

LIQUOR LICENSEE HANDBOOK

**LICENSEE
HANDBOOK**
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SUBJECT: INTRODUCTION

POLICIES

- 1.1.1 The Alberta Gaming and Liquor Commission (AGLC) is established under the *Gaming and Liquor Act* (GLCA) and is governed by the requirements of the *Criminal Code*, the GLCA and the Gaming and Liquor Regulation (GLCR).
- 1.1.2 AGLC is the province's liquor and gaming authority, responsible for administering and regulating the liquor and gaming industries in Alberta.
- 1.1.3 Board policies are approved by the Board of AGLC and signed by its Chair, on behalf of the Board.
- 1.1.4 Board policies related to liquor licence activities are conditions of the licence. This includes policies approved or amended after the liquor licence is issued [Section 61(1) of the GLCA].
- 1.1.5 Guidelines are best business practices designed to help licensees meet operating requirements.
- 1.1.6 Board policies and guidelines are located in the Licensee Handbook, which is available on AGLC's website at aglc.ca. *(Amended Sept. 2015)*
- 1.1.7 The licensee is responsible for ensuring the Licensee Handbook, GLCA and GLCR are available to its staff. *(Amended Sept 2015)*
- 1.1.8 If a licence applicant, licensee or manager involved in the daily operation of a licensed premises does not have a working knowledge of the English language sufficient to understand the legislation and/or these policies, AGLC will ask that the licensee have an interpreter present whenever:
- a) discussing details of the licence application;
 - b) an Inspector visits the premises to review the licensee's responsibilities;
 - c) the licensee acknowledges its responsibilities by signing the Operating Procedures form; and
 - d) the licensee attends a Board hearing.



SECTION: GENERAL INFORMATION

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SUBJECT: INTRODUCTION

GUIDELINES

1.1.9 *(Deleted Sept 2015)*

1.1.10 The Licensee Handbook may be accessed on AGLC's web site at aglc.ca *(Amended Sept 2015)*

1.1.11 The GLCA and GLCR or may be accessed on the Queen's Printer web site at <http://www.qp.alberta.ca/> *(Amended Sept 2015)*

DATE ISSUED: September 18, 2015

AUTHORITY:

Original signed by
Susan Green

SUBJECT: DEFINITIONS

POLICIES

1.2.1 In this handbook,

- a) "AGLC" means Alberta Gaming and Liquor Commission.
- b) "Board" means the Board of AGLC.
- c) "GLCA" means the Gaming, Liquor and Cannabis Act.
- d) "GLCR" means the Gaming, Liquor and Cannabis Regulation.
- e) "Inspector" means an Inspector of AGLC, a police officer as defined in the Police Act or someone designated by AGLC as an Inspector under the GLCA.
- f) "licensed premises" means all areas associated with the operations of the licensee, including, but not limited to:
 - i) areas liquor may be sold or consumed; and
 - ii) any store room, lobby, kitchen, hallway or other service areas used by the licensee in support of the areas where liquor may be sold or consumed.
- g) "licensee" means the individual, partnership or corporation holding a liquor licence.
- h) "liquor" means beverages that are intended for human consumption containing over 1% alcohol by volume (e.g., spirits, wine, liqueur, coolers, cider or beer).
- i) "minor" means a person under the age of 18 years.
- j) "staff" means any person employed by the licensee or contracted by the licensee or a third party to perform staff duties.



SECTION: GENERAL INFORMATION

NUMBER: 1.3

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SUBJECT: CONTACTING AGLC

GUIDELINES

1.3.1 There are five (5) AGLC offices in the province. Normal office hours are 8:15 a.m. to 4:00 p.m. Monday to Friday, excluding statutory holidays. Outside normal office hours and when staff is unavailable, messages may be left on voice mail.

St. Albert (Head Office)

50 Corriveau Avenue	Phone:	780-447-8600
St. Albert, Alberta	Fax:	780-447-8911
T8N 3T5	Fax:	780-447-8912

Calgary

110 Deerfoot Atrium		
6715 - 8 Street NE		
Calgary, Alberta	Phone:	403-292-7300
T2E 7H7	Fax:	403-292-7302

Red Deer

#3, 7965 – 49 Avenue		
Red Deer, Alberta	Phone:	403-314-2656
T4P 2V5	Fax:	403-314-2660

Grande Prairie

100-11039 – 78 Avenue		
Grande Prairie, Alberta	Phone:	780-832-3000
T8W 2J7	Fax:	780-832-3006

Lethbridge

655 WT Hill Blvd South		
Lethbridge, Alberta	Phone:	403-331-6500
T1J 1Y67	Fax:	403-331-6506

1.3.2 AGLC's web site address is: aglc.ca

DATE ISSUED: June 1, 2012

AUTHORITY: Original signed by
Marguerite Trussler

SUBJECT: LEGISLATION AND COMPLIANCE

POLICIES

- 1.4.1 Licensees and their staff must comply with:
- a) the GLCA; *(Amended Jul 2018)*
 - b) the GLCR; *(Amended Jul 2018)*
 - c) Board policies; and
 - d) all federal, provincial and municipal legislation.
- 1.4.2 Non-compliance with the legislation or Board policies may result in disciplinary action by the Board pursuant to Part 4 of the GLCA.
(Amended Jul 2018)
- 1.4.3 A licensee or manager approved by AGLC must notify AGLC immediately if charged with or convicted of 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 substantially similar to an offence under a), b), c) or d);
 - f) the GLCA; or *(Amended Jul 2018)*
 - g) the GLCR. *(Amended Jul 2018)*
- 1.4.4 If a licensee is at any time charged or convicted of an offence set out in any of the legislation listed in Section 1.4.3, the Board may take disciplinary action including, but not limited to, suspension or cancellation of the liquor licence/registration.
- 1.4.5 If a licensee misleads AGLC, fails to provide information or provides inaccurate information, the Board may take disciplinary action including, but not limited to, suspension or cancellation of the liquor licence.

SUBJECT: LICENSEE'S RESPONSIBILITIES

POLICIES

- 1.5.1 Licensees and their staff must ensure the licensed premises operate in accordance with all federal, provincial and municipal legislation.
- 1.5.2 The operation of a licensed premises shall be carried out in a socially responsible manner.
- 1.5.3 A licensee shall:
- a) train staff to understand violations of the legislation and policies, in accordance with ProServe and ProTect training as specified in Sections 1.6 and 1.7.
 - b) place a high priority on maintaining a safe premises, considering patrons are consuming an intoxicating substance;
 - c) take steps to reduce the risk of assault among patrons; and
 - d) demonstrate care in ensuring a safe return home for intoxicated patrons.
- 1.5.4 A licensee and its staff with information about illegal activities related to liquor, tobacco or gaming is required to contact the nearest AGLC office (see Section 1.3). This includes:
- a) smuggled liquor or tobacco;
 - b) stolen liquor or tobacco;
 - c) homemade liquor, such as moonshine, wine or beer when sold or offered for sale;
 - d) tobacco not marked for sale in Alberta; and
 - e) illegal gaming devices or illegal gaming house.

GUIDELINES

- 1.5.5 Licensee management should also implement a program to reduce impaired driving. For example, the Designated Driver Program encourages groups to identify one person who will abstain from alcoholic beverages and take responsibility for driving others in the group safely home.
- 1.5.6 Licensees should be aware that liquor service carries a risk of potential liability. Questions on liability should be directed to a lawyer.

SUBJECT: PROSERVE LIQUOR STAFF TRAINING

POLICIES

- 1.6.1 A licensee must meet ProServe Liquor Staff Training certification requirements. Equivalency may be granted for programs offered in other provinces if the program was taken within the last five years. The person must apply to the SMART Training Programs at smartprograms.aglc.ca to have the certification recognized.
- 1.6.2 ProServe certification is mandatory for the following full time and part time staff:
- a) positions where liquor is provided under the authority of a Class A, B, D, E, F and Duty Free licence (excluding Class D - Sacramental Wine Resale licence): *(Amended Oct 2018)*
 - i) licensed premises owners that are responsible for directly managing a licensed premises;
 - ii) licensed premises managers, supervisors, retailers, bartenders, servers, greeters, and hosts;
 - iii) security staff (directly employed or contracted by the licensee); and
 - iv) owners and managers of a company contracted to provide security.
 - b) positions where liquor is provided under the authority of a Special Event Licence (SEL) Public Resale - Commercial:
 - i) managers, supervisors, bartenders, servers, and drink ticket sellers;
 - ii) security staff (directly employed or contracted by the licensee); and
 - iii) owners and managers of a company contracted to provide security.
 - c) positions where liquor is provided under the authority of a SEL Public Resale - Community:
 - i) the licensee and designate(s); and
 - ii) a minimum of 25% of all bartenders/servers on-site.
(Amended July 2019)

SUBJECT: PROSERVE LIQUOR STAFF TRAINING

- d) persons registered with AGLC as a liquor agency and their employees whose duties include the sampling of liquor products.

1.6.3 ProServe certification is not required for staff working full time or part time:

- a) as kitchen staff, bus persons, and cleaning staff in licensed premises;
- b) (Deleted Mar 2019)
- c) where liquor is provided under the authority of a Private Special Event licence;
- d) where liquor is provided under the authority of a Class C licence (Note: the Board may require the licensee to meet ProServe training requirements if the Class C licensee has violated the GLCA, GLCR, or Board policies); and
- e) where liquor is provided under the authority of a Class D Sacramental Wine Resale licence.

1.6.4 Persons requiring ProServe must be certified:

- a) within 30 days of the employment start date for all new hires to positions identified in Section 1.6.2 a) and 1.6.2 d) or;
- b) before a SEL Public Resale for staff in positions identified in Section 1.6.2b) and c). (Amended Mar 2019)

1.6.5 A minimum score of 80% on an AGLC administered examination is required for ProServe certification.

1.6.6 ProServe certification is valid for a period of five (5) years from the date of successfully completing the program.

1.6.7 Valid ProServe certification must be maintained by successfully repeating the ProServe course (including passing the exam) before the certification expiration date.

1.6.8 Licensee staff must provide proof of ProServe certification at the request of an AGLC Inspector. Failure to present proof of ProServe certification may result in disciplinary action. Proof of ProServe certification includes:

- a) paper printed versions that have a QR code;

SUBJECT: PROSERVE LIQUOR STAFF TRAINING

- 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)*

1.6.9 It is the responsibility of the licensee to ensure:

- a) All staff in their premises who are required to have ProServe certification (as per Section 1.6.2) are certified in accordance with the requirements identified in Section 1.6; and
- b) at least one (1) ProServe certified staff member is on shift at all times. *(Added Oct 2014)*

1.6.10 Licensees must keep a log of employees that are ProServe 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 AGLC.

1.6.11 An industry worker's ProServe certification will be placed into conditional status when an employee at a licensed premises is found to violate any of the following:

- a) Section 75 GLCA: give, sell, or supply liquor to a minor;
- b) Section 75.1 GLCA: sell or provide liquor to an intoxicated person, permit an intoxicated person to consume liquor or take part in a gaming activity or provincial lottery that is conducted in the licensed premises; and
- c) AGLC Board policy: failure to ask for proof of age for those persons who appear to be under 25 years of age.

1.6.12 Industry workers whose ProServe certification is placed into conditional status may continue working at a licensed premises, however, they are required to successfully retake ProServe certification and pay all required fees within 30 days from the date of

SUBJECT: PROSERVE LIQUOR STAFF TRAINING

notification by AGLC. Failure to do so will cancel their ProServe certification.

- 1.6.13 Industry workers placed on conditional status may appeal the violation in writing to the Vice President, Regulatory Services, within 14 days of the date of notification by AGLC. The decision of the Vice President is final.
- 1.6.14 Industry workers whose appeal of the violation is unsuccessful will have 30 days from the date of the appeal outcome to recertify.
- 1.6.15 If an industry worker incurs three violations within a five-year period they will be ineligible for further ProServe certification.

GUIDELINES

- 1.6.16 ProServe is a social responsibility training course designed to reduce:
- a) underage drinking;
 - b) over-consumption of liquor;
 - c) impaired driving; and
 - d) liquor related harms and violence

1.6.17 *(Deleted Oct 2016)*

- 1.6.18 ProServe certification options are found on the SMART Training website. For more information on ProServe contact:

SMART Training Programs
AGLC
50 Corriveau Avenue
St. Albert, Alberta
T8N 3T5

Toll Free: 1-877-436-6336
Fax: 780-651-7626
Website: <https://smartprograms.aglc.ca/>

SUBJECT: PROTECT SECURITY STAFF TRAINING

POLICIES

- 1.7.1 A licensee must meet ProTect Security Staff Training (ProTect) certification requirements. Equivalency will not be granted for certification offered in other provinces.
- 1.7.2 ProTect certification is mandatory for full-time and part-time industry staff working in a Class A Minors Prohibited premises and at a Commercial Public Resale Special Event in the following positions:
- a) all individuals who manage or supervise security staff;
 - b) security staff (directly employed or contracted by the licensee); and
 - c) owners and managers of a company contracted to provide security.
- The specific responsibilities associated with these positions are described in Sections 1.7.15 and 1.7.16.
- 1.7.3 ProTect certification is not required for staff working full time or part time:
- a) at Class A Minors Allowed, Class B, Class C, Class D, Class E and Duty Free premises;
 - b) at a Class A Minors Prohibited premises in a position not listed in Section 1.7.2;
 - c) at a function licensed as a Community Public Resale Special Event; and
 - d) at a function licensed as a Private Special Event.
- 1.7.4 All individuals required to successfully complete ProTect Security Staff Training are also required to successfully complete ProServe Liquor Staff Training.
- 1.7.5 Persons requiring ProTect as identified in Section 1.7.2 must be certified:
- a) within 30 days of the employment start date for all new hires in a Class A Minors Prohibited Premises or;
 - b) before a Commercial Public Resale Special Event

SUBJECT: PROTECT SECURITY STAFF TRAINING

- 1.7.6 Successful completion of all assignments and a minimum score of 80% on an AGLC administered examination is required for ProTect certification.
- 1.7.7 ProTect certification is valid for a period of five (5) years from the date of successfully completing the program.
- 1.7.8 Valid ProTect certification must be maintained by successfully repeating the ProTect course (including passing all assignments and the exam) before the certification expiry date.
- 1.7.9 Licensee staff must provide proof of ProTect certification at the request of an AGLC Inspector. Failure to present proof of ProTect certification may result in disciplinary action. Proof of Protect 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)*
- 1.7.10 It is the responsibility of the licensee to ensure:
- a) all staff in their premises who are required to have ProTect certification (as per Section 1.7.2) are certified in accordance with the requirements identified in Section 1.7; and
 - b) at least one (1) ProTect certified staff member is on shift at all times. *(Added, Oct. 2014)*
- 1.7.11 Licensees must keep a log of employees that are ProTect 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 AGLC. *(Added, October 2014)*

SUBJECT: PROTECT SECURITY STAFF TRAINING

GUIDELINES

- 1.7.12 ProTect is a social responsibility training course designed to:
- a) improve observation and communication skills regarding patron and premises management;
 - b) prevent, defuse, and manage customer disturbances;
 - c) increase the safety and security of staff and patrons in licensed premises; and
 - d) reduce the risk of liability.
- 1.7.13 A ProTect card is issued to all persons who successfully complete ProTect certification.
- 1.7.14 although required only for Class A Minors Prohibited licensed premises and Commercial Public Resale Special Events, ProTect training is also recommended for individuals who work or volunteer in a security position in any other class of licensed premises or special event function.
- 1.7.15 The manager/supervisor of security (or owner/manager of a security company contracted to provide security) is responsible for the security and surveillance of the licensed premises. This includes:
- a) developing and implementing policies and procedures for security;
 - b) preparing a security plan, including planning for emergency situations; and
 - c) hiring and training security staff (includes door persons and floor persons).
- 1.7.16 Security staff (directly employed or contracted by the licensee) are responsible for the security and physical safety of the licensed premises, patrons in the licensed premises, and premises employees. Specific responsibilities of security staff include:
- a) monitoring and controlling access to the premises (door person) at all entrances open to the public;
 - b) checking for proper identification to ensure only patrons of legal drinking age enter the premises;
 - c) ensuring compliance to GLCA, GLCR and AGLC policies;

DATE ISSUED: October 31, 2016

AUTHORITY: Original signed by Susan Green

SUBJECT: PROTECT SECURITY STAFF TRAINING

- d) ensuring patrons banned from entering or remaining on the premises do not enter or remain;
- e) ensuring the occupant load under the fire code is not exceeded (crowd control duties);
- f) staying highly visible and circulating through the licensed premises (floor person); and
- g) monitoring patrons and intervening early to prevent fights and other aggressive acts.

