the bingo association's operation.
c) The tenant has the sole right to conduct bingo events.

6.1 Tenant Access. The landlord is to allow the tenant access to the premises.

6.2 Assignment of Rents. In the event the landlord cannot meet third party obligations, it agrees to assign the rents payable by the tenant to a third party.

6.3 Services and Equipment
a) the landlord has the following responsibilities:
- To pay all public utilities, taxes, liability, and property insurance.
- To provide all janitorial supplies and services.
- To provide regular maintenance of (eg. Painting, cleaning of walls, etc.) and repair the exterior/interior of the building in which the bingo events are held, including the parking lot and grounds.
- To provide adequate heat, air-conditioning, and air exchange in accordance with accepted standards.
- To provide any agreements regarding the lease or supply of operating equipment such as cash registers, electronic signs, bingo machines, tables, chairs, and the repair of all the equipment being leased, (a schedule(s) providing specific details of these items should form part of the lease).
- To provide signage on the premises.

b) where the landlord is running the concession operation, a clause should be included dealing with the quality and standard of food and beverages to be provided, level of service expected, and that the concession will be fully operational during all bingo events.

7. PROVISOS

7.0 Advertising to describe activities in the bingo hall.
a) Advertising is limited to newspapers, magazines, radio, television, billboards, signs, posters, and flyers.
b) Joint advertising by landlords and bingo associations may be approved.
- The association shall be responsible for the content and design of the advertising. The landlord could assist in the cost.
- A written agreement must be submitted for review by the AGLC.
- A cost breakdown and receipts must be kept and accounted for as part of the association yearly audit.

c) Advertising does not include promotions/giveaways as described in the Commercial Bingo Handbook.

7.1 Officers. Officers of the tenant are not to be held personally liable for any rents or fees payable.

7.2 Agency. Neither party to this agreement is the agent, representative, master, or servant of the other for any purpose, whether contractual or otherwise.

7.3 Assignment of Agreement
a) This lease agreement cannot be assigned by either party without consent in writing from the other party.

b) Consent cannot be unreasonably withheld.

8. OPTIONS

8.0 To renew lease – Notice is to be given before the expiration of the term of the lease.

8.1 To purchase.

8.2 To terminate or cancel lease – Notice is to be given in writing.

9. ARBITRATION. Disputes arising out of this lease agreement are governed by the *Arbitration Act* of Alberta.

10. FORCE MAJEURE. If the landlord is restricted in fulfilling its obligations by causes beyond its control, the landlord is relieved from fulfilling its obligation for that duration of time.

11. INTERPRETATION. In this lease agreement, words that are singular and plural have the same meaning.

12. BINDING EFFECT OF AGREEMENT. This lease agreement binds all heirs, executors, administrators, successors, and assigns of the landlord and tenant.

13. PROPER PARTIES TO SIGN AGREEMENT

14. INDEMNIFICATION. Except where property damage or personal injury is caused by the negligence of the landlord, its servants or agents, the landlord will in no way be liable for any property damage or personal injury suffered by the tenant or persons invited onto the leased premises and the tenants shall save harmless the landlord from any liability which may result.

50 Corriveau Avenue, St. Albert, Alberta, Canada T8N 3T5 Phone: 780-447-8600 Fax: 780-447-8912

SAMPLE BINGO ASSOCIATION ANNUAL UPDATE

For the Period _____ to _____

PLEASE PRINT CLEARLY

_____ _____
Name of Association Corporate Access Number

Address: _____ Most recent lease on file expires _____20___

_____ Is this lease still in effect? Yes _____ No _____
City/Town Postal Code

If no, provide copy of current lease

HAVE YOU REVISED, OR MADE ANY CHANGES TO ANY OF THE FOLLOWING IN THE LAST 12 MONTHS? IF YES, PLEASE ATTACH COPIES OF REVISED DOCUMENTS, AND HIGHLIGHT THE AREAS WHICH WERE CHANGED.