1.7.17 Information relating to ProTect certification is found on the SMART Training website. For more information on ProTect Security Staff Training, 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: <https://smartprograms.aglc.ca/>



SECTION: GENERAL INFORMATION

NUMBER: 1.8

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SUBJECT: STAFF TRAINING SESSIONS

GUIDELINES

- 1.8.1 AGLC Inspectors are available to provide training sessions to licensee staff to help them gain a better understanding of their responsibilities and authority regarding liquor sales and service and the operation of a licensed premises.
- 1.8.2 *(Deleted, Jan., 2018)*
- 1.8.3 To arrange a staff training session, contact your nearest AGLC office (see Section 1.3 for AGLC contact information).

DATE ISSUED: February 11, 2010

AUTHORITY: Original signed by
Marguerite Trussler

SUBJECT: LICENCE CLASSIFICATIONS

POLICIES

2.1.1 The Board may issue the following classes of liquor licences:

- a) Class A for the sale and consumption of liquor on licensed premises open to the general public.
- b) Class B for the sale and consumption of liquor on licensed premises open to persons who pay an entrance or user fee or buy a ticket, or on some other basis acceptable to the Board.
- c) Class C for the sale and consumption of liquor on licensed premises not open to the general public, but established primarily for the use of members and their guests, residents and their guests, or on some other basis acceptable to the Board.
- d) Class D for the sale of liquor for consumption off the licensed premises.
- e) Class E for the manufacture of liquor in Alberta.
- f) Class F for the production of beer, wine or cider at a ferment-on-premises facility. *(Added Oct 2018)*

SUBJECT: LICENCE FEES

POLICIES

2.2.1 A one-time, non-refundable fee of \$200 must be submitted with all new liquor licence applications, with the following exceptions:

- a) No application fee is required for a Class C senior citizens' residence.
- b) No application fee is required for a new licence following expiry of the existing licence.
- c) A single fee of \$200 is required when an application is made for more than one (1) licence for the same premises at the same time.

2.2.2 An annual licence fee is due on the date of licence issue according to the following schedule:

- a) Class A, B, C (except for a senior citizens' residence) \$200
- b) Class C senior citizens' residence \$25
- c) Class D
 - i) General Off Sales \$100
 - ii) Manufacturer Off Sales \$100
 - iii) Retail Liquor Store \$700
 - iv) General Merchandise Liquor Store \$300
 - v) Delivery Service \$200
 - vi) Commercial Caterer \$200
 - vii) Sacramental wine resale licence \$25
- d) Class E \$500
- e) Class F \$500
(Added Oct 2018)
- f) Duty Free Store Licence \$500

2.2.3 The licence application form and the applicable annual fee (see Section 2.2.2) must be received by AGLC before a licence is issued.

SUBJECT: APPLICATION REVIEW

POLICIES

2.3.1 Liquor licence applications are subject to review and approval by AGLC.

2.3.2 When reviewing applications, AGLC considers:

- a) the appropriateness of the proposed premises;
- b) the applicant's eligibility; and
- c) the expressed views of the local community.

2.3.3 If AGLC does not support a licence application due to operational problems, operational style changes or major structural changes to the premises made by the applicant, the application will be referred to the Board for decision.

2.3.4 If a licence expires, the licensee must stop liquor service until a new licence is issued.

Reasons for Licence Refusal

2.3.5 AGLC may refuse to issue a liquor licence if, within the five (5) years prior to the application date, the applicant, any of the applicant's employees, any of the applicant's associates or any person associated with the applicant fails to pass a records check (see Section 2.3.6).

2.3.6 A person will fail to pass a records check if the person has:

- a) within the five (5) years prior to the application date, 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 described in Section 2.3.6a i); or
- b) 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

SUBJECT: APPLICATION REVIEW

- ii) an offence under a foreign act or regulation that, in the Board's opinion, is substantially similar to an offence described in Section 2.3.6b i);

that, in the opinion of the Board, is sufficiently serious to detract from the integrity of lawful gaming, lottery and/or licensed liquor activities in Alberta; or

- c) within the five (5) years prior to the application date, been in prison serving a term of three (3) years or more.

2.3.7 AGLC may refuse to issue a liquor licence if satisfied the applicant, any of the applicant's employees or associates, or any person or entity connected to or associated with the applicant:

- a) has not acted or may not act in accordance with the law, with honesty and integrity or in the public interest, based on their past conduct;
- b) would be a detriment to the integrity or lawful conduct of gaming or liquor activities or provincial lotteries; or
- c) has a background, reputation and/or associations that may cause adverse publicity for the gaming or liquor industry in Alberta.

2.3.8 AGLC may refuse to issue a liquor licence if, within the five (5) years prior to the application date, the applicant, any of the applicant's employees or any person associated with the applicant has contravened:

- a) the GLCA or the GLCR;
- b) a predecessor of the GLCA or the GLCR; or
- c) a condition imposed on a licence or registration issued or made under the GLCA.

2.3.9 AGLC may also refuse to issue a liquor licence:

- a) if the applicant is not eligible to receive the licence; and
- b) if the requirements of the GLCA, GLCR and Board policies have not been met.

GUIDELINES



SECTION: APPLICATIONS

NUMBER: 2.3

LICENSEE HANDBOOK

PAGE 3 OF 3

SUBJECT: APPLICATION REVIEW

- 2.3.10 First-time applicants should contact AGLC (see Section 1.3 for AGLC contact information).
- 2.3.11 A licensee should first consult this handbook and then contact AGLC when:
- a) seeking a new licence or a new class of licence;
 - b) seeking an endorsement to an existing licence (e.g., a patio or banquet room endorsement);
 - c) planning to renovate their premises; or
 - d) planning to relocate.
- 2.3.12 Licensees are sent a reminder notice before their existing licence expires.

DATE ISSUED: February 11, 2010

AUTHORITY: Original signed by
Marguerite Trussler

SUBJECT: OBJECTION TO AN APPLICATION

POLICIES

New Class A, B, C, D, E or F Premises *(Amended Oct 2018)*

2.4.1 AGLC will post all applications for the following types of licences on its website (aglc.ca/licences):

- a) Class A, B, C, D, E and F liquor licence(s) for new premises;
(Amended Oct 2018)
- b) existing licensed premises applying for additional Class A, B, C, D, E or F licence(s); *(Amended Oct 2018)*
- c) changes to the Class of liquor licence; and
- d) relocations of existing licensed premises.

Note: The application must meet the preliminary requirements for a licence prior to the application being posted. These requirements include, but are not limited to, the application fee, application form, floor plan, (site plan for Class D Retail Liquor Store licensees), food menu and Particulars of Individual Form.

2.4.2 The following information will be posted on AGLC website:

- a) name of the applicant;
- b) name of the proposed premises;
- c) municipal address of the proposed premises;
- d) licence(s) applied for; and
- e) the date that a written objection must be received by AGLC.

2.4.3 All objections must be submitted in writing and received by AGLC within 21 calendar days from the date the application is posted on AGLC website in order for the objection to be considered during the current licensing process (See Subsection 2.4.22).

2.4.4 AGLC may not consider objections of the following nature as they are considered the responsibility of the municipality:

- a) number of licensees in a community;
- b) location;
- c) space between licensed premises;

SUBJECT: OBJECTION TO AN APPLICATION

d) matters involving retail competition, community image and property values; and

e) objections of a social/moral concern regarding the sale of liquor, generally.

(Added Aug 2019)

2.4.5 The applicant will be notified in writing of all objections received, other than those described in Section 2.4.4. *(Amended Aug 2019)*

2.4.6 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.

2.4.7 The objector(s) will be contacted to obtain detailed information regarding the objection. The municipality, local law enforcement and any other applicable agencies may also be contacted to make inquiries as to the potential impact, specific to the objection, of the licence being issued in that community. *(Added Aug 2019)*

2.4.8 The applicant and the person(s) filing the objection will be advised in writing of the Board's decision. *(Amended Aug 2019)*

2.4.9 If no objections to the issue of a licence are received within the 21 calendar days AGLC will continue with the licensing process.

Existing Licensed Premises/Facilities

2.4.10 For existing licensed premises, only written objections received by AGLC at least 90 days prior to the expiration of the current licence will be provided to the Board for consideration.

2.4.11 AGLC may not consider objections of the following nature as they are considered the responsibility of the municipality:

a) number of licensees in a community;

b) location;

c) space between licensed premises;

d) matters involving retail competition, community image and property values; and

e) objections of a social/moral concern regarding the sale of liquor, generally.

(Added Aug 2019)

SUBJECT: OBJECTION TO AN APPLICATION

- 2.4.12 The applicant will be notified in writing of all objections received other than those described in Section 2.4.11. *(Amended Aug 2019)*
- 2.4.13 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.
- 2.4.14 The objector(s) will be contacted to obtain detailed information regarding the objection. The municipality, local law enforcement and any other applicable agencies may also be contacted to make inquiries as to the potential impact, specific to the objection, of the licence being issued in that community. *(Added Aug 2019)*
- 2.4.15 The applicant and the person(s) filing the objection will be advised in writing of the Board's decision. *(Amended Aug 2019)*
- 2.4.16 If no objections to the issue of a licence are received within the 90 calendar days prior to the expiration of the current licence AGLC will continue with the licensing process.
- 2.4.17 The Board will not consider an objection for an existing licensed premises where there is a sale, transfer or change in control. Should an objection be received during a sale, transfer or change in control, the Board will deal with the objection at least 90 days before the expiration of the new licence term.

Appearances Before the Board

- 2.4.18 Section 94 of the *Gaming, Liquor and Cannabis Act* (GLCA) provides the right to request a hearing only to a licensee or applicant. A person who objects to the issuance of a licence does not have the right to request a hearing before a Panel. *(Added Aug 2019)*
- 2.4.19 If an application is to be heard by a Panel of the Board under Section 94 of the GLCA, AGLC may, at its discretion, call an objector as a witness before such a hearing. *(Added Aug 2019)*

Other Liquor Licence(s)/Registrations

- 2.4.20 If any written objection to an application for a liquor licence not referred to above is received by AGLC, the following policies apply:

SUBJECT: OBJECTION TO AN APPLICATION

- a) The applicant will be notified in writing of all objections received.
- b) The applicant for the licence will be given 14 days from the date of notification to respond to the objection; an extension may be requested by the applicant;
- c) The objection and the applicant's response, if any, will be submitted to the President & Chief Executive Officer (CEO) of AGLC for consideration. Should an objection to the issue of a licence be received by AGLC without sufficient time to consider the objection, a new licence may be issued and the objection will be considered by the President & CEO at the earliest possible date.

2.4.21 Any objection to an application for a licence received after the specified time frames noted above will not be taken into consideration. The objector(s) will be advised accordingly.

GUIDELINES

2.4.22 A request may be made to view the floor plan/site plan of the applicant's proposed premises prior to submitting an objection. The person making the request will be given 21 days from the date the application is posted to view the plans and to submit a written objection.

2.4.23 Objections and/or requests to view the plans of proposed premises may be forwarded to:

Alberta Gaming, Liquor and Cannabis Commission
Director, Inspections
50 Corriveau Avenue
St. Albert, AB. T8N 3T5

Fax: 780-447-8913

Email: Inspections.Mailbox@aglc.ca

2.4.24 If a request to view the plans is received, AGLC will contact the stakeholder to arrange a time to view the floor plan/site plan at the nearest AGLC office to the proposed premises. See Section 1.3 for AGLC office locations.

SUBJECT: CHANGE OF STATUS (SALE, ASSIGNMENT, TRANSFER OR CLOSURE)

POLICIES

2.5.1 A liquor licensee cannot sell, assign or transfer a liquor licence.

2.5.2 A liquor licence is automatically cancelled when:

- a) a licensee sells, assigns or transfers a portion of the business in which activities authorized by the liquor licence are carried out; and
- b) the sale, assignment or transfer results in a change in control of the business.

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

- a) that is a sole proprietorship, a partnership or a corporation but not a distributing corporation, as defined in the Business Corporations Act; and
- b) in which the activities authorized by a liquor licence are carried out;

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

2.5.4 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 liquor licence are carried out;

must be reported to AGLC within 10 business days of the effective date of the sale, assignment or transfer and approved by AGLC.

2.5.5 AGLC may, with respect to a sale, assignment or transfer as per Sections 2.5.3 and 2.5.4:

- a) approve it without conditions;
- b) approve it with conditions;
- c) approve it with changes to or removal of existing conditions; or
- d) refuse to approve it.

SUBJECT: CHANGE OF STATUS (SALE, ASSIGNMENT, TRANSFER OR CLOSURE)

- 2.5.6 Where AGLC refuses to approve a sale, assignment or transfer, after the sale, assignment or transfer takes effect AGLC may treat the licensee as ineligible to hold a liquor licence and:
- a) cancel or suspend the licence;
 - b) require a person to dispose of an interest in the business under which the activities authorized by the licensee are carried out; and/or
 - c) require a person to dispose of an interest in a licensed premises.
- 2.5.7 When a licensed premises must be closed due to significant damage by fire or other natural event, the licence is cancelled by AGLC. However, the licensee may obtain a new licence if the premises is restored to an acceptable condition, complies with current policies and the licensee continues to qualify to hold a liquor licence.
- 2.5.8 Existing licences may remain in effect if a licensee is placed in receivership or bankruptcy. The licence may continue for a period determined by the Board of AGLC and is subject to any conditions imposed on the licence by the Board.
- 2.5.9 AGLC shall refuse to grant a licence to a new owner when an Incident Report or disciplinary action is in progress against the existing licensee until such time as the Incident Report or disciplinary action has been dealt with by AGLC.
- 2.5.10 A licence application fee will not be charged when:
- a) individual owners incorporate and a controlling interest in the business continues to be held by the original owners;
 - b) the transfer or assignment of shares does not result in a transfer of control of the business; or
 - c) only the name of the company or premises changes.
- 2.5.11 The seller of a licensed premises may apply for a refund of the annual licence fee when:
- a) the premises have been sold; and
 - b) the licence certificate has been returned.

SUBJECT: CHANGE OF STATUS (SALE, ASSIGNMENT, TRANSFER OR CLOSURE)

2.5.12 A refund will not be paid when:

- a) the premises are destroyed by fire;
- b) the premises are closed or licence surrendered;
- c) the licence has been cancelled by the Board;
- d) there is a change of licence class; or
- e) the licence is seasonal.

2.5.13 Refunds are based on the original annual licence fee less:

- a) the prorated portion during which the licence was in effect; and
- b) a \$100 administration charge.

GUIDELINES

2.5.14 A licensee selling or closing their premises permanently may sell their remaining liquor stocks to another licensee. The purchaser of the liquor stocks is responsible to ensure the product is legal and of acceptable quality (i.e., not adulterated or contaminated).

SUBJECT: CLASS A LICENCE MINORS ALLOWED

POLICIES

3.1.1 A Class A Minors Allowed licence may be issued for the sale and consumption of liquor on licensed premises open to the general public where food is the primary source of business.

3.1.2 The licensed premises must be located in a permanent facility and meet the requirements detailed below:

- a) The physical layout must include:
 - i) a suitably approved kitchen to meet food service requirements for quantity and quality of food, for the number of dining seats available (see Section 3.1.5);
 - ii) a dining area furnished with tables and chairs; and
 - iii) public washrooms in accordance with the Alberta Building Code.
- b) Food service must consist of a full-meal menu, approved by AGLC, and be available during all hours of liquor service.
- c) Liquor service must be provided from a suitably equipped bar (see Section 3.1.7).
- d) Staff must be:
 - i) available to prepare food, serve food and liquor and supervise patrons during all hours of liquor service; and
 - ii) at least 18 years of age to carry or serve liquor, or to manage the licensed premises.
- e) The licensed premises must appear to be a dining establishment (e.g. restaurant) and be operated as such (see Section 3.1.4), however:
 - i) A licensee may apply to AGLC to change the style of operation during evening hours (normally after 9 p.m.), to a Minors Prohibited licensed premises (adults only including staff). If approved, no one under age 18 is allowed to enter the licensed premises during these hours.

3.1.3 The licensee must post AGLC's Fetal Alcohol Spectrum Disorder poster in a prominent location in its licensed premises. The poster is

SUBJECT: CLASS A LICENCE MINORS ALLOWED

available for download on AGLC website at aglc.ca/liquor/responsible-liquor-service/posters-and-brochures (Added Apr 2014)

GUIDELINES

- 3.1.4 Class A Minors Allowed licensed premises are typically called dining rooms, restaurants, cafeterias and coffee shops.
- 3.1.5 In a dining establishment:
- a) tables and chairs are available for patrons and the tables are set for dining (tablecloths, napkins and cutlery);
 - b) patrons are served by a host or hostess and/or waiters/waitresses; and
 - c) a food menu offers patrons a choice of full-meal items.
- 3.1.6 The kitchen should normally be equipped with commercial appliances including a range, deep fryer, convection oven, refrigerator and dishwasher, and also have a food storage area and a food preparation area. Alternate kitchen equipment may be considered for operations with a maximum occupant load of 100 or fewer.
- 3.1.7 The liquor service bar should include refrigeration, storage for backup stock and empty containers, a beverage preparation area and accurate measuring device(s), if spirits are sold. If a Class A – Minors Prohibited licensed premises is located next to a Minors Allowed premises, the liquor service bar in the Minors Prohibited premises may be used to provide service to the Minors Allowed premises.
- 3.1.8 Entertainment such as games, dancing (by patrons) and stage performances is allowed on a Class A – Minors Allowed licensed premises as long as it complies with Section 5.10.
- 3.1.9 A Class A Minors Allowed licensee may request:
- a) an extension to banquet and other rooms located within the same complex (see Section 4.1);
 - b) an extension to an adjoining patio area (see Section 4.2); or
 - c) a Caterer's Extension to provide food and liquor to events away from the licensed premises (see Section 4.3).

SUBJECT: CLASS A LICENCE MINORS PROHIBITED

POLICIES

- 3.2.1 A Class A Minors Prohibited licence may be issued for the sale and consumption of liquor on licensed premises that are open to the general public and where liquor is the primary source of business or a licensed gaming facility.
- 3.2.2 The licensed premises must be in a permanent facility and meet the requirements detailed below.
- a) The physical layout must include:
 - i) full-height solid walls enclosing the premises [full height wall means a wall at least 2.44 metres (eight (8) feet) high, normally floor to ceiling]; *(Amended Jul 2017)*
 - ii) a suitably equipped kitchen area (see Section 3.2.7); and
 - iii) public washrooms in accordance with the Alberta Building Code.
 - b) Food service must comprise a snack-type food menu, approved by AGLC (see Section 5.4). Food service is not required after 11 p.m.
 - c) Liquor service must be provided from a staffed and suitably equipped bar (see Section 3.2.8).
 - d) Staff must be:
 - i) available to provide liquor and food service and to supervise patrons during all hours of liquor service; and
 - ii) at least 18 years of age.
- 3.2.3 Minors may not be admitted to the premises except as allowed under Sections 5.5.13, 5.5.14 and 5.5.14.1.
- 3.2.4 The licensee must post one of AGLC's Fetal Alcohol Spectrum Disorder poster in a prominent location in its licensed premises. The poster is available for download on AGLC website at aglc.ca/liquor/responsible-liquor-service/posters-and-brochures *(Added Apr 2014)*
- 3.2.5 Licensees with occupant loads over 500 patrons must have commercial general liability insurance of at least \$2,000,000 inclusive

SUBJECT: CLASS A LICENCE MINORS PROHIBITED

against bodily injury and property damage including loss thereof.
(Added, Apr 2014)

GUIDELINES

3.2.6 Class A Minors Prohibited licensed premises are commonly called bars, taverns, lounges, nightclubs, sports bars, adult entertainment centres, VLT rooms, and Gaming Entertainment Centres (GECs).
(Amended Nov 2013)

3.2.7 The kitchen should be equipped with commercial appliances such as a convection oven, pizza oven and refrigerator and have a storage area and food preparation area. Alternate kitchen equipment may be considered:

- a) for operations with an occupant load of 400 or fewer; or
- b) where existing licensed premises with a shared kitchen are subdivided for operation by separate licensees.

Note: A common kitchen will be acceptable when a licensee operates two or more licensed premises in the same complex.

3.2.8 The liquor service bar should include refrigeration, storage for backup stock and empty containers, a beverage preparation area and accurate measuring device(s).

3.2.9 An adjacent Minors Allowed licensed premises may also share the liquor service bar.

3.2.10 Entertainment and games on the licensed premises must comply with Section 5.10.

3.2.11 A Class A Minors Prohibited licensee may request:

- a) an extension to banquet and other rooms located within the same complex (see Section 4.1);
- b) an extension to an adjoining patio area (see Section 4.2); or
- c) a Caterer's Extension to provide food and liquor to events away from the licensed premises (see Section 4.3).

SUBJECT: CLASS B LICENCE

POLICIES

- 3.3.1 A Class B licence for a recreational facility, billiard hall, bingo hall, tourist facility, race track, sports stadium, convention centre, theatre or public conveyance may be issued for the sale and consumption of liquor on premises open to persons who pay an entrance or user fee or buy a ticket, or on some other basis acceptable to the Board.
- 3.3.2 A Class B licence for a business that offers goods or services to members of the public, where its primary purpose is not the sale of food or beverages (including, but not limited to, spas, salons, barbershops, funeral homes, specialty boutique stores and repair shops) may be issued for the sale and consumption of liquor on premises where the class of business is approved by the Board. *(Added Nov 2019)*
- 3.3.3 Class B licensed premises must have public washrooms in accordance with the Alberta Building Code, unless otherwise approved.

Recreational Facilities

- 3.3.4 Recreational facilities must meet the following requirements:
- a) the primary focus of the business is a recreational activity including, but not limited to, golf, skiing, racquetball, bowling, billiards or bingo; *(Amended Mar 2018)*
 - b) areas for liquor service and consumption must be clearly identified and furnished with appropriate tables, counter tops and chairs; and
 - c) food service acceptable to the Board must be provided (see Section 5.4).
- 3.3.5 A seasonal recreational facility may provide liquor service to private functions on the licensed premises during their off-season. No public advertising is allowed.

Billiard (Pool) Halls

- 3.3.6 There must be a minimum of eight (8) billiard tables on the licensed premises.

Bingo Halls

- 3.3.7 Bingo halls must meet the following requirements:

SUBJECT: CLASS B LICENCE

- a) the bingo facility licensee must apply for the liquor licence. The applicant may apply to licence all or a portion of the bingo gaming area. If electronic gaming devices are provided, minors must be prohibited;
- b) food and/or liquor may be served by a third party under the authority of a management contract; and
- c) food service must be available during all hours of liquor service.

Tourist Facilities

3.3.8 Liquor service may be provided at approved tourist facilities including museums, art galleries and guest ranches. *(Amended Oct 2018)*

Race Tracks

3.3.9 A race track licence may be issued for a facility primarily used for horse racing regulated under the *Horse Racing Alberta Act*.

Sports Stadiums

3.3.10 Sports stadiums must meet the following requirements:

- a) the sports stadium or arena must be built primarily for staging sporting events (liquor service may also be provided during major outdoor concerts or other events approved by AGLC). A municipal bylaw may restrict the days, hours and areas in which liquor may be sold and consumed; and
- b) food service must be provided during liquor service. *(Amended Nov 2019)*

Convention Centres

3.3.11 Convention centres must be designed and used for the holding of conventions, meetings, receptions, trade shows and conferences (liquor service at these facilities may also be provided during public events including musical concerts and sporting events approved by AGLC).

Theatres (Movie Houses and Live Theatres)

- 3.3.12 a) In a movie theatre, liquor may be sold and consumed in the following areas:
- i) designated area in the lobby;
 - ii) the seating area; and *(Amended Aug 2017)*

SUBJECT: CLASS B LICENCE

iii) the green room.

b) in a live theatre, liquor may be sold and consumed in the following areas:

i) the lobby/concourse area;

ii) the seating area; and

iii) the green room.

3.3.13 Food service is not required when serving liquor at a theatre.

Public Conveyances

3.3.14 Public conveyances mean vehicles which provide transportation to members of the public for a fee, such as commercial aircraft, trains, buses, limousines and large-format bikes. Taxis are ineligible for a Class B license. *(Amended Nov 2019)*

3.3.15 Public conveyances must comply with the following conditions:

a) liquor must be purchased from AGLC or authorized outlets when the trip is entirely within Alberta;

b) liquor may be served and consumed only while on route;

c) for charter trips, liquor service is allowed only when the majority of passengers are adults (excluding limousines, as noted in Subsection 3.3.21g);

d) only adult passengers may receive liquor service;

e) in addition to the operator, an attendant employed by the licensee must normally be on duty to serve liquor and supervise passengers (excluding limousines as noted in Subsection 3.3.21j);

f) food service is not required but non-alcoholic beverages must be available; and

g) the licensee complies with all federal, provincial and municipal legislation regarding the legal operation of the vehicle.

3.3.16 In this subsection, seating capacity means the rated passenger load originally assigned to the vehicle by its manufacturer. AGLC will not consider any changes to the seating capacity regardless of the modifications completed to a vehicle.

SUBJECT: CLASS B LICENCE

3.3.17 Vehicles with a seating capacity over 20, with the exception of buses as noted in Subsection 3.3.20, are not permitted to serve liquor or allow self-service of liquor.

Limousines

3.3.18 "Limousine" means a luxury, chauffeur-driven vehicle not equipped with a meter, with a maximum seating capacity of 20.

3.3.19 Limousine licensees must comply with the following conditions:

- a) the licensee must provide AGLC with the Vehicle Identification Numbers of all licensed limousines;
- b) a copy of the Class B licence must be retained in each licensed limousine;
- c) a licence identifier sticker provided by AGLC must be affixed to the rear exterior of the limousine and be clearly visible from directly behind the vehicle; *(Amended Dec 2013)*
- d) a licensee and limousine driver must comply with all legislation regarding the legal operation of the vehicle;
- e) a licensee and limousine drivers must have ProServe certification (see Section 1.6);
- f) the purchase of liquor cannot be required as a condition of booking a limousine;
- g) no minors are allowed in the limousine when liquor is provided;
- h) the use of a licensed limousine for "pub crawls" (conveying passengers from bar to bar) conducted or organized by the licensee is not allowed;
- i) all liquor purchased, provided or consumed in a limousine must be from the licensee, with the exception of wine as per Subsection 5.3.4;
- j) self service is permitted;
- k) no more than 20 passengers are permitted in a licensed limousine when liquor service is provided;
- l) licensees are not permitted to advertise the availability of liquor service in limousines with seating capacities over 20;

SUBJECT: CLASS B LICENCE

- m) licensees must receive the prior approval of AGLC to provide live entertainment;
- n) nude entertainment is not allowed; and
- o) prior approval of AGLC is required if a limousine is rented or operated by anyone other than the licensee or employees of the licensee.

3.3.20 "Bus" means a vehicle with a passenger seating capacity greater than 20 intended for destination travel outside of a municipality.

3.3.21 Buses must comply with the following conditions:

- a) a licensee and bus driver must comply with all legislation regarding the legal operation of the vehicle;
- b) attendant employed by the licensee to serve liquor and supervise passengers must have ProServe certification (see Section 1.6);
- c) a copy of the liquor license must be retained in the vehicle;
- d) the use of a licensed bus for travel solely within a municipality is not allowed;
- e) the use of a licensed bus for "pub crawls" (conveying passengers from bar to bar) within or between municipalities conducted or organized by the licensee is not allowed;
- f) all liquor purchased, provided or consumed in a bus must be from the licensee, with the exception of wine as per Subsection 5.3.4;
- g) live entertainment must receive the prior approval of AGLC;
- h) nude entertainment is not allowed; and
- i) prior approval is required if a bus is rented or operated by anyone other than the licensee or employees of the licensee.

Large-format Bikes (Added Nov 2019)

3.3.22 "Large-format bikes" (bikes) means a four (4) wheeled bicycle-like vehicle, with two (2) wheels connected with an axle in the front and two (2) wheels connected with an axle in the rear; that is primarily pedal-powered.

SUBJECT: CLASS B LICENCE

3.3.23 Bikes are to be equipped with:

- a) horn or bell;
- b) mounted mirrors;
- c) brakes, reflectors, headlights; and
- d) grab rails.

3.3.24 Licensees are to comply with the following conditions:

- a) a copy of the Class B licence is to be retained in each bike;
- b) a licence identifier sticker provided by AGLC is to be affixed to the rear exterior of each bike and be clearly visible from directly behind the bike;
- c) the licensee and operator must comply with all provincial and municipal conditions regarding the legal operation of the bike (including tour route and road permits);
- d) a minimum two (2) staff members is to be present at all times during operation:
 - i) one (1) operator/driver; and
 - ii) one (1) attendant to serve liquor and supervise.
- e) the operator and attendant must have ProServe certification (see Section 1.6) and ProTect certification (see Section 1.7);
- f) patron self-service of liquor is prohibited;
- g) minors are prohibited on the bike when liquor service is provided;
- h) each passenger must have a seat;
- i) all liquor purchased, provided or consumed on the bike must be from the licensee, with the exception of wine as per Subsection 5.3.4;
- j) liquor may be served and consumed while bike is in motion;
- k) non-alcoholic refreshments must be available; and
- l) glass bottles/containers are prohibited for service to patrons. Glass bottles and containers accessible only to staff are permitted.

SUBJECT: CLASS B LICENCE

3.3.25 Liquor service and consumption may commence at 10:00 a.m. and must terminate by 2:00 a.m.; unless otherwise restricted by a municipality.

Businesses that Provide Goods and Services for Sale (Added Nov 2019)

3.3.26 Businesses that offer goods or services for sale to members of the public (including, but not limited to, spas, salons, barbershops, funeral homes, specialty boutique stores and repair shops) may be eligible for licensing if:

- a) the applicant meets all municipal licensing requirements including zoning, fire and health;
- b) the applicant's primary purpose is not the sale of food or beverages;
- c) the applicant offers a selection of light snack foods, such as potato chips, nuts or other preserved snacks.
- d) the licensed premises must be equipped with:
 - i) a beverage preparation area; and
 - ii) a storage area for stock and empty containers.
- e) areas for liquor service and consumption must:
 - i) exclude private rooms where services are rendered; and
 - ii) be clearly identified.

LICENCE EXEMPTIONS (Added Nov 2019)

3.3.27 The following are not eligible for a Class B Licence:

- a) businesses that offer manipulation of the body of an adult or erotic nature (i.e. "body rub parlours");
- b) businesses where their primary focus caters to children (i.e., children's clothing store, toy store, etc.); and
- c) businesses where their primary focus is the sale of food or beverages (i.e., grocery store).

Licence Extensions

3.3.28 A Class B licensee may request:



SECTION: CLASSES OF LICENCES

NUMBER: 3.3

LICENSEE HANDBOOK

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SUBJECT: CLASS B LICENCE

- a) an extension to banquet and other rooms located within the same complex (see Section 4.1);
- b) an extension to an adjoining patio area (see Section 4.2); or
- c) Caterer's Extension to provide food and liquor to events away from the licensed premises (see Section 4.3).

DATE ISSUED: November 4, 2019

AUTHORITY: Original signed by
Len Rhodes

SUBJECT: CLASS C LICENCE

POLICIES

3.4.1 A Class C licence may be issued for the sale and consumption of liquor on a permanent licensed premises not open to the general public, but established primarily for the use of members and their guests, residents and their guests, or on some other basis acceptable to the Board (e.g., a clubhouse, adults residence, etc.).

Clubs

3.4.2 "Club" means an association or organization incorporated or registered under the laws of Alberta or Canada and operated solely for the non-profit benefit of the registered membership.

3.4.3 A Class C licence may be issued to a club (see Subsections 3.4.12 - 3.4.13) for one or more areas established primarily for the use of its members and their guests. The club must be established in a permanent location rightfully controlled by the club.

3.4.4 Staff functions may be held occasionally under the licence.

3.4.5 Liquor service may be provided anytime between 10 a.m. and 2 a.m., followed by a maximum one hour period to consume served drinks.

Travellers' Lounges

3.4.6 A Class C licence may be issued for one or more areas established for the sole use of passengers waiting to board a public conveyance (e.g., commercial aircraft, passenger train or bus).

3.4.7 Liquor may be served 24 hours a day in a Class C airport lounge.

Canteens

3.4.8 A Class C licence may be issued for one or more areas established primarily for the use of military, police or correctional personnel and their guests.

3.4.9 Hours of liquor service are as authorized by the officer in charge.

Educational Institutions

3.4.10 A Class C licence may be issued to:

- a) a post-secondary institute for one or more areas established primarily for the use of its students; or

SUBJECT: CLASS C LICENCE

- b) a school board-operated premises for one or more areas established for the use of its adult staff.