Operating By-laws	YES	_____	NO	_____
Financial Inventory/Control System	YES	_____	NO	_____
Duties of Volunteer & Hired Staff	YES	_____	NO	_____
Event Allocation Procedure	YES	_____	NO	_____

THE FOLLOWING MUST BE ATTACHED TO THIS FORM:

- Association membership which includes the bingo representative name and business phone number.
- Copy of minutes of the last annual general meeting.
- Total number of events association will operate during the year. Please separate this figure into number of afternoons, evenings, and late nights.
- Dates the hall will be closed during the licensed period.
- Separate list of event allocations for each group.
- List of all paid staff, name, position, and rate of pay.
- Copy of current bonding policy for paid association representatives and cashiers.
- Details regarding proposed anniversary or proposed monthly specials.
- Licence fees at $30/event to cover period of one year, or three months if paying quarterly.

BINGO PROGRAM

If you intend to amend your bingo program in any way, to take effect at the start of the above period, please attach a copy of your current approved “BINGO PROGRAM” with any proposed changes or am

UPDATE OF EXECUTIVE MEMBERS

Position	NAME	ADDRESS (include postal code)	TELEPHONE
			Home:
			Work:
			Home:

		Work:
		Home:
		Work:
		Home:
		Work:
		Home:
		Work:
		Home:
		Work:

LIST OF PERSONS WHO CAN REQUEST AMENDMENTS TO BINGO PROGRAMS OR DATES

POSITION	NAME	TELEPHONE
		Home:
		Work:
		Home:
		Work:
		Home:
		Work:
		Home:
		Work:
		Home:
		Work:

ASSOCIATION MAILING ADDRESS OR NAME AND ADDRESS TO WHERE FUTURE CORRESPONDENCE SHOULD BE MAILED:

_____

_____

_____

_____
Postal Code

Fax Number: _____

SUBMITTED BY: _____ _____
Name of Elected Executive Officer (please print) Executive Position

_____ _____
Signature Date

- Amendments noted directly thereon.

AGLC
Alberta Gaming & Liquor Commission
Choices Albertans can trust.

CLASS A BINGO ASSOCIATION REQUIREMENTS – CHECKLIST

This checklist is being provided to ensure new Class A Bingo Facility Licence applicants submit all the necessary information to the AGLC. The checklist is intended to be used in conjunction with the Commercial Bingo Handbook (CBH), which can be viewed on the AGLC website at aglc.ca under the Gaming and Policies, Procedures and Handbooks tabs. All the information (except that indicated by a "➔") must be provided and be reviewed before an AGLC Board Review can be scheduled. The documents indicated by the "➔" shall be submitted to the satisfaction of the AGLC prior to the Facility Licence and Bingo Licence for each member being issued.

1. ASSOCIATION

- ❑ Name the association will operate under (i.e., Golden River Bingo Association).
- ❑ A name search should be completed to ensure the name chosen is eligible to be used.
- ❑ List of association's member clubs, including the club representative's name, address, business and residence phone numbers, and fax number.
- ❑ List of association Board (executive officers and directors) including address, business and residence phone numbers, and fax number.
- ❑ Copy of the minutes from each meeting the association held regarding the formation of the association.

2. BINGO FACILITY (CBH Section 9)

- ❑ Name of the facility (i.e., Golden River Bingo Hall or the name can be different from the name of the association, such as Gold Mine Bingo Hall).
- ❑ Street address and mailing address, if different.
- ❑ Legal description.
- ❑ Telephone number(s) and fax number
- ❑ Draft of the bingo hall plan or floor layout, including square footage. For a brand new facility, the draft shall be submitted and the final blueprints shall be submitted prior to the start of construction.
- ❑ The association executive must apply for a Facility Licence. A Facility Licence must be in place before bingo licences will be issued.
- ❑ Confirmation that all of the bingo equipment contained in the facility, will be or is supplied by or purchased from a registered gaming supplier.
- ❑ Confirmation the bingo hall shall be located in a permanent facility and provide:

  a) Cash cage area to accommodate a minimum of two cash registers, cash counting/advisor area, and special game card sales/cash counting area (see CBH 9.1.2 a) regarding cash cage requirements for electronic bingo facilities);
  b) Paper/inventory storage area accessible from the cash cage area;
  c) General storage room;
  d) Volunteer's personal storage area (for coats, purses etc.);

e) Caller's stage raised to an appropriate height and situated in an area to provide a clear unobstructed view of the entire playing area.
f) Safe located in either a) or b); and
g) A separate server room where required by the AGLC (see CBH 7.2.3 c)).