Adult Residences

- 3.4.11 A Class C licence may be issued for one or more areas established primarily for the use of residents.

GUIDELINES

Clubs

- 3.4.12 The constitution and by-laws of a club applying for a Class C licence should clearly specify:

- a) membership criteria, including a procedure to approve membership following an appropriate waiting period, normally one week (except golf and curling clubs where a user fee is paid);
- b) procedures for members to admit and control the number of guests;
- c) what is unique about club membership; and
- d) procedures in place for the election of the club executive by the general membership.

- 3.4.13 A club applying for a Class C licence should normally have:

- a) a minimum of 50 members at the time of its licence application (upon request, AGLC must be provided with a membership list, including names, addresses and telephone numbers);
- b) held regular meetings before the application is submitted;
- c) suitable food services as per Section 5.4; and
- d) washrooms for the exclusive use by members and guests.

- 3.4.14 A licensee may provide liquor service to private non-member events on the licensed premises with the following conditions:

- a) a meal must be catered or provided; and
- b) no public advertising is allowed.

- 3.4.15 A club with a Class C licence may apply for:



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NUMBER: 3.4

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SUBJECT: CLASS C LICENCE

- a) an extension to banquet rooms and other rooms located within the club complex (see Section 4.1); or
- b) a Caterer's Extension to provide food and liquor to an off-premises event where attendance is restricted to club members and their guests (see Section 4.3).

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AUTHORITY: Original signed by
Marguerite Trussler

SUBJECT: CLASS D LICENCE - RETAIL AND GENERAL MERCHANDISE LIQUOR STORES

POLICIES

3.5.1 A Class D licence may be issued to the owner of a Retail Liquor Store or General Merchandise Liquor store.

GUIDELINES

3.5.2 Additional Board policies related to Class D licences for retail and general merchandise liquor stores are detailed in the Retail Liquor Stores Handbook and the General Merchandise Liquor Store Handbook. These handbooks may be accessed on AGLC's website at the following links:

Retail Liquor Store Handbook:

http://aglc.ca/pdf/handbooks/retail_liquor_stores.pdf

General Merchandise Liquor Store Handbook:

http://aglc.ca/pdf/handbooks/general_merchandise_handbook.pdf

SUBJECT: CLASS D LICENCE - GENERAL OFF SALES

POLICIES

3.6.1 "Hotel" means an integrated facility that:

- a) provides overnight guest room accommodation for the travelling public;
- b) normally has a minimum number of furnished guest rooms, based on the population of the community in which it is located:

Population	Rooms
less than 5,000	10
Between 5,000 and 20,000	15
Between 20,000 and 100,000	20
over 100,000	25

- c) provides food service acceptable to AGLC; and
- d) provides one or more of the following services:
 - i) room attendant;
 - ii) telephone; and/or
 - iii) laundry.

3.6.2 A Class D licence may be issued to a hotel owner, or other premises approved by the Board, with a valid Class A licence for the sale of beer, wine and spirits for off-premises consumption (off sales) from one or more of the following locations:

- a) a service counter on the Class A licensed premises;
- b) a specific "off sales area" on the Class A licensed premises and accessible only from the licensed premises; or
- c) an "off sales room" (see Subsection 3.6.6).

3.6.3 To be considered for a Class D licence, a Class A licensed premises must meet all of the requirements of a hotel (see Subsection 3.6.1) and be located under the same roof as the hotel guest rooms, unless the hotel is in a resort complex with the guest rooms separate from the main lodge.

3.6.4 A Class D licensee is authorized to:

SUBJECT: CLASS D LICENCE - GENERAL OFF SALES

- a) set their own prices for off sales;
- b) sell liquor to other licensees; and
- c) sell Private Non-Sale and Private Resale Special Event licences.

3.6.5 Liquor sold under a Class D licence must be in sealed containers and removed from the premises by the patron immediately after purchase.

3.6.6 An off sales room must:

- a) be located under the same roof as the hotel guest rooms, unless the hotel is in a resort complex with guest rooms separate from the main lodge;
- b) be accessible from the Class A licensed premises, an unlicensed area within the hotel or directly from the outside;
- c) be separated by solid walls from any unlicensed area, (windows to the outside are acceptable);
- d) not exceed a total of 92.9 sq. metres (1000 sq. feet), including all areas (display, service counter, storage, coolers, etc.), with the following conditions:
 - i) the retail sales area (up to the face of the coolers) must be a maximum of 69.68 sq. metres (750 sq. feet); and
 - ii) where an adjacent cooler (storage space) is shared with a Class A licensed premises, a larger combined area may be considered; however, the retail sales area still must not exceed a maximum of 69.68 sq. metres (750 sq. feet).

3.6.7 No free liquor may be offered to patrons in an off sales room except for legitimate tasting purposes as specified in the Product Promotion Policy Guidelines (see Section 8.5).

3.6.8 A licensee may offer liquor tasting sessions for educational purposes to private groups, on or off premises (e.g., a wine tasting session at a private club). A Private Resale Special Event licence is required to conduct these sessions and must be by invitation only. For more information, contact AGLC (see Section 1.3).

3.6.9 Tasting sessions must be conducted in a licensed area.

SUBJECT: CLASS D LICENCE - GENERAL OFF SALES

- 3.6.10 Apart from legitimate tasting sessions, liquor consumption is allowed only during customer appreciation, anniversary and grand opening events. Guests must be invited and at least 18 years of age.
- 3.6.11 No area within the off sales room may be set aside for casual liquor consumption (i.e., as a bar or lounge).
- 3.6.12 No food of any type may be offered in an off sales room except during:
- a) customer appreciation, anniversary and grand opening events; or
 - b) liquor tastings conducted by a liquor supplier (see Section 8.5), with the following conditions:
 - i) the food complements the liquor being tasted;
 - ii) the manufacturer makes the food arrangements;
 - iii) there is no charge or fee for the food, nor is the food available for purchase in the off sales room; and
 - iv) the food service ends when the tastings end.
- 3.6.13 Maximum hours of liquor off sales are from 10:00 a.m. to 2:50 a.m.
(Amended Dec 2019)
- 3.6.14 A list of non-liquor items an off sales room may sell include the following (items not listed below are prohibited):
- a) soft drinks, juices and water (maximum size not to exceed two litres);
 - b) non-food items used in the preparation of cocktails (e.g. Tabasco sauce, Worcestershire sauce, hot buttered rum mix, mulled wine mixes and spices, hibiscus flowers, margarita rimmers and Clamato rimmers);
 - c) ice and ice buckets;
 - d) de-alcoholized beer, wine and coolers (products that have less than 1% alcohol by volume or less);
 - e) liquor flasks, wine containers, decanters, wineskins, wine racks, wine brushes and wine preservers;
 - f) beer containers and beer can holders/attachable handles;
 - g) disposable drink containers, coasters, and cocktail napkins;

SUBJECT: CLASS D LICENCE - GENERAL OFF SALES

- h) glassware (beer mugs, wine glasses, shot glasses);
- i) bottle openers, pour spouts, corkscrews, cocktail shakers, stir sticks (e.g. lite straws), wine stoppers and bottle tops;
- j) bottle bags, gift bags, gift boxes, gift wrapping, bottle neck greeting tags and personalized stick-on bottle labels;
- k) liquor-related books, magazines and videos;
- l) bar towels;
- m) legal-limit breathalyzers;
- n) gift baskets, provided the contents of the baskets are limited to liquor and authorized non-liquor product items; and
- o) gift certificates.

3.6.15 No one under age 18 may be admitted to an off sales room unless accompanied by a parent, guardian or spouse who is an adult and who is on the licensed premises to purchase liquor for off-premises consumption.

3.6.16 Off sales from a drive-through window are not allowed.

3.6.17 Signage for an off-sales room must not:

- a) use words or acronyms that suggest government ownership or sponsorship (i.e., "Alberta Liquor Store," "ALCB" or "AGLC");
- b) use slang words such as "booze," "hooch" or "moonshine";
- c) include the name(s) or logo(s) of liquor or non-liquor brands or manufacturers;
- d) feature images of:
 - i) a drinking glass;
 - ii) a cartoon character which appeals to minors;
 - iii) a character drinking or about to drink alcohol; or
 - iv) a character that appears to be intoxicated.

3.6.18 In addition to Board policies, signage for an off sales room must comply with federal, provincial and municipal legislation.

3.6.19 A Class D – General Off Sales licensee may deliver liquor subject to the conditions specified in Sections 3.7.4 – 3.7.7.



SECTION: CLASSES OF LICENCES

NUMBER: 3.6

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SUBJECT: CLASS D LICENCE - GENERAL OFF SALES

GUIDELINES

3.6.20 A hotel Class D licensee may refer to its off sales room as a "liquor store."

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AUTHORITY: Original signed by
Len Rhodes

SUBJECT: CLASS D LICENCE - DELIVERY SERVICE

POLICIES

3.7.1 A Class D licence may be issued to an individual or company to operate a liquor delivery service where the applicant:

- a) provides other delivery services as well (e.g., for groceries or prepared foods; prescriptions; gift baskets; flower or balloon arrangements; or passengers, as in the case of a taxi company); and
- b) is not a Class A, B or C licensee.

3.7.2 Liquor to fill orders must be purchased from a licensed retail liquor store, general merchandise liquor store or from general off sales or manufacturer's off sales in Alberta.

3.7.3 Liquor that has been ordered by customers may be stored on the licensed premises or another location specified on the licence.

3.7.4 Liquor delivery is subject to the following conditions:

- a) Liquor must only be delivered to locations within Alberta where liquor possession and consumption is legal (i.e., a private residence, temporary residence or office).
- b) The delivery person must be at least 18 years of age, have a valid ProServe certification and either be: (Amended Dec 2019)
 - i) the licensee; or
 - ii) staff of the licensee, including contracted staff, whose actions are the responsibility of the licensee; OR (Amended Dec 2019)
 - iii) a delivery service licensee. If a store contracts with an individual or company (e.g. taxi) to deliver orders, that party must have a delivery service licence. The store must demand proof that the licence is in effect.
- c) Liquor may be delivered by a common carrier.
- d) Liquor must not be delivered to a minor or intoxicated person.
- e) When an order is to be delivered to an individual who appears to be under age 25, the delivery person must check photograph identification (see Section 5.5). (Amended Dec 2019)

3.7.5 (Deleted Dec 2019)

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Len Rhodes



SECTION: CLASSES OF LICENCES
NUMBER: 3.7

SUBJECT: CLASS D LICENCE - DELIVERY SERVICE

3.7.6 (Deleted Dec 2019)

3.7.7 A liquor order must leave the licensed premises during regular business hours; however, delivery may continue for 30 minutes after closing (see Subsection 5.1.1).

GUIDELINES

3.7.8 A licensee may charge a fee for delivery services.

3.7.9 More than one order may be delivered at a time.



SECTION: CLASSES OF LICENCES
NUMBER: 3.8

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SUBJECT: CLASS D LICENCE - SACRAMENTAL WINE RESALE

POLICY

- 3.8.1 A Class D Sacramental Wine Resale licence may be issued to a person who operates a church supply retail business.
- 3.8.2 A licensee may stock and sell sacramental wine only to authorities of a church or religious body, a priest, a minister or a member of a clergy.

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SUBJECT: CLASS D LICENCE - COMMERCIAL CATERER

POLICIES

3.9.1 A "private event" means a function open only to an individual or an organization's members and their guests, or a function held in a private residence for residents and their guests.

3.9.2 A "public catered event" means a function open to the general public. Public events are normally held by community-based organizations and include fairs, rodeos, exhibitions and sports days.

3.9.3 A Class D licence may be issued to a catering business to provide food and liquor services off premises to private and public functions.

3.9.4 A licensee must meet the following conditions:

- a) Liquor service must be secondary to meal service.
- b) Liquor service cannot be required as a condition of providing meal service.
- c) Food must be prepared in a permanent, suitably equipped kitchen approved by AGLC, which also meets Health Authority requirements (see Subsection 3.9.8).
- d) Staff must be available to prepare and/or serve food, provide or sell liquor and supervise patrons during all hours of liquor service.
- e) Minors are not allowed to manage a catered event or to sell or serve liquor.
- f) A photocopy of the licence must be posted at the location during the event.
- g) Specific requirements for private and public catered events are provided in Subsections 3.9.5 and 3.9.6.

3.9.4.1 The following areas are suitable for commercial catered events:

- a) community halls;
- b) banquet rooms;
- c) meeting rooms;
- d) fenced areas;

SUBJECT: CLASS D LICENCE - COMMERCIAL CATERER

- e) tents or other temporary structures, with prior approval of municipal authorities;
- f) schools/educational institutions, with prior approval of a school official (principal, trustee);
- g) buses, with the prior approval of AGLC;
- h) Class A, B or C licensed premises, or a portion of the licensed premises, where AGLC has approved a temporary suspension of the existing licence;
- i) Party rooms in multiple family residential complexes; and
- j) Private residences.

(Added Apr 2016)

3.9.5 Private Catered Event

- a) A licensee must provide advance written notice to AGLC, although approval is not required (see Subsection 3.9.7).
- b) The host organization or resident may advertise tickets for the function only to its members/residents and their guests; no public advertising is allowed.
- c) Tickets may be sold by members/residents of the host.
- d) Liquor may be served and consumed outdoors only in an enclosed area (e.g., hall, tent or fenced-in area).

3.9.6 Public Catered Event

- a) A licensee must submit an application to AGLC and receive prior approval (see Subsection 3.9.7).
- b) Tickets for the event may be advertised and sold to the public.
- c) *(Deleted Apr 2016)*

3.9.7 The following information is required by AGLC for both private and public catered events:

- a) type of function;
- b) host of the function (person or organization requesting catering);
- c) date and hours of the function;

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SECTION: CLASSES OF LICENCES

NUMBER: 3.9

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SUBJECT: CLASS D LICENCE - COMMERCIAL CATERER

- d) food service to be provided;
- e) location of the function; and
- f) expected attendance at the function.

GUIDELINES

3.9.8 The kitchen should be equipped with commercial appliances including a range, deep fryer, convection oven, refrigerator and dishwasher, and also have a food storage area and a food preparation area.

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SUBJECT: CLASS F LICENCE – FERMENT-ON-PREMISES

POLICY

3.10.1 In this section:

- a) “carboy” means a food-grade vessel used in the production process for beverages such as beer, wine, or cider.
- b) “customer” means an adult customer.
- c) “personal use” means beer, wine, and/or cider that is produced and used by a customer, provided as a gift, or served to another person.
- d) “trading racks” means a product left by a customer after bottling, in exchange for another customer’s product.

General

3.10.2 Only beer, wine, and cider may be produced at a ferment-on-premises facility. Spirits may not be produced at a ferment-on-premises facility.

3.10.3 Licensees may not produce beer, wine, or cider for customers to purchase.

3.10.4 The licensee must ensure that:

- a) products are produced in the licensed premises in accordance with all relevant federal or provincial enactments and municipal by-laws; and
- b) the licensed premises is operated in accordance with all relevant federal or provincial zoning, enactments and municipal by-laws.

3.10.5 Products produced at a ferment-on-premises facility must:

- a) be for a customer’s personal use; and
- b) not be produced or packaged for commercial purposes.

3.10.6 Minors may not produce liquor or be employed at a ferment-on-premises facility.

SUBJECT: CLASS F LICENCE – FERMENT-ON-PREMISES

Facility Requirements

- 3.10.7 A ferment-on-premises facility:
- a) must have its own entrance and exit separate from the exit and entrance for any other business, and;
 - b) may not be located on residential property.
- 3.10.8 The area where beer, wine, and cider is produced must not be accessible to the general public.
- 3.10.9 The ferment-on-premises licence must be posted in a prominent location within the facility.
- 3.10.10 The licensee must post AGLC's Fetal Alcohol Spectrum Disorder poster in a prominent location in the licensed facility. The poster is available for download on AGLC's website at aglc.ca/liquor/responsible-liquor-service/posters-and-brochures.
- 3.10.11 In addition to ferment-on-premises kits, a ferment-on-premises facility may sell the following items (items not listed are prohibited):
- a) beer, wine, and cider making home kits;
 - b) additives and flavouring agents for beer, wine, and cider;
 - c) wine containers, decanters, wineskins, wine racks, wine brushes and wine preservers;
 - d) beer containers, beer can holders/attachable handles;
 - e) glassware (beer mugs, wine glasses);
 - f) bottle openers, corkscrews, wine stoppers, bottle tops;
 - g) bottle bags, gift bags, gift boxes, gift wrapping, bottle neck greeting tags, personalized stick on bottle labels;
 - h) liquor related books, magazines, and videos; and
 - i) other products, approved by AGLC beforehand, that are used in the sale, service and consumption of beer, wine, and cider.