- ❑ For purposes of the review by the Board, the applicant is to acknowledge, in writing, their understanding that the facility must meet the following minimum security standards, and is subject to a final inspection prior to the Facility Licence and the members' Bingo Licences being issued:

a) Robbery Procedures poster posted in hall. Posters are supplied by the AGLC.
b) Telephones in cash areas, such as cashiers wicket and countroom (if applicable).
c) Height markers installed at entrances/exits, inside cash cage and any other area as determined necessary.
d) Security training for the association's hired staff (may be provided by the local police force).
e) ID badges for volunteer workers containing the name of the Licensed Facility or name of the bingo hall and the word "Volunteer"; or Volunteer worker aprons must, at a minimum, have the title "Volunteer" on the front of the apron. (CBH 4.7.6)
f) All paid staff shall wear a Registered Bingo Worker ID badge which includes as a minimum the first or common name of the individual, position(s), ID registration number, expiry month and a photograph (optional).
g) Enclosed and secure wickets must be installed in all cash counting areas (including cashiers).
h) Access doors, complete with a peep hole, to cash cage to be securely locked and dead-bolted, or controlled by an electric buzzer switch from within the cash cage. This applies to cash or bonanza counting areas.
i) Cash counting areas, cashiers area and caller's stage to be alarmed.
j) Suitable alarms/motion detectors installed. These must be in operation during silent hours.
k) Counterfeit money handling procedures must be posted in all cash handling areas. (CBH 1.10).
l) AGLC surveillance poster advising patrons the facility is subject to periodic surveillance. Posters are supplied by the AGLC.

3. OWNER(S) OF HALL

- ❑ Name of company and/or individual(s).
- ❑ Address(s) for mailing.
- ❑ Telephone numbers, fax, business and residence.

4. HALL LESSOR (Where proposed landlord is leasing the facility, then subleasing to the association)

- ❑ Name of company and individuals(s).
- ❑ Address(s) for mailing.
- ❑ Telephone numbers, fax, business and residence.
- ❑ Signed copy of lease with owner of hall (head lease).

5. DRAFT OF THE PROPOSED BYLAWS

At a minimum, the Bylaws should reflect the roles and responsibilities of the Bingo Association as outlined in CBH Sections 2.1.2 a), 2.1.3, 3.5.4, 3.5.7, 3.15, 6.1.4, 6.7, 6.8, and 8.1.6. The proposed bylaws shall be reviewed by the association's lawyer and the AGLC prior to being registered. CBH 2.2.1.e) requires all association members to comply with the association's registered bylaws while operating their bingo events. The importance of a good set of bylaws cannot be overstated. Most associations do not realize this until they are in a position of dealing with conflict amongst the membership and/or executive board. Associations tend to be very vague in the wording of their bylaws. This results in various interpretations of the same bylaw provision. The association should try to be as specific as possible, without limiting their ability to make procedural changes in the day-to-day operations or items which may occur in the normal course of business. The proposed bylaws shall be reviewed by the association's lawyer and the AGLC prior to being registered. Any comments made by the lawyer, by way of letter, shall be submitted to the AGLC. Bylaws shall address the following:

- ❑ Objects of the association.
- ❑ Role of the association.
- ❑ Definitions.
- ❑ Membership, including classes of membership.
- ❑ Membership fees, how determined, are they refundable (in full or a specified dollar amount or a percentage figure) if a member leaves the association.
- ❑ Selection procedure and approval of new member organizations.
- ❑ Privileges and responsibilities of members.
- ❑ Suspension, expulsion or other provisions of disciplinary action against members.
- ❑ Right of appeal of members.
- ❑ Resignation of members and obligations thereof.
- ❑ Make-up of the Board, including Executive Officers and Directors.
- ❑ Duties of the Board, including Executive Officers and Directors.
- ❑ Powers of the Board, including Executive Officers and Directors. For example, what decisions can they make without the approval of the general membership (i.e., change the bingo program, admit new members, purchases, hiring staff, etc).
- ❑ Removal or replacement of Executive Officers or Directors.
- ❑ Meetings, conduct of and frequency of regular, executive, annual meetings.
- ❑ Provision for special or emergency meetings.
- ❑ Voting rights.
- ❑ Quorum for each type of meeting (board, annual, regular, special, emergency).
- ❑ Execution of Instruments.
- ❑ Borrowing Power.
- ❑ Distribution of year end surplus funds (should also address groups that leave the association).
- ❑ Financial reporting to the membership, how and at what intervals.
- ❑ Provision for members to inspect association minute book and financial records.
- ❑ Provision for the association to establish additional working guidelines or policies and procedures.

- ❑ Procedure for amending the bylaws.
- ❑ Special Resolutions.
- ❑ Definition of the fiscal year.
- ❑ Appointment of auditors.
- ❑ Provision for dissolution, including what happens to the assets of the association upon dissolution.

6. ➔ INCORPORATION DOCUMENTS

After the AGLC has reviewed the proposed bylaws and providing no other changes are necessary, when the association has received their approval in principle, the bylaws can be filed with Corporate Registry. Once the association is incorporated, the AGLC requires the following documents:

- ❑ Copy of Bylaws stamped "registered..."
- ❑ Copy of the Certificate of Incorporation.

7. APPLICATIONS FROM MEMBER CLUBS (CBH 2.1.2 a))

- ❑ Completed application for each club, including the attachments as specified on the application. Any club who has not been previously licensed for any gaming event must submit the following information with their application:

  a) Description of the activities and services the group provides to the community.
  b) If applicable, provide a list of programs offered and the number of individuals registered in each program.
  c) Details on the actual activities the group has conducted or services which were provided during the past two years.
  d) A copy of the group's incorporation documents, objects and bylaws.
  e) A current membership list. Is membership restricted? What are the yearly dues? Are programs restricted to members, or intended for the public?
  f) Describe how the board or executive are chosen and provide a list of the executive.
  g) Details on other sources of funding the group has. Include grants, rent, product sales, user fees, etc.
  h) A copy of the budget for the current year. Also include a balance sheet and income statement for the past two years.
  i) Does the group own or rent a facility? Provide copies of any contracts, leases and rental fees.
- ❑ **Specific details** on how the bingo proceeds will be spent.
- ❑ Name and address of the bank and bank account number for the separate bingo account. If not already established, this may be done after the association has received an approval in principle to proceed.

8. PROPOSED BINGO PROGRAM (CBH Section 5)

- ❑ Proposed days of operation
- ❑ Number and kinds of events per day (i.e., morning, afternoon, evening or late).
- ❑ Hours of operation for each event (bingo commences with the calling of the first ball and ends when the last prize is awarded (CBH 3.14.3)

- ❑ Number of volunteers required for each event (this may increase for special, anniversary, or playoff events).
- ❑ Number of regular games played at each event.
- ❑ Card prices for regular games, including electronic cards, drop-in or partial event (e.g. half time) sales.
- ❑ Details on distribution of free cards (CBH 5.3.8) such as regular or special game cards, (must be played at the event given) free game card coupons (may be redeemed at a future event for the free game).
- ❑ Can existing players purchase additional regular game cards on a drop-in sale or during half time?
- ❑ Card prices for special games (bonanza, early bird, lucky seven etc.) including electronic special game cards and number of games played within each. For example, the bonanza has a main prize, precall prize and a consolation for a total of 3 games. If cards cost $1.00 each, they should be expressed as 1 card for $1.00. If the cards are sold in strips of 3 or 4 or 6, they should be expressed as 3 card faces for $1.00 and not 1 (one strip) for $1.00.
- ❑ Details on discount pricing e.g. seniors – (age of seniors must be stipulated and cannot be lower than 60 years), package deals, mega play or power play schemes.
- ❑ Prize payout schedule for regular games (CBH 5.5.1).
- ❑ Prize payout for each special game and how that prize is broken down between each game, e.g. the bonanza pre-call game, the main prize and the consolation game, (CBH 5.5.1 a)).
- ❑ Details on Loonie Pot/Pot of Gold or other progressive schemes (CBH 5.4.5 and 5.4.4).
- ❑ Confirmation from Alberta Satellite Bingo of participation in the Satellite Game
- ❑ Details on door prizes (CBH 5.5.12).
- ❑ Details on bingo schemes (CBH 5.4.3).
- ❑ Details on free games (CBH 5.4.2)
- ❑ Details on promotions (CBH 8.4.3).
- ❑ Details of grand opening special (maximum of three consecutive days).