Advertisements

- 3.10.12 Advertisements must comply with all applicable requirements in Section 7.1 of the Liquor Licensee Handbook.

SUBJECT: CLASS F LICENCE – FERMENT-ON-PREMISES

3.10.13 Advertisements may:

- a) show liquor being made at the facility;
- b) indicate product prices (for example: “beer kit special for only \$50”, “Wine kits on sale: 20% off”, or “Make 50 litres of beer for \$120”).

3.10.14 Advertisements must not:

- a) mention or imply the availability of liquor (as a finished product) for sale;
- b) provide the price of the finished product per batch or per bottle, implying that the customer has no role in making the product (for example: “Wine at half the liquor store price”, “Wine \$10 per bottle”, or “Two dozen beer for \$20”); and/or
- c) offer price discounts for making more than one batch at a time (for example, second batch at half price or buy two get one free).

Brewing Process

3.10.15 The customer must be provided an invoice and pay for all ingredients used in the brewing or fermentation process before beginning production. The invoice must set out the details of the transaction, including the:

- a) contact information of the licensee, including name and telephone number;
- b) type and quantity of beverage to be made (beer, wine, or cider);
- c) ingredients (or name of the kit used to produce the product) and price of ingredients provided to the customer;
- d) any ingredients added to the batch after the fermentation process began, and their price (if purchased from the licensee);
- e) date fermentation began;
- f) amount paid by the customer; and
- g) a notice to the customer that the beer, wine, or cider must be for the customer’s personal use.

SUBJECT: CLASS F LICENCE – FERMENT-ON-PREMISES

- 3.10.16 The licensee is responsible for retaining and updating customer invoices throughout the brewing process. Invoices must be retained until customers take their finished product from the ferment-on-premises facility.
- 3.10.17 Before beginning production, the licensee must ensure that the customer signs a declaration that the product will be for personal use only and not for a commercial purpose.
- 3.10.18 Additional names cannot be added to a product batch after the date fermentation starts.
- 3.10.19 The licensee must attach a carboy tag/label to every carboy, fermentation vessel and barrel that clearly states:
- a) the invoice number provided to the customer; and
 - b) the date fermentation began.
- 3.10.20 The licensee or its staff may not produce or package product on behalf of the customer.
- 3.10.21 Customers must mix their own ingredients to begin the fermentation process, the licensee may provide only limited assistance.
- 3.10.22 Self-fermenting products are not permitted.
- 3.10.23 The licensee may offer a barrel aging service where more than one customer's product is placed in a barrel for aging after fermentation. Licensees offering a barrel aging service must:
- a) attach the carboy tags associated with each customer's batch that is stored in the barrel. Carboy tags must be reattached to the customer's carboy when pouring product from the barrel to the carboy;
 - b) pour the product back into carboys when emptying the barrel, and;
 - c) ensure customers complete the brewing process, including bottling.
- 3.10.24 The licensee must ensure that the customer performs all of the following tasks in manufacturing beer, wine, or cider in the facility:
- a) combining or mixing ingredients with any of the following:
 - i) beer wort;

SUBJECT: CLASS F LICENCE – FERMENT-ON-PREMISES

- ii) fruit, fruit juice or fruit concentrate; or
 - iii) fermentable liquids.
 - b) adding the yeast or enzymes to the materials above, or to any other raw material of beer, wine, or cider;
 - c) placing the beer, wine, or cider in bottles/containers;
 - d) labelling, corking, capping or shrink-wrapping the bottles; and
 - e) removing the bottled beer, wine, or cider from the establishment immediately after packaging.
- 3.10.25 Licensees may remove or deface commercial labels and sterilize bottles in preparation for customers to bottle their product.
- 3.10.26 A customer may be assisted in performing a task outlined in Subsection 3.10.23 by:
- a) an adult who is not associated with the operation of the facility;
 - b) the licensee or the employees of the licensee, if the task is performed primarily by the customer, or the customer is physically incapable of performing the task alone.
- 3.10.27 Assisting a customer may include:
- a) holding the carboy while the customer adds the ingredients;
 - b) transferring the wort to the carboy;
 - c) demonstrating the bottling process by filling one bottle for the customer;
 - d) demonstrating the corking/capping process by corking/capping one bottle for the customer;
 - e) placing the filled bottles in a case, and;
 - f) carrying the bottled product to the customer's vehicle.
- 3.10.28 Products being produced may only be stored onsite by the licensee. Offsite storage is prohibited.
- 3.10.29 The licensee may provide each customer participating in the batch with a 120 ml sample, per batch, of product prior to bottling.

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Customers may not consume more than one sample, per batch, onsite.

3.10.30 Wine lost during fermentation and aging may be topped-up by the licensee with water or non-alcoholic substance only, with the customer's consent. Any ingredients added to a batch after the fermentation process begins must be added to the customer's original invoice.

3.10.31 Licensees may not supply liquor for use in fortification, it must be provided and added by the customer. Customers may not leave beverage alcohol at the ferment-on-premises facility to be used later for top-up or fortification.

3.10.32 Additives and flavouring agents may be added by the customer to a batch at any time during the fermentation process. Ingredients added to a batch must be added to the customer's original invoice regardless of whether the customer purchased the additives at the ferment-on-premises facility or brought their own.

3.10.33 Trading racks is not permitted.

Employee Batches

3.10.34 The licensee and employees of the licensee may make their own beer, wine, and cider at the ferment-on-premises facility.

3.10.35 Licensee/employee batches must have carboy tags that are visually different from customer carboy tags (for example, different coloured tags).

3.10.36 The licensee and employees must comply with all policy requirements when brewing their own beer, wine, and cider.

Group Batches

3.10.37 Licensees may offer a sign-up for customers interested in producing and sharing a product to contact others interested in starting a shared batch.

3.10.38 A group of customers may produce liquor together. The group may either split a single batch or more than one person may make several batches.

3.10.39 All customers part of a group batch must:

SUBJECT: CLASS F LICENCE – FERMENT-ON-PREMISES

- a) visit the ferment-on-premises facility and be involved in beginning the fermentation process;
- b) have their names stated on the invoice; and
- c) sign the declaration indicating that the batch is for personal use.

3.10.40 At least one member of the group must return to bottle the product. After bottling, the members of the group may divide the product among themselves while on-site.

3.10.41 The licensee may not invite customers to participate in a group batch organized by the licensee.

Unsatisfactory or Unclaimed Product

3.10.42 If customers return a product they are not satisfied with, the licensee may provide the customer with the opportunity to make a free or discounted batch of product. A new invoice must be prepared, and a new declaration must be signed even if there is no cost.

3.10.43 The licensee must destroy all unsatisfactory or unclaimed product.

3.10.44 Product that has been returned cannot be sold or used as top-up product.

Reporting

3.10.45 The licensee must maintain a detailed record for each batch of beer, wine, and cider produced within the facility. Records must be retained by the licensee for at least two years, and be provided to AGLC upon request.

3.10.46 Records must include the following information:

- a) type and quantity (in litres) of beverage made (beer, wine, or cider);
- b) retail price paid by the customer;
- c) date fermentation began; and
- d) full amount paid by the customer for the service and materials provided.



SECTION: CLASSES OF LICENCES

NUMBER: 3.11

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SUBJECT: DUTY FREE STORE LICENCE

POLICIES

- 3.11.1 A Duty Free Store licence may be issued to a qualified retail outlet to sell liquor to persons taking the liquor out of Canada.
- 3.11.2 Only unopened liquor in an AGLC-approved container may be sold by the licensee, licensee staff or agents.
- 3.11.3 The retail outlet must be licensed under the *Customs Act* (Canada) to sell duty free merchandise. If the *Customs Act* licence expires or is cancelled, the Duty Free Store licence is also cancelled.

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AUTHORITY: Original signed by
Marguerite Trussler

SUBJECT: GUEST ROOMS, BANQUET ROOMS AND MEETING ROOMS

POLICIES

4.1.1 A Class A, Class B or Class C licence may be extended to include other rooms located within the same complex as the licensed premises.

4.1.2 Self-Service Bars in Guest Rooms

A hotel with a Class A licence may provide self-service bars in hotel guest rooms with the following conditions:

- a) Liquor must be stocked within a lockable bar.
- b) A selection of soft drinks and snacks must be provided.
- c) A price list must accompany the bar.
- d) The bar key must be given only to an adult.

4.1.3 Room Service

A hotel with a Class A licence may provide liquor service to adults in hotel guest rooms with the following conditions:

- a) Maximum hours of liquor service must be those shown on the licence.
- b) Staff under 18 years of age may not be involved in any way with liquor service or delivery.
- c) Suitable food and snacks must also be available for purchase.
- d) Where the licensee is not the building owner, the written authorization of the building owner is required.

4.1.4 Banquet Rooms and Meeting Rooms

A Class A, Class B or Class C licensee may request an extension to provide liquor service to adults attending private and occasional public functions in banquet rooms, banquet room foyer areas or meeting rooms with the following conditions:

- a) Maximum hours of liquor service are normally the hours endorsed on the licence; however, the Board will consider special requests.
- b) The licensee is responsible to maintain adequate supervision at all times.

SUBJECT: GUEST ROOMS, BANQUET ROOMS AND MEETING ROOMS

- c) Private functions are permitted without any prior approval from AGLC.
- d) Public functions require prior approval from AGLC.
- e) Sponsorship of a public function by a liquor manufacturer must comply with Section 7.6. Co-sponsorship of a public function with a promoter or other group is acceptable provided that the licensee receives all proceeds from liquor sales.
- f) Attendance at a licensee-sponsored function is normally limited to 2,000 or the maximum occupant load under the Fire Code, whichever is less (see Section 5.13).
- g) Minors are prohibited at functions where nude entertainment is provided.
- h) If the public function allows minors (e.g., sporting, musical or theatrical events), food service acceptable to AGLC is required (see Section 5.4). The price of food may be included in the admission price.

SUBJECT: PATIO EXTENSION

POLICIES

4.2.1 An outdoor patio that is approved for a Class A, B or C licence is considered part of the licensed premises and is subject to all of the conditions of the licence.

4.2.2 An application for a patio extension must be approved by AGLC in advance, including a plan or a line drawing showing the layout and the location of the licensed areas, entrances, kitchen and washrooms in relation to the proposed patio.

4.2.3 The following requirements apply, based on licence classification:

a) Class A – Minors Allowed Licensed Premises:

- i) the patio must be on the same property as the licensed premises;
- ii) the patio must be under the control of the licensee;
- iii) the patio must be suitably defined (e.g., enclosed by planters, a rope, railing or similar barrier); and
- iv) the patio may be accessed from the public areas and/or from within the premises.

(Amended May 2017)

b) Class A – Minors Prohibited Licensed Premises

- i) the patio must be on the same property as the licensed premises;
- ii) the patio must be under the control of the licensee;
- iii) the patio must be suitably defined (e.g., enclosed by planters, a rope, railing or similar barrier);
- iv) the patio may be accessed from public areas and/or from within the premises; and
- v) signage prohibiting minors must be prominently displayed.

(Amended May 2017)

c) Classes B and C Premises – Primarily Indoor Activities (e.g., billiard rooms, service clubs, curling clubs):

SUBJECT: PATIO EXTENSION

- i) the patio must be on the same property as the licensed premises;
- ii) the patio must be under the control of the licensee;
- iii) the patio must be suitably defined (e.g., enclosed by planters, a rope, railing or similar barrier); and
- iv) the patio may be accessed from public areas and/or from within the licensed premises.

(Amended May 2017)

- d) Classes B and C Premises – Primarily Outdoor Activities (e.g., golf courses, tourist facilities, ski areas):
 - i) the patio must be on the same property as the licensed premises;
 - ii) the patio must be under the control of the licensee;
 - iii) the patio must be suitably defined (e.g., with rope, signs or a railing); and
 - iv) the patio may be accessed from public areas and/or from within the premises.

(Amended May 2017)

4.2.4 A Class A Minors Allowed licensed patio adjacent to a Class A Minors Prohibited licensed patio must be separated as follows:

- a) Railings, wall or similar barriers must be a minimum of three feet high separating the two patios. *(Amended May 2017)*
- b) A “Staff Only” sign must be posted at any service gate between the two licensed patios.
- c) A “No Minors” sign must be posted between the two patios, clearly identifying the Minors Prohibited side.

Sidewalk Patios

4.2.4.1 Where licensees want liquor service for tables directly on a public sidewalk, next to or directly in front of their premises:

- a) the patio must be suitably defined (e.g., enclosed by planters, a rope, railing or similar barrier); and

SUBJECT: PATIO EXTENSION

b) the licensee must have municipal approval, including granting care and control of any unlicensed space the licensee may have to cross with the liquor. *(Added May 2017)*

4.2.4.2 For Minors Allowed sidewalk patios where the licensed space is very small and cannot reasonably accommodate the defined area specified in Section 4.2.4.1a), AGLC may consider signage clearly indicating the number of licensed tables and total seating capacity (e.g. "Two tables with a total seating capacity of 4 persons are licensed for liquor consumption.") *(Added May 2017)*

4.2.4.3 For all licensed patios, licensees must ensure patrons do not depart the patio space while in possession of liquor, with the exception of properly corked wine (see Section 5.3.25). *(Added May 2017)*

4.2.5 *(Deleted May 2017)*

4.2.6 *(Deleted May 2017)*

4.2.7 A temporary patio to accommodate 201 to 2,000 people may be considered for a community event if the capacity of the patio does not exceed double the capacity of the indoor licensed area (two to one ratio). *(Amended May 2017)*

4.2.8 *(Deleted Aug 2016)*

4.2.9 *(Deleted Aug 2016)*

GUIDELINES

4.2.10 A temporary patio may be considered for a community event (a festival; activity such as a fair, rodeo or sports day; or celebration conducted and sponsored by a non-profit organization) or a one (1) day customer appreciation day. The temporary patio must be on the same property as the licensed premises. *(Amended May 2017)*

4.2.10.1 The request for a temporary patio must be submitted at least three (3) weeks prior to the event, with the following information:

- a) date and hours of the event;
- b) a line drawing of the proposed patio layout and description of how it will be defined;



SECTION: CLASS A, B AND C LICENCE EXTENSIONS

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SUBJECT: PATIO EXTENSION

- c) patio capacity;
- d) food service;
- e) supervision; and
- f) authorization of the municipality and/or the host of the community event, if requested by AGLC.

4.2.11 A Class A, B or C licence may be extended to a swimming pool area under the same conditions as a patio extension.

4.2.12 In addition to meeting Board policy requirements, applicants may need to obtain the approval of municipal, police, health, fire and landlord authorities.

DATE ISSUED: May 23, 2017

AUTHORITY: Original signed by Brent Shervey

SUBJECT: CATERER'S EXTENSION

POLICY

- 4.3.1 A Class A, B or C licence may be extended to provide liquor service at a function away from the licensed premises:
- a) if the extension is under a Class A Minors Prohibited licence, the catered function is also Minors Prohibited.
 - b) If the extension is under a Class C licence, attendance at the catered function is restricted to the licensee's members or residents (as applicable) and their guests.
- 4.3.2 Only liquor purchased under the Class A, B or C licence may be transported to a catered function for sale and consumption at that location. All unused liquor must be returned to the licensed premises for use in accordance with the licence conditions.
- 4.3.3 Under a Caterer's Extension, a licensee must:
- a) ensure a selection of food items is available;
 - b) provide liquor service only during the hours endorsed on the licence unless otherwise approved by the Board;
 - c) ensure liquor is not included in the admission price of the function and follow Board policy with respect to liquor pricing (see Section 5.2);
 - d) ensure a separate Special Event licence is obtained by the convener of the event for wine served during the meal, if the wine is supplied by the convener of the event;
 - e) ensure the function is properly staffed and supervised; and
 - f) post a copy of the licence and a letter of approval from AGLC at the function location.
- 4.3.4 Licensees may request approval from AGLC to cater liquor at a public function held in conjunction with a community event (i.e., a festival; activity such as a fair, rodeo, or sports day; or a celebration conducted and sponsored by a non-profit organization).
- 4.3.5 Co-sponsorship of a public function with a promoter or other group is acceptable provided that all proceeds from liquor sales go to the licensee.

SUBJECT: CATERER'S EXTENSION

4.3.6 Attendance at a function catered by a licensee will normally be limited to the lesser of 2,000 patrons or the maximum occupant load under the Fire Code.