9. FACILITY RULES OF PLAY addressing the following (CBH Section 5.7):

- ❑ List of regular games played during the event;
- ❑ How prizes are split in the case of multiple winners;
- ❑ Minimum payout amounts for each card price;
- ❑ Seniors or other card price discounts or package deals;
- ❑ Details re. partial event pricing and what games players are eligible to play, can existing players buy more cards;
- ❑ Details on loonie pot prize(s) and games they are offered with;
- ❑ Detailed explanation of how each special game is played (number of games played within the special game, rules of the game, procedure for multiple winners and the prize breakdown, on bonanza game does an additional number have to be called prior to full card being recognized if not won within the precalled numbers; and if a late bingo is called on a bonanza (or any other consolation prize), can the player receive the consolation without another number being called, on the bonanza pre-call game, if the pre-call game was not won during the pre-call, do any other numbers have to be declared before the game can be won);
- ❑ Explanation of how progressive games are played, including playoff procedures;

- ❑ *Whether or not two games can be won at the same time, or does another number have to be called prior to the second game being recognized;
- ❑ *Whether or not games may be won out of order, (*keep in mind the affect these may have on the loonie pot games);
- ❑ How merchandise prizes are awarded in the case of multiple winners, including any cash in lieu option;
- ❑ Details on door prizes;
- ❑ Details of other schemes connected to the game of bingo, within the overall 65 percent payout, (i.e., King Queen, Gold Ball, Lucky Number, Player of the Event, etc.);
- ❑ Details on special events to be conducted within the overall 65 percent payout;
- ❑ Details on free games;
- ❑ Players responsible to make themselves heard by the caller;
- ❑ Series number must be visible on the winning card or the bingo will not be honoured;
- ❑ Once the caller has announced the number of bingos eligible for prizes, no further bingos will be recognized;
- ❑ Ball pocket tray front of the caller shall prevail, the flashboards are an aid to the game and not an official record of the numbers which were called;
- ❑ Electronic Bingo Equipment rules of play consistent with the Electronic Bingo Equipment Standard Rules of Play set by the Commission.

10. HOUSE RULES as follows (CBH Section 5.8):

Mandatory Issues to Be Addressed

- ❑ What time the doors and cashiers open, and what time the early birds and regular games start;
- ❑ Age limit for bingo workers (non-electronic halls) and minimum age (18 years) to play bingo and to purchase pull tickets;
- ❑ Minimum purchase of regular game cards including electronic cards;
- ❑ Receipts for bingo cards are not transferable from player to player;
- ❑ What time the reading is taken to determine regular game payouts and then announced by the caller (must be prior to the start of the regular games);
- ❑ Players may not claim a prize for special game cards without a valid cash register receipt;
- ❑ Valid cash register receipt must be presented to the paymaster before prizes will be awarded;
- ❑ What happens if a player is caught playing more cards than paid for;
- ❑ Only cards issued by the (name) - facility are eligible to be played and will be recognized for a prize;
- ❑ Are partial event sales offered and if so, what games are partial event patrons eligible to play;
- ❑ Policy on players playing on the wrong series or colour of card;
- ❑ How bingos are verified;
- ❑ Are Braille cards sold and if so, how are they verified;
- ❑ Policy regarding exchange and/or refund of bingo cards;
- ❑ Workers and/or volunteers playing bingo cards for a player temporarily absent;
- ❑ Policy on players found cheating;
- ❑ Cash register receipts must be in plain view at all times and will be requested prior to verifying a bingo or paying a prize;
- ❑ Electronic Bingo Equipment house rules consistent with the Electronic Bingo Equipment Standard Rules of Play and AGLC Policies.
- ❑ Details on the distribution of free cards.

Optional Issues

- ❑ Policy on players saving seats for friends;
- ❑ Do cards not in play have to be face down on the table;
- ❑ Whether cards must be marked with ink pen or a dauber or they will be disqualified for a prize;
- ❑ That cards are the responsibility of the player, lost cards will not be replaced;
- ❑ Policy on workers smoking, eating or drinking while selling cards or verifying a bingo;
- ❑ Foul language being used by patrons, or patrons who are intoxicated or causing a disturbance;

11. BINGO EQUIPMENT (CBH Sections 9.3)

- ❑ Who will own or supply the bingo equipment, i.e. flashboards, bingo blower (equipment must be supplied by a registered Gaming Supplier, refer to Section 40.1 GLA. If landlord is supplying equipment as part of the lease agreement, landlord must be registered.
- ❑ Cost to the association, payment arrangements and source of funding must be provided.
- ❑ Cost to member clubs.
- ❑ Copy of agreement regarding the supply or purchase of equipment (may be on a lease, purchase-to-own, or outright purchase basis).

12. BINGO PAPER and PULL TICKET SUPPLIES (CBH Sections 3.9 and 6.3.1)

- ❑ The name of the company(s) who will be supplying the bingo paper
- ❑ Cost of the paper.
- ❑ How member clubs will be charged for paper used at each event.
- ❑ The name of the company(s) who will provide pull ticket supplies (if applicable).

13. FINANCIAL AND INVENTORY CONTROL SYSTEM (CBH Section 8.1.3)

The financial and inventory manual control forms listed below are required for each Bingo Association:

- ❑ Bingo Worker Sign In Sheet;
- ❑ Special Games Controllers' Record/Reconciliation;
- ❑ Special Game Sellers Card Control;
- ❑ Paymaster's Sheet;
- ❑ Bingo Chairperson's Cash & Deposit Reconciliation;
- ❑ Ball Verification Sheet;
- ❑ Cashier Sheet Inventory Issue & Sales Reconciliation/Register Reconciliation;
- ❑ Caller Sheet (Replaces EMS Caller Summary Report);
- ❑ Event Inventory Issuance/Return (Replaces EMS Inventory Issuance Report);
- ❑ Event Summary;
- ❑ Pull Ticket Inventory Sales (Deposit) Report;
- ❑ Bingo Association or Bingo Society – Pull Ticket Inventory and Sales Record;
- ❑ Bingo Association or Bingo Society – Monthly Pull Ticket Inventory Reconciliation; and
- ❑ Bank Reconciliation Check List.
- ❑ NOTE: The Alberta Satellite Network provides Satellite Game Control Forms and their use is mandatory.

Samples of these forms are included in Section 12.1 of the Commercial Bingo Handbook. The sample manual forms:

- are intended to be used as a guide and to assist the Facility Licensee in developing acceptable financial/inventory control forms to coincide with the Facility Licensee's approved bingo program. The fundamentals of any Event financial/inventory control system must comply with the samples provided and with the requirements outlined in this section; and
- are necessary for the management of bingo Event revenue where an Event is operated manually (equipment failure) and the keeping of inventory for bingo cards and related supplies.

Please note that some of these manual control forms can be replaced with the electronic forms provided on the Event Management System (EMS) that will be provided to the hall by the AGLC. EMS training is also provided by the AGLC.

14. POSITION DESCRIPTIONS - VOLUNTEER & PAID STAFF (CBH Section 4)

Duties for volunteer and paid staff shall be clearly defined. Sections 4.8 and 4.9 outline the minimum position requirements for volunteer and paid staff. The association must draft position descriptions for their volunteer and paid staff, which accurately reflect the specific duties each position is responsible to carry out. The CBH outlines minimum position requirements for each position. They are intended as a guide only, and may not detail all of the duties that the facility licensee will require of each position.