GUIDELINES

4.3.7 To request a Caterer's Extension, a licensee is required to submit an Application for Public Function or Caterer's Extension (Form REG/5041) to AGLC at least three (3) weeks before the event, providing the following information:

- a) type of function;
- b) third party that is holding the function;
- c) date and hours of the function;
- d) food service to be provided;
- e) location of the function;
- f) expected attendance at the function;
- g) a line drawing of the layout of the licensed area; and
- h) security details.

4.3.8 In addition to meeting Board policy requirements, applicants may need to obtain the approval of municipal, police, health, fire and landlord authorities.

4.3.9 Except for functions in private residences and special "one time" extensions, locations included in a Caterer's Extension may be inspected before approval.

4.3.10 Class A and B licensees may advertise "fully licensed catering of functions available;"

4.3.11 Class A, B and C licensees who request a Caterer's Extension to a function not considered to be family-oriented may be required by AGLC to prohibit minors.

SUBJECT: SITE-WIDE HOTEL LICENSING

POLICIES

- 4.4.1 Site-wide liquor consumption is permitted in a hotel if there is at least one (1) Class A premises within the hotel that is owned and operated by the same entity as the hotel.
- 4.4.2 All Class A licensed areas owned and operated by the same entity within the hotel are included in the site-wide consumption endorsement.
- 4.4.3 A site-wide consumption endorsement permits patrons to take their alcoholic drinks from one area to another within the hotel provided all areas are under the same ownership.

NOTE: The intent of this policy is to allow a patron to take an open liquor beverage from a licensed premises in, and operated by, the hotel to their hotel room or another licensed area within the hotel (operated by the hotel).

- 4.4.4 Any additional areas designed for the leisurely consumption and service of liquor must be licensed accordingly under a Class A, B or C licence.
- 4.4.5 Liquor purchased for offsite consumption (i.e., off-sales, liquor store purchases) cannot be brought into other licensed establishments for consumption or into areas other than the guest rooms for consumption within the hotel premises.
- 4.4.6 If a third-party operates a licensed premises within the hotel, liquor must not be removed from that licensed premises. Also, liquor from the hotel cannot be brought into a third party's licensed premises.
- 4.4.7 Site-wide consumption does not authorize new liquor sales and service areas to be set up within the hotel. Existing requirements remain in place for the sale and service of liquor, or can be amended by amending the licence(s).
- 4.4.8 To obtain an endorsement for site-wide liquor consumption, the hotel licensee must submit a written request to AGLC. The request must include the following:
- a) a floor plan of the facility;
 - b) proof of compliance with municipal business licence requirements;



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SUBJECT: SITE-WIDE HOTEL LICENSING

- c) proof of compliance with the Alberta Fire Code and posted occupant loads; and
- d) proof that ownership of the hotel and the licensed premises are one and the same.

DATE ISSUED: August 7, 2019

AUTHORITY: Original signed by Gael MacLeod

SUBJECT: HOURS OF LIQUOR SALES AND CONSUMPTION

POLICIES

5.1.1 The maximum hours of liquor sales or service are as follows:

Class A, B, C or F Licence *(Amended Oct 2018)*

a) For all licensed premises other than those specifically mentioned in Section 5.1.1b):

10:00 a.m. - 2:00 a.m.

b) Convention centre, public conveyance, canteen, traveller's lounge:

set by the Board

c) Race track:

two (2) hours before post time until end of last race, but subject to the hours set out in Section 5.1.1a);

d) Sports stadium that is subject to stadium bylaws:

during the hours specified in the stadium bylaws, but subject to the hours set out in Section 5.1.1a);

e) Sports stadium that is not subject to stadium bylaws:

two (2) hours before start of event until end of event, subject to the hours set out in Section 5.1.1a); and

f) Theatre

two (2) hours before opening curtain, but not before 10:00 a.m., until 2:00 a.m. *(Amended Oct 2018)*

Class D Licence

a) Retail liquor store licence 10:00 a.m. - 2:00 a.m.;

b) General merchandise liquor store 10:00 a.m. - 2:00 a.m.;

c) General off sales licence 10:00 a.m. - 2:50 a.m.;

d) Manufacturer's off sales licence 10:00 a.m. - 2:00 a.m.;

e) Sacramental wine resale licence 9:00 a.m. - 9:00 p.m.;

f) Delivery service licence 10:00 a.m. – 1/2 hour after last purchase was made; and

SUBJECT: HOURS OF LIQUOR SALES AND CONSUMPTION

g) Duty free store licence set by Board

5.1.2 Where on-premises consumption is authorized, liquor consumption may continue for a maximum of one (1) hour after liquor service ends. All liquor must be cleared from patron areas by 3:00 a.m.

5.1.3 All patrons must leave a Class A Minors Prohibited licensed premises at the end of the one (1) hour consumption period. The only persons allowed to remain are the licensee's spouse and staff, and workers maintaining or making repairs to the licensed premises.

5.1.4 Section 5.1.3 applies equally to a Class A Minors Allowed licensed premises with a condition on the licence prohibiting minors during evening hours. The premises may not reopen to patrons for food service before 6 a.m. the next business day.

5.1.5 A Class A Minors Prohibited licensed premises must be closed:

a) *(Deleted Dec 2019)*

b) all times other than the hours endorsed for liquor service and consumption on the licence.

5.1.6 A Class D licensed premises must be closed:

c) *(Deleted Dec 2019)*

d) all times other than the hours endorsed for liquor sales on the licence, unless the premises is also a Class A licensed premises.

5.1.7 On the date Daylight Savings Time takes effect or ends, liquor sales or service must end before clocks are adjusted and may not re-start until the next business day.

5.1.8 Maximum hours of liquor sales or service are the same under a licence and a licence extension, unless otherwise specified by the Board.

GUIDELINES

5.1.9 A golf or curling club hosting a private tournament/bonspiel may apply for a licence endorsement from AGLC to allow liquor service starting as early as 8 a.m.

5.1.10 "Last call" must be timed to ensure patrons who order liquor are served within the hours of liquor service specified on the licence.

SUBJECT: LIQUOR PRICING

POLICIES

5.2.1 The amount of liquor in a drink (i.e., # of ounces or millilitres) and the price must be specified on a menu or price list.

5.2.2 Licensees may set their own liquor prices, subject to the minimum prices specified below.

5.2.3 Class A, B, and C (except canteen or adult residence) licensees, Class D Commercial Caterer's licensees, as well as Public Resale Special Event licensees, may not sell, or offer to sell, liquor less than the following minimum prices:

Spirits and liqueurs: \$2.75 / 28.5 ml (1 oz) or less;

Wine: \$0.35 / 28.5 ml (1 oz);

Draught beer: \$0.16 / 28.5 ml (1 oz); and

Bottled/Canned Beer,

Cider or Coolers: \$2.75 /341 ml bottle or 355 ml can.

Note: GST is not included in above prices.

5.2.4 If a serving of spirits or liqueurs exceeds 28.5 ml, the minimum price of the drink must be based on the single serving menu price and increase in direct proportion to the volume served based on the minimum price of \$2.75. For example, if a single serve drink has a menu price of \$5.00, the following minimum prices apply to similar drinks containing more than 28.5 ml of spirits or liqueurs:

a) drinks containing 43 ml (1.5 oz) of spirits or liqueurs – the minimum price required is \$6.37 (\$5.00 + \$1.37);

b) drinks containing 57 ml (2 oz) of spirits or liqueurs – the minimum price required is \$7.75 (\$5.00 + \$2.75); and

c) drinks containing 85.5 ml (3 oz) of spirits or liqueurs – the minimum price required is \$10.50 (\$5.00 + \$2.75 + \$2.75)

5.2.5 *(Deleted June 2016)*

5.2.6 *(Deleted June 2016)*

5.2.7 *(Deleted June 2016)*

SUBJECT: LIQUOR PRICING

5.2.8 A licensee is not allowed to offer:

- a) free liquor specials;
- b) more than one (1) drink for a single price (e.g., “2 for 1” specials, or “triples for the price of a single”); and
- c) “all you can drink” specials for a fixed cost.

5.2.9 “Buckets of Beer” pricing are permitted under the following conditions:

- a) the price of a single beer is posted and available for consumption;
- b) the price of the “bucket” is equal to the total price of the singles (i.e., a bucket of 4 beer is \$12.00 and the singles are \$3.00 each); and
- c) prices are not below the minimum prices specified in Section 5.2.3.

5.2.10 Liquor sale activities must not promote intoxication.

5.2.11 Gift certificates may only be redeemed for liquor if they are purchased at face value (for example, in order to redeem a \$10 gift certificate for liquor, the gift certificate must be purchased for at least \$10).

5.2.12 Discount liquor coupons are only permitted if:

- a) the selling price after redemption of the coupon does not fall below the minimum prices specified in Sections 5.2.3 and 5.2.4;
- b) *(Deleted June 2016)*

SUBJECT: LIQUOR SERVICE

POLICIES

5.3.1 For the purposes of this section, the following definitions apply:

- a) "Aging" refers to a pre-mixed drink stored over time in a storage vessel.
- b) "Drink machine" means a machine approved by AGLC to store and serve mixed drinks.
- c) "Infusion" means adding ingredients such as spices, herbs, fruit, vegetables, candy, flavouring agents or other substances intended for human consumption.

(Added Oct 2018)

5.3.2 The liquor licence must be prominently posted on the licensed premises.

5.3.3 Liquor not allowed on a licensed premises includes:

- a) homemade liquor of any kind;
- b) duty free liquor;
- c) liquor brought by a patron (except wine, see Subsection 5.3.4); and
- d) liquor from any source other than:
 - i) an AGLC-approved warehouse;
 - ii) a licensed Alberta manufacturer; or
 - iii) a Class D licensee.

5.3.4 Class A, B and C (Club and Adult Residences) licensees may request a licence endorsement from AGLC to allow patrons to bring commercially manufactured, sealed bottle(s) of wine onto the licensed premises. The following conditions apply:

- a) The licensee must post a schedule of corkage fees.
- b) The patron must hand over the wine to licensee staff immediately upon entering the premises.
- c) Licensee staff are responsible to bring the wine to the patron's table, and to open and serve the wine.

SUBJECT: LIQUOR SERVICE

- 5.3.5 A licensee must:
- a) offer a reasonable variety of liquor (i.e., different brands of beer, wine, spirits, etc.);
 - b) maintain an accurate system for measuring and dispensing liquor to ensure patrons are provided with the correct amount purchased;
 - c) ensure patrons receive the type and brand of liquor being purchased.
- 5.3.6 In addition to liquor, a variety of non-alcoholic beverages must be available to patrons.
- 5.3.7 The following restrictions apply to Class A, B and C licensed premises, as well as at Commercial Public Special Events:
- a) A maximum of two (2) standard servings may be sold or served to a patron after 1 a.m. (see Subsection 5.3.8).
 - b) No patron may have more than two (2) standard servings in their possession after 1 a.m. For example, a patron cannot be served more than two (2) standard size drinks after 1:00 a.m. even if the drinks are for himself/herself and another person.
 - c) Liquor consumption may continue for a maximum of one hour after liquor service ends. All liquor must be cleared from patron areas by 3 a.m.
- 5.3.8 For the purpose of Subsection 5.3.7, a standard liquor serving is:
- a) spirits and liqueurs – 28.5 ml (1 oz);
 - b) wine – 142 ml (5 oz);
 - c) bottled/canned beer – 341/bottle or 355 ml/can;
 - d) draught beer – 341 ml (12 oz); and
 - e) cider/coolers – 341 ml/bottle or 355 ml/can.

Liquor Dispensing

- 5.3.9 All liquor must be served to patrons by licensee staff except:
- a) on a Class B or C licensed premises where self-service is specifically allowed; or

SUBJECT: LIQUOR SERVICE

- b) on a Class A, B or C licensed premises where automated self-service beer and wine dispensing systems have been approved in advance by AGLC's Inspections Branch.

5.3.10 Automated self-service beer and wine dispensing systems (system) must comply with the following minimum requirements:

- a) The system must retain records of the date, time, type and amount of beer or wine dispensed for each table or patron, as well as which licensee staff accepted payment and authorized liquor service, for a period of 30 days. This information must be available to licensee staff, AGLC Inspectors and police officers at all times.
- b) The master system must only be activated or unlocked by the on-duty manager or supervisor.
- c) The system must begin in an inactive state whereby patrons are unable to pour beer or wine. The system must be turned on only by licensee staff.
- d) Licensee staff must set the system to shut off when a certain amount of beer or wine has been dispensed or a certain dollar value has been reached, for each table or patron.
- e) The system must not accept any kind of direct payment from patrons. Payment must be made to the licensee staff. (Deductive and accumulative beer or wine cards are allowed if the requirements of this section are met.)
- f) Once the maximum amount of beer or wine or dollar amount has been reached, the system must be shut off and beer or wine service must cease. Patrons must not have the ability to reactivate the system.
- g) Licensee staff must be able to shut off beer and wine service to a table or patron at any time.
- h) The system must shut off by 1:00 a.m. No service from the system is permitted after that time.
- i) The beer and wine must be securely stored within the unit or in a secure area that is not accessible by patrons.
- j) Systems dispensing spirits are prohibited.

SUBJECT: LIQUOR SERVICE

- 5.3.11 The beer in a table top dispensing system must be dispensed by the patron into a glass, mug, jug or carafe.
- 5.3.12 A Class A, B or C licensee's staff may sell a bottle of spirits to a customer for on-premises consumption under the following conditions:
- a) patron self-service is prohibited;
 - b) all liquor must be dispensed from its original container into a glass, mug, jug or carafe, by the licensee's staff;
 - c) pursuant to Subsection 5.2.1, all bottle service options must be stated on the liquor menu;
 - d) pursuant to Subsection 5.2.3, the price of each bottle must meet the minimum drink prices [i.e. a 26 ounce bottle must be priced at a minimum of \$71.50 (26 x \$2.75)];
 - e) an accurate measuring device must be used to dispense liquor to the patron (no free pouring);
 - f) pursuant to Subsection 5.3.7, no patron may be in possession of more than two (2) standard size drinks after 1 a.m. This includes liquor that has been dispensed under this subsection for patron consumption; and
 - g) the liquor container and its contents must remain in the possession and control of the licensee's staff at all times; if a bottle of liquor is left at a patron's table and is unattended by the licensee, it must be secured and only accessible by the licensee.
- 5.3.13 All liquor containers (i.e., bottles, cans and kegs) must stay sealed until required for direct sale to a patron or for replenishing supplies in a service bar or liquor dispensing system with the exception of liquor opened or transferred to another container for the purpose of aging, infusion or preparing pre-mixed drinks. *(Amended Oct 2018)*
- 5.3.14 All liquor containers (e.g., cans, bottles, etc.) must be opened by licensee staff before being served.
- a) Wine, beer (except beer in kegs), coolers and "miniatures" of spirits must be served to patrons in their original containers or dispensed into a glass, mug, jug or carafe.

SUBJECT: LIQUOR SERVICE

- b) Spirits (except miniatures) and beer in kegs must be dispensed from their original containers into a glass, mug, jug or carafe, either directly or with the use of an approved liquor dispensing system or measuring device.
 - c) Licensees and their staff are prohibited from dispensing liquor directly into a patron's mouth.
- 5.3.15 Liquor from one (1) container cannot be mixed with liquor from another container unless it:
- a) is mixed at the request of a patron and served to that patron in a glass, mug, jug or carafe; or
 - b) is the same brand and type of liquor (e.g., a 1.75 litre bottle is used to refill a 750 ml bottle of identical product); or
 - c) meets the requirements for pre-mixed drinks, aging or infusion (see Subsections 5.3.20 - 5.3.24). *(Added Oct 2018)*
- 5.3.16 All liquor dispensing systems require AGLC approval in advance and must:
- a) provide consistent pours;
 - b) have secured adjustment mechanisms (automatic dispensing systems);
 - c) contain only one type or brand of liquor in each product line, from the reserve holding tank/bottle rack/keg to the dispensing head. There can be no mixing of liquor in a product line unless the brand or type of liquor is being changed (see Subsection 5.3.30); and *(Amended Oct 2018)*
 - d) not adulterate the liquor in any way (see Subsection 5.3.18). *(Added Oct 2018)*
- 5.3.17 Machines which mix liquor with pressurized oxygen, commonly called "alcohol without liquid vaporizer," are prohibited.
- 5.3.18 A licensee must not adulterate liquor. Adulterating liquor means taking legally purchased liquor products and making the product impure or inferior by adding foreign substances and includes:
- a) diluting product with water;

SUBJECT: LIQUOR SERVICE

- b) purposely putting product into new containers to conceal their true origin; or
- c) adding any substance that is toxic, noxious, not fit or intended for human consumption or affects the liquor content of the drink.

(Added Oct 2018)

Mixed Drinks, Aging and Infusion

5.3.19 Pre-mixing of liquor in a drink machine is permitted so long as:

- a) the ingredients and the amount of liquor contained in each drink (i.e., # of ounces or millilitres) are listed on the drink menu or price list;
- b) perishable ingredients contained in the drink machine (e.g. fruit juices) are handled and stored in a manner consistent with provincial and municipal health standards; and
- c) the drink machine is cleaned and maintained in a manner consistent with provincial and municipal health and safety standards.

Note: a drink machine is not considered a liquor dispensing system for the purposes of this section.

(Added Oct 2018)

5.3.20 Pre-mixing drinks, by hand or using a device such as a drink machine, is permitted as long as:

- a) the liquor comes from the original containers purchased from AGLC;
- b) the pre-mixed drinks do not exceed what can reasonably be forecast to be sold in a day;
- c) any unsold pre-mixed drinks are disposed of at the end of the business day;
- d) the bottle, package or container used to store the pre-mixed drinks is labeled to identify:
 - i) when the mixed drink was prepared;
 - ii) who the mixed drink was prepared by;

SUBJECT: LIQUOR SERVICE

- iii) the amount of liquor in each drink (i.e., # of ounces or millilitres) contained in the mixed drink;
- iv) the ingredients of the drink; and
- v) in the case the pre-mixed drinks are shooters, a logbook containing the same details as above is maintained onsite and made available for review upon request (see also Subsection 5.3.22).

(Added Oct 2018)

5.3.21 A licensee is permitted to infuse or age liquor on the licensed premises under the following conditions:

- a) the infusion does not cause additional fermentation resulting in an increase in the alcoholic content of the drink;
- b) the drink's ingredients and the infusion or aging agents are identified on the drink menu or price list;
- c) cannabis is prohibited from being an infusion or aging agent;
- d) infusions or aging involving perishable ingredients (e.g. fruit, juices or other consumable food items) must be stored in a manner consistent with provincial and municipal health and safety standards;
- e) each bottle, package or container used for infusing or aging liquor is clearly labeled with the following information:
 - i) the date the infusion or aged liquor was prepared or the date the infusion or aging agent was placed in the container;
 - ii) the type, brand and quantity of liquor used;
 - iii) the non-liquor ingredients used; and
 - iv) the name of the person who prepared the liquor for infusion or aging.
- f) infusing and aging liquor occurs at the establishment and is not removed from the establishment at any time.

(Added Oct 2018)

5.3.22 The licensee must maintain a detailed record for each batch of pre-mixed drinks, infused or aged liquor produced within the facility.

DATE ISSUED: November 8, 2018

AUTHORITY: Original signed by
Gael MacLeod

SUBJECT: LIQUOR SERVICE

Records must be retained onsite for at least two years, and be provided to AGLC upon request. Records must include the following information:

- a) type and quantity (in litres) of beverage produced (pre-mixed, infused or aged) in the batch;
- b) the date the batch was prepared;
- c) the type, brand and quantity of liquor used;
- d) the non-liquor ingredients used including infusing or aging agents;
- e) the name of the person who prepared the batch; and
- f) the retail price paid by the customer.

(Added Oct 2018)

5.3.23 Pursuant to Subsection 5.2.1, the amount of liquor in a drink (i.e., # of ounces or millilitres), along with the ingredients, infusion or aging agents and the price must be specified on a menu or price list.

(Added Oct 2018)

5.3.24 A licensee must request permission for any pre-mixing, aging or infusions not outlined in these policies.

(Added Oct 2018)

Liquor Service Areas

5.3.25 All liquor must be consumed on the licensed premises except:

- a) liquor purchased for off premises consumption under a Class D licence (off sales);
- b) liquor produced at a ferment-on-premises facility for off premises consumption under a Class F licence; *(Added Nov 2018)*
- c) a partially consumed bottle(s) of wine in a Class A, B or C (Club) licensed premises that is sealed by licensee staff and placed in a bag; and
- d) liquor provided under a Caterer's Extension (see Section 4.3).

5.3.26 Liquor cannot be sold, served or consumed in a storage room, vestibule, kitchen, hallway or other "back room" area of a licensed premises.

SUBJECT: LIQUOR SERVICE

5.3.27 A licensee may provide liquor from a private office for guests between the hours of 10 a.m. and 2 a.m.

Liquor Consumption by Licensee Staff

5.3.28 Licensee staff may not consume liquor or be under the influence of liquor or drugs while on duty. However, it is acceptable for staff to consume an alcoholic beverage after their shift ends and for the Board-approved manager/owner of the licensed premises to consume an alcoholic beverage while entertaining a client.

5.3.29 Liquor consumed by off-duty licensee staff must be purchased during normal hours of liquor service, as specified on the licence.

GUIDELINES

5.3.30 When changing a brand of liquor in a product line, care must be taken to minimize the mixing of old and new brands. Bottles of a new brand should be added only when:

- a) all the bottles of the old brand are empty (bottle rack); or
- b) the holding tank, reservoir or well is completely empty.

5.3.31 A licensee must be prepared to inform AGLC of the type and brand of liquor contained in each product line, upon request.

5.3.32 AGLC Inspectors will conduct periodic tests on measuring and dispensing equipment and open liquor stocks, including liquor contained in dispensing systems and drink machines, to ensure all equipment is operating appropriately and that liquor on the premises is legal and unadulterated. *(Amended Oct 2018)*

5.3.33 A licensee who fails to comply with Board policies for a liquor dispensing system may be required to have the system removed from the licensed premises, in addition to other penalties.

5.3.34 A keg of beer is any container with a capacity of more than five (5) litres.

SUBJECT: FOOD SERVICE

POLICIES

5.4.1 Class A Minors Allowed premises must provide a selection of food items suitable for a full meal during all hours of operation.

5.4.2 The following licensed premises must provide a selection of hot or cold food items suitable for a light meal or snack:

- a) Class A Minors Prohibited
- b) Class B
 - i) recreational facilities
 - ii) sports stadiums
 - iii) race tracks
 - iv) bingo facilities
 - v) convention centres
 - vi) spas, salons and barbershops *(Added Oct 2018)*
- c) Class C
 - i) club
 - ii) canteen
 - iii) educational institution

5.4.3 Premises with a minors prohibited endorsement are only required to have food service available until 11:00 p.m.

5.4.4 Food specials must not be dependent on liquor purchases by patrons.

GUIDELINES

5.4.5 Food items, along with a selection of non-alcoholic beverages, must be listed on a printed menu or on a menu display board, with each item individually priced.

SUBJECT: MINORS

POLICIES

- 5.5.1 It is an offence under the GLCA to sell or provide liquor to anyone under 18 years of age. Management and staff of a licensed premises are responsible to ensure liquor is not sold or provided to minors.
- 5.5.2 No minor may enter a Class A Minors Prohibited licensed premises or any other licensed premises where minors are prohibited, except as specified in Sections 5.5.13 & 5.5.14).
- 5.5.3 Licensee staff shall telephone police whenever a minor attempts to purchase liquor, is found consuming liquor or is found in a licensed premises where minors are prohibited.
- 5.5.4 No minor may enter a Class D licensed retail liquor store, manufacturer's off sales outlet, hotel off sales room or Class F ferment-on-premises facility unless accompanied by a parent, guardian or spouse who is an adult and who is in the licensed premises to purchase liquor or make liquor for off-premises consumption. *(Amended Oct 2018)*
- 5.5.4.1 No minor may enter a Class E licensed premises unless accompanied by a parent, guardian or spouse who is an adult and who is in the licensed premises to purchase liquor for off-premises consumption and/or tours.
- 5.5.5 No minor may enter a licensed premises where nude entertainment is being performed.
- 5.5.6 No minor may work as staff in a Class A Minors Prohibited licensed premises; a Class D licensed retail liquor store, a hotel off sales room, a manufacturer's off sales room, a Class F ferment-on-premises facility; a duty free store; or any other premises where a "minors prohibited" condition has been imposed on the licence. *(Amended Nov 2018)*
- 5.5.7 A minor employed as table staff in a Class A, B or C licensed premises where minors are allowed may not sell or serve liquor.
- 5.5.7.1 No minor may be employed in a Class E licensed premises.
- 5.5.8 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 buy liquor or to enter a licensed premise where minors are prohibited. If unsatisfied a person is at least 18 years of

SUBJECT: MINORS

age, licensee staff must refuse entry or ask the person to leave.
(Amended Oct 2015)

5.5.9 For the purposes of Subsection 5.5.8, valid primary identification must:

- a) have a photo;
- b) have a name;
- c) *(Deleted Nov 2019)*
- 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). *(Amended Oct 2015)*

5.5.10 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)*

5.5.11 A licensee is responsible to provide adequate supervision to ensure minors are not given liquor by patrons of legal drinking age.

5.5.12 A "No Minors" sign must be posted at all entrances to a licensed premises where minors are prohibited.

5.5.13 A minor child or spouse of a Class A Minors Prohibited licensee or manager may enter and remain on the licensed premises during hours of no liquor service.

5.5.14 Under the supervision of the licensee, a minor may enter a Class A Minors Prohibited licensed premises to repair or service equipment or furnishings and remain on the premises for the time required to complete the service.

SUBJECT: MINORS

5.5.14.1 A Class A Minors Prohibited licensee, or other licensee of a premises where minors are prohibited, wishing to employ a minor as an entertainer must seek the approval of AGLC prior to contracting the individual in question. The minor cannot be employed as a nude entertainer. *(Added Feb 2017)*

GUIDELINES

5.5.15 A condition prohibiting minors may be imposed on a Class A, B or C licensee when no minors may enter or remain on the licensed premises.

5.5.16 A Class A Minors Prohibited licensee may apply to AGLC in writing for permission to allow minors onto the licensed premises during a family-oriented occasion (e.g., Christmas Day, Easter Sunday, Mother's Day, Father's Day, etc.). The request will be considered only if the premises will be operated for family dining.

5.5.17 A Class A Minors Prohibited licensee may request temporary suspension of the licence (i.e., no liquor service will be permitted) to allow minors onto the premises for an unlicensed event.

- a) A suspension may be granted if:
 - i) the entertainment will end no later than 12 a.m. (midnight) and all minors will be off the premises by 12:30 a.m.; and
 - ii) police, fire, municipal, health and related authorities have no objections.

b) A suspension will not be granted if the premises have video lottery terminals (VLTs).

5.5.18 A Class A Minors Prohibited licensee may request a licence endorsement or permission for a single occasion to allow minors onto the premises for food service between the hours of 6 a.m. and 10 a.m. If approved, it is the responsibility of the licensee to ensure no minors remain on the premises after 10 a.m.

5.5.19 Identification should be carefully examined under good lighting and/or a black light should be used to ensure the:

- a) photograph is a true likeness and has not been substituted;
- b) the plastic laminate has not been tampered with; and



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SUBJECT: MINORS

- c) the lettering of the name, date of birth and other data have not been altered (lettering that has been altered will show up under a black light).

5.5.20 (Deleted Nov 2019)

DATE ISSUED: November 4, 2019

AUTHORITY:

Original signed by
Len Rhodes

SUBJECT: SUPERVISION OF PATRONS

POLICIES

- 5.6.1 Licensed premises must be adequately staffed and supervised during all operating hours. Staff must be trained and capable, and be under the supervision of competent and approved management (see subsection 1.6).
- 5.6.2 A licensee is required to maintain a high level of supervision and control to protect the health and safety of all persons on the licensed premises (see subsection 1.7).
- 5.6.3 All areas of the licensed premises where liquor may be sold and/or consumed must be clearly visible to staff at all times.

GUIDELINES

- 5.6.4 Licensees should consider:
- a) training staff in ways to deal with unruly patrons and establishing consistent policy, and prominently displaying the policy in the staff room;
 - b) having staff wear highly visible apparel that identifies them as on-duty employees; and
 - c) requiring management and staff to constantly monitor the behaviour of patrons, maintain a log or record of problems and notify replacement staff of any potential problems at the start of their shift.
- 5.6.5 A potentially unruly patron may be identified by their:
- a) clothing (e.g., gang member colours, t-shirt with insulting or derogatory wording or graphics);
 - b) reputation as a “trouble-maker;”
 - c) loud and obnoxious behaviour;
 - d) confrontational or angry attitude;
 - e) threatening language and/or gestures; and
 - f) aggressive or defiant stance, actions and/or facial expressions.
- 5.6.6 Suggestions for dealing with unruly patrons:

SUBJECT: SUPERVISION OF PATRONS

- a) display signs at all entrances clearly communicating management policy to maintain a safe premises (e.g., no knives, no gang colours and unruly patrons will be barred).
- b) support the police “walk-through” program.
- c) hire supervisors and door control staff who can deal with patrons with diplomacy and tact.
- d) to diffuse a problem situation, calmly but firmly talk to the patron. Ask for help from the patron's friends.
- e) separate fighting patrons (i.e., remove them from the premises at different times, or use different exits).
- f) request police assistance if charges are warranted and if prepared to proceed with charges.
- g) record all disturbances in a log book, with as much detail as possible.

5.6.7 Licensee staff need to be cautious when using physical force to deal with unruly patrons. Under the Criminal Code, anyone can be charged for the use of excessive force. Licensees may wish to seek legal advice or ask local police for help in determining the appropriate level of force to use in specific situations.

5.6.8 Also see subsections 5.8 and 5.9 for policies related to identifying and dealing with intoxicated persons and illegal drug activities on a licensed premises.

SUBJECT: COLLECTION OF PERSONAL INFORMATION

POLICIES

- 5.7.1 Pursuant to Section 69.2(1) of the *Gaming and Liquor Act*, a licensee may, but is not required to, collect a patron's name, age and photograph. No other information may be collected.
- 5.7.2 Licensees using electronic scanning systems must develop written procedures for:
- a) how the equipment will be used;
 - b) how the data collected will be used;
 - c) how the data collected will be retained;
 - d) who will have access to the data; and
 - e) how the data will be provided to other licensees and the police.
- 5.7.3 These written procedures must be available upon request for inspection by AGLC.
- 5.7.4 Licensees must comply with the guidelines established by the Office of the Information and Privacy Commissioner (OIPC) (see Section 5.7.6).

GUIDELINES

- 5.7.5 Licensees may wish to consider the use of an electronic scanning system if there are:
- a) incidents of violence, or otherwise unacceptable behaviour, in or around the licensed premises;
 - b) attempts by gang members, gang associates or drug dealers to enter the licensed premises; or
 - c) attempts by minors to enter the licensed premises.
- 5.7.6 The OIPC has established guidelines for collecting personal information. The key guidelines include:
- a) Should a licensee use scanning technology to collect a patron's name, age and photograph, the technology must be programmed to only collect this limited, specific information. Otherwise, it is against the law to scan or photocopy the entire face of a patron's driver's licence or other identification as a

SUBJECT: COLLECTION OF PERSONAL INFORMATION

condition of allowing them to enter the licensed premises:
Personal Information Protection Act (PIPA).

- b) A licensee may examine identification to confirm the age of a patron.
- c) A licensee can deny a person entry if they refuse to produce identification verifying his/her name and age, or if a person refuses to allow a photograph to be taken.
- d) If a licensee does collect personal information, it may only be used to decide whether to let a person into the premises. Use for any other purpose would have to be reasonable and would require consent from the patron.
- e) A licensee can disclose the information they collect:
 - i) to other licensees, if the licensee reasonably believes a patron has broken a law;
 - ii) to other licensees, if a patron is a threat to others; and
 - iii) to a police officer, upon request.
- f) Other licensees may then use the information to decide whether or not to allow a specific person onto their premises, and for no other purpose.
- g) A licensee must tell patrons why the information is being collected. This can be done using a sign.
- h) Once it is collected, the licensee is responsible for protecting the information against loss, theft, or improper use. Access to the information should be restricted to those who need to know.
 - i) A licensee must give a person access to the information it has collected about that person. If someone asks, they should be directed to an employee of the licensee who can assist them.

5.7.7 For more information on the collection, storage, and disclosure of personal information see *Guidelines for Licensed Premises: Collecting, Using and Disclosing Personal Information of Patrons* at the OIPC website at [Licensed Premises Guidelines](#) or contact the OIPC at 403-297-2728 or 1-888-878-4044.

SUBJECT: INTOXICATED PERSONS

POLICIES

5.8.1 Licensees and licensee staff are prohibited from providing liquor to anyone who appears to be intoxicated by liquor or a drug.

GUIDELINES

5.8.2 A person who is intoxicated by liquor or under the influence of a drug may:

- a) stagger (have an unsteady walk);
- b) have poor coordination;
- c) slur their words;
- d) have bloodshot eyes and/or breath that smells of alcohol;
- e) be messy in appearance; or
- f) behave in an overly bold, disruptive manner.

5.8.3 If licensee staff are aware an apparently intoxicated person drove to the licensed premises, the staff should suggest the person take a taxi and offer to call for one.

5.8.4 If an apparently intoxicated person leaves a licensed premises and gets into a motor vehicle to drive, licensee staff should note the licence plate number, model and colour of the vehicle and the direction the vehicle is travelling, and notify police immediately.

SUBJECT: ILLEGAL DRUGS

POLICIES

- 5.9.1 It is an offence to permit any activity on the licensed premises that is contrary to any municipal bylaw or any Act or regulation of Alberta or Canada (e.g., illegal drug activities) and violations may result in the suspension or cancellation of the liquor licence.
- 5.9.2 If suspected illegal drug activities are taking place on the licensed premises, staff must report the activity to management.
- 5.9.3 Licensees must report any illegal drug activities identified on a licensed premises to police.
- 5.9.4 Anyone identified by a police officer as a person convicted of trafficking in illegal drugs or possession for the purpose of trafficking under the *Controlled Drugs and Substances Act* within the previous two (2) years shall be barred from licensed premises.

GUIDELINES

- 5.9.5 A licensee should:
- a) be aware of the type of clientele visiting the premises and the character of its staff members;
 - b) have a security check done on all new staff;
 - c) establish a policy of immediate dismissal for any staff involved in a failure to control the premises or to report drug activities to management and/or police;
 - d) develop a training program to assist staff in becoming "drug wise" (i.e., able to identify illegal drug activities);
 - e) observe and document any suspicious activities by staff or patrons;
 - f) ensure adequate lighting in all areas of the licensed premises, including washrooms, hallways, entrances and exits, as well as the parking lot and back lanes;
 - g) support police "walk through" programs;
 - h) ban drug users and traffickers from the premises and post signs stating they will be banned;

SUBJECT: ILLEGAL DRUGS

- i) record all drug-related incidents in a log book, including names, date, time, offence and actions taken; and
- j) consider installing video cameras to monitor key areas if a drug problem is identified.

5.9.6 Licensees and their staff are expected to be knowledgeable about illegal drug activities and constantly on the lookout for problems. This involves:

- a) recognizing illegal drugs and drug paraphernalia, knowing how they are used and their symptoms in users (see Subsections 5.9.7 and 5.9.8);
- b) recognizing the traits and behaviours of drug dealers (see Subsection 5.9.9); and
- c) monitoring washrooms and other areas on the licensed premises for drug-related activities.

5.9.7 Some of the more common illegal drugs and their uses are as follows:

- a) *(Deleted Oct 2018)*
- b) Cocaine, heroin and other powdered substances may be placed on a hard surface and divided into thin lines using a sharp-edged object (razor blade or credit card). A user inhales the drug by placing a straw or rolled up piece of paper on a line and sniffing the powder into their nose. These drugs may also be injected directly into a vein with a syringe (needle).
- c) Methamphetamines (crystal meth., speed, crank, ice) may come in tablets and capsules which can be taken orally, or they can appear as off-white crystals, chunks and powders, which may be sniffed or injected. In addition, there is smokable methamphetamine that looks like shaved glass slivers or clear rock salt.
- d) Other illegal drugs can be found in tablet and capsule form and taken orally (e.g., barbiturates, amphetamines, LSD, mescaline, MDA).

5.9.8 A drug user may be observed:

- a) in possession of drug paraphernalia, such as a miniature spoon, small smoking pipe or syringes; *(Amended Oct 2018)*

SUBJECT: ILLEGAL DRUGS

- b) *(Deleted Oct 2018)*
- c) seeking a quieter, more private space to use drugs (e.g., a washroom, an alleyway or inside a parked vehicle);
- d) showing physical symptoms of drug use, such as dilated pupils, drowsiness, rapid breathing, sweating, paleness, twitching, staggering and/or slurred speech; and
- e) behaving in an erratic or abnormal manner (e.g., sudden mood swings, extreme self-confidence, overly talkative, outbursts of laughter).

5.9.9 Typical traits and behaviours of a drug dealer include:

- a) meeting frequently with a variety of people and making several trips with these people to the washroom or outside of the building;
- b) carrying large amounts of cash;
- c) hiding drugs in washrooms behind ceiling tiles, light fixtures, fans, switch covers or under the sink;
- d) creating hiding places in service areas by cutting into the chair padding or taping drugs under tables or chairs;
- e) hiding drugs outside the building (e.g., under garbage dumpsters, buried in loose earth or in and around vehicles);
- f) hiding small quantities of drugs in their mouth, often contained in condoms or balloons, in order to swallow the drugs if approached by police; and
- g) passing drugs to buyers in cigarette packages to avoid suspicion.

SUBJECT: GENERAL ENTERTAINMENT, GAMES AND DANCING

POLICIES

5.10.1 Entertainment, games and dancing by patrons are acceptable activities on a Class A, Class B or Class C licensed premises, as long as the activities:

- a) comply with Board policies; and
- b) do not contravene the Criminal Code or other federal, provincial or municipal bylaws.

5.10.2 Billiard (pool) tables are allowed based on the following:

- a) a Class A Minors Allowed licensed premises may have a maximum of five (5) pool tables.
- b) Class B (billiard/pool room) must have at least eight (8) pool tables.

5.10.3 A "casino night" with play money may be held on a Class C licensed premises or in a banquet room for a private function with a Class A licence.

5.10.4 A licensee must submit a written proposal to the Board for approval, in advance, of any entertainment or games:

- a) that may be considered bizarre, grotesque or offensive (e.g., entertainment involving live animals, excluding magic acts); or
- b) not specifically addressed in this handbook.

5.10.5 The following are prohibited in a licensed premises:

- a) activities involving physical contact between staff, entertainers and patrons other than patron dancing; (e.g., arm wrestling, crowd and stage diving);
- b) any machine or gaming device which provides a pay-out or prize of any kind, other than video lottery terminals (VLTs) approved and installed by AGLC (see sections 10 and 11);
- c) illegal gaming activities or devices, including card games for money;
- d) entertainment or games which are degrading or dehumanizing, or which cause anyone involved or watching to be distressed, embarrassed or concerned for their safety (e.g., dwarf tossing);

SUBJECT: GENERAL ENTERTAINMENT, GAMES AND DANCING

- e) inappropriate staff clothing while on-duty (i.e., clothing with offensive or derogatory wording or graphics); and
- f) patron nudity.

GUIDELINES

5.10.6 Participation by patrons must be voluntary; no one can be forced or coerced into taking part.

5.10.7 Games played on electronic video devices that are linked to other electronic devices (e.g., National Trivia Network) are allowed with the following conditions:

- a) no gambling can be associated with the games;
- b) no prizes can be offered with the games;
- c) no tournaments can be organized with the games; and
- d) electronic video devices must be approved in advance by AGLC.

5.10.8 The use of a mechanical bull is allowed but not endorsed by AGLC. The following conditions apply:

- a) a trained operator is required to manage the machine;
- b) the operator must use discretion and judgement as to who can ride; and
- c) the machine must be surrounded by adequate padding to prevent injury to a falling rider.

5.10.9 AGLC will consider a request to host occasional boxing, wrestling, arm wrestling or martial arts matches, with the following conditions:

- a) participants must be professionals or members of a recognized amateur association or organization; patrons cannot participate;
- b) the activities must take place within clearly defined boundaries (i.e., a ring); and
- c) a one (1) metre separation is required between the ring and patrons.

5.10.10 Licensees should refer to the attached Entertainment and Games Schedule for a listing of allowed/prohibited activities.

SUBJECT: GENERAL ENTERTAINMENT, GAMES AND DANCING

- 5.10.11 A licensee may charge an admission fee (cover charge) for entertainment.
- 5.10.12 A licensee offering dancing to patrons should set aside an area of the licensed premises as a dance floor.
- 5.10.13 Licensees should be aware of the use of a punch board (i.e., a device with numerous holes, each with a tightly wrapped paper inside marked with a prize number). Use of these devices is illegal under the *Criminal Code*.
- 5.10.14 Criminal charges may be laid if illegal activities are found to be taking place in a licensed premise.
- 5.10.15 Electronic “digger” machine (i.e., a coin-operated machine that allows a player to use a crane-like device to try to clutch a prize). Digger machines could be considered an illegal gaming device under the *Criminal Code*. A licensee should obtain legal advice before installing.

SUBJECT: GENERAL ENTERTAINMENT, GAMES AND DANCING

ATTACHMENT 5.10

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ENTERTAINMENT AND GAMES SCHEDULE

ACTIVITY	CLASS OF LICENSED PREMISES			
	Class A Minors Prohibited	Class A Minors Allowed	Class B	Class C
Air Hockey	Yes	Yes	Yes	Yes
Basketball (Free Throw only)	Yes	Yes	Yes	Yes
Bingo (No Charge) (1)	Yes	No	No	Yes
Card Games	(2)	(2)	(2)	(2)
Casino Night (Play Money)	(3)	(3)	(3)	(3)
Contests	Yes	Yes	Yes	Yes
Darts	Yes	Yes	Yes	Yes
Drinking Games (played with or without liquor)	No	No	No	No
Foosball	Yes	Yes	Yes	Yes
Gyro Machine	Yes	Yes	Yes	Yes
Hot Tubs	No	No	No	No
Mud Wrestling (4)	No	No	No	No
Nude Entertainment (minors prohibited)	Yes	No	No	Yes
Paint Ball Shoot Games	No	No	No	No
Ping Pong	Yes	Yes	Yes	Yes
Pool Table	Yes	Yes	Yes	Yes
Pull Tickets (if involving liquor price reduction or liquor as a prize)	No	No	No	No
Skee-ball	Yes	Yes	Yes	Yes
Sumo Wrestling (5)	Yes	Yes	Yes	Yes
Boxing/Wrestling/Martial Arts (5)	Yes	No	Yes	Yes
Tele-Theatre Betting	Yes	Yes	No	Yes
Tournaments	Yes	Yes	Yes	Yes
TV, Internet, NTN	Yes	Yes	Yes	Yes
Velcro Wall	No	No	No	No
Vertical Bungee	No	No	No	No
Volleyball	Yes	No	Yes	Yes
Video Games	Yes	Yes	Yes	Yes
Wet T-Shirt or Boxer Short Contests (minors prohibited)	Yes	No	No	Yes

- (1) Licensed bingo events may be conducted in a Class A Minors Prohibited premises if a bingo facility licence is in effect for the same premises.
- (2) All card games in which customers or staff plays cards for money (gambling) are prohibited. Card games such as crib which do not involve the exchange of money are allowed. Note that all casino games such as poker, baccarat and blackjack are prohibited even if no money is exchanged, except as noted in # 3 and Section 5.10.3.

 DATE ISSUED: July 25, 2016

 AUTHORITY: Original signed by Susan Green



SECTION: PREMISES MANAGEMENT
NUMBER: 5.10

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SUBJECT: GENERAL ENTERTAINMENT, GAMES AND DANCING

- (3) A special casino night involving play money may be held in a banquet room or Class C (Club) premises in conjunction with a private function.
- (4) Mud wrestling includes the use of any substances other than water.
- (5) See Section 5.10.9 for full requirements.

Amended, July 2016

DATE ISSUED: July 25, 2016 **AUTHORITY:** Original signed by Susan Green

SUBJECT: NUDE ENTERTAINMENT

POLICIES

- 5.11.1 "Nude" means the exposure of genitals (male or female), whether the person is fully or partially unclothed. These body parts are considered exposed if covered only by paint or another non-fabric substance (e.g., mud, ink, tape, etc.). *(Amended Nov 23 2015)*
- 5.11.2 "Physical contact" means person-to-person touching or the use of a device or prop to touch another person (e.g., a paint brush).
- 5.11.3 Nude entertainment is allowed at a:
- a) Class A Minors Prohibited licensed premises;
 - b) Class C licensed premises; and
 - c) Class A Minors Allowed licensed premises:
 - i) in a banquet room for a private function; or
 - ii) that has a licence endorsement prohibiting minors during the hours the nude entertainment is taking place.
- 5.11.4 A standardized warning sign must be posted at all entrances to the licensed premises and plainly visible to anyone entering: "Warning: Nude entertainers appearing within these premises. Some patrons may find this offensive."
- 5.11.5 Minors are not allowed to:
- a) perform as nude entertainers; or
 - b) enter a licensed premises during nude entertainment.
- 5.11.6 A licensed premises with nude entertainment must provide:
- a) a stage or enclosed dance floor, separated from the patron seating area by at least one (1) metre;
 - b) a change room for the entertainers; and
 - c) a clear pathway between the stage/dance floor and the change room
- 5.11.7 While on the licensed premises, entertainers must:
- a) be fully clothed before and after performances and at all times when not on the stage;

SUBJECT: NUDE ENTERTAINMENT

- b) move directly between the change room and the stage/dance floor; and
 - c) not have physical contact of any kind with licensee staff or patrons before, during or after performances (see Section 5.11.9).
- 5.11.8 During a performance, neither patrons nor entertainers may enter the one (1) metre separation between the stage/dance floor and the patron seating area.
- 5.11.9 Two or more entertainers may perform at the same time with the following conditions:
- a) The entertainers must perform independently of each other and stay at least one (1) metre apart at all times.
 - b) The entertainers may not interact with each other or have any physical contact, clothed or nude.
 - c) Advertising cannot promote "duos" or other similar activities.
- 5.11.10 Nude entertainment must not involve:
- a) the use of animals, birds or reptiles;
 - b) the use of props or devices of a sexual nature or which have a sexual connotation;
 - c) real or simulated acts of violence;
 - d) insertion of objects into, or extraction of objects from, the body of an entertainer;
 - e) table or lap dancing.
- 5.11.11 No sign or photograph displaying nudity may be used in advertising, including:
- a) advertising on the exterior of the licensed premises;
 - b) print advertising; and
 - c) electronic advertising (includes the Internet).
- 5.11.12 Licensee staff other than entertainers, are not allowed to be nude or to expose their breasts while on duty. *(Amended Nov 23 2015)*
- 5.11.13 Nude entertainment is not allowed at a VLT location

SUBJECT: SEPARATION OF A LICENSED PREMISES

POLICIES

- 5.12.1 Class A Minors Prohibited premises must be enclosed with full height solid walls, unless otherwise approved by AGLC. "Full height wall" means a wall at least 2.44 metres [eight (8) feet] high, normally floor to ceiling. *(Amended Jul 2017)*
- 5.12.2 All licensed premises must be suitably defined by a permanent or portable barrier such as planters, ropes, railings or similar items, unless otherwise approved by AGLC. *(Amended Jul 2017)*
- 5.12.3 The physical separation between a licensed premises and another licensed or unlicensed area must be suitably defined by a permanent or portable barrier such as planters, ropes, railings or similar items, unless otherwise approved by AGLC. *(Amended Jul 2017)*
- 5.12.4 A wall separating two (2) licensed premises may have a single opening for access to the other licensed premises if both premises are operated by the same licensee. *(Amended Jul 2017)*
- 5.12.5 Full height solid walls are required for any premises providing nude entertainment. Nude entertainment must not be visible from outside the premises. *(Amended Jul 2017)*
- 5.12.6 *(Deleted Jul 2017)*



SECTION: PREMISES MANAGEMENT

NUMBER: 5.13

LICENSEE HANDBOOK

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SUBJECT: OCCUPANT LOAD

POLICIES

- 5.13.1 Licensees must ensure they comply to all municipal safety codes (e.g. occupant load, fire code).
- 5.13.2 The maximum occupant load of a licensed premise is normally established under the Fire Code and must not be exceeded at any time.
- 5.13.3 The maximum occupant load for premises licensed under a Patio Extension may be determined by AGLC and endorsed on the licence. The Fire Code supersedes the maximum occupant load determined by AGLC, if more restrictive.

GUIDELINES

- 5.13.4 The maximum occupant load includes all persons on the licensed premises (i.e., patrons, staff, management and any other individual).
- 5.13.5 A licensee must prominently display the Certificate of Occupant Load in a public area of the licensed premises.
- 5.13.6 Any proposed change to the maximum occupant load must be approved in advance by AGLC.

DATE ISSUED: February 11, 