<u>Mandatory Volunteer Positions</u>
- ❑ Bingo Chairperson
- ❑ Paymaster
- ❑ Special Game Controllers

<u>Mandatory Paid Positions</u>
- ❑ Advisor (maximum one charge per Event Fee)
- ❑ Caller
- ❑ Cashier
- ❑ Security guard

<u>Volunteer or Paid Positions</u>
- ❑ Hall Manager
- ❑ Assistant Hall Manager
- ❑ Bookkeeper
- ❑ Assistant Advisor
- ❑ Sellers/Checkers
- ❑ Bingo Co-ordinator
- ❑ Pull Ticket Manager (duties may be included in the position description for the Hall Manager)
- ❑ Pull Ticket Seller(s)

15. PAID STAFF

- ❑ List of paid staff including their registration number, mailing address, home, business and fax telephone numbers.
- ❑ List of Facility Licensee Contact(s) with name, phone and fax numbers, and e-mail address who are authorized to contact the AGLC regarding licensee business affairs or changes to the approved bingo program (CBH 3.5.12).

16. ANNUAL BUDGET/EVENT FEE SUBMISSION (CBH Section 8.1.1)

- ❑ Submission of the annual budget and fixed fee in an electronic format which will be provided by the AGLC

17. DRAFT OF THE PROPOSED LEASE

The association must have the proposed lease reviewed by a lawyer. A copy of the lawyer's letter of advice must be submitted to the AGLC with the new association proposal. Cost to have the review completed and letter prepared may be recovered from future gaming revenue.

The lease should always be subject to the approval of the AGLC being granted and should not be signed until reviewed and recommended by a lawyer, the AGLC has confirmed the lease is acceptable and requires no changes, and the association has received an approval for the facility. In addition the association is encouraged to seek an independent appraisal as to the lease rate value and how it compares with the market value in the area. A copy of the appraisal shall be submitted with the package.

The contents and drafting of the lease is at the discretion of the association and landlord; however, attention should be given to Section 3.6 of the Commercial Bingo Handbook. As a minimum, the following clauses shall be addressed in the lease:

- ❑ Date of Lease Agreement.
- ❑ Full and legal names of the parties involved.
- ❑ Legal and municipal description of property.
- ❑ Purpose of lease and intended use of property, include maps or drawings referred to as schedules.
- ❑ Rent schedule and how calculated. Are there rebates for insufficient attendance, closure on statutory holidays, bad weather or half-time patrons?
- ❑ Penalties for non-payment of rent, by what means and where is the rent paid?
- ❑ Days and times (if applicable) the facility is available for use by the association.
- ❑ Breakdown of the expenses the association is responsible to pay.
- ❑ Breakdown of the expenses the landlord is responsible to pay.
- ❑ Insurance type and coverage responsibility.
- ❑ Capacity of premises, and proposed seating.
- ❑ Rules and regulations.
- ❑ Landlord's covenants (e.g., quiet enjoyment, tenant access).
- ❑ Tenant's covenants.
- ❑ Services, equipment, and furniture, lease should specify who has responsibility for providing. Schedules should be attached detailing the articles to be provided.

- ❑ Provisos (e.g., liability of officers of the tenant).
- ❑ Option to renew the lease.
- ❑ Arbitration clause.
- ❑ Termination conditions on both sides and escape clause.
- ❑ What happens if the owner sells the hall or the sub-landlord transfers the sub-lease?

18. ➔ PERMITS AND LICENCES (CBH Section 10.9)

- ❑ Development Permits.
- ❑ Building Occupancy Permit.
- ❑ Fire Inspection Certificate.
- ❑ Business Licence.
- ❑ Health Inspection re: food sales.

NOTE: In some locations one or more of these permits or licences may be combined. Submit the permits or licences appropriate for the area the association will be located in.

19. DETAILED BUSINESS PLAN

Including, but not limited to:

- ❑ size of the bingo market in the area and where patrons will be drawn from;
- ❑ marketing plan;
- ❑ expected profit and loss statements;
- ❑ break-even analysis; and
- ❑ steps which will be taken to ensure the association will be successful.

SAMPLE Bingo Server Room Key Control Log

Key Number	Name/Position	Date Issued	Date Returned	Signature (issued)	Signature (returned)	Manager's Initials

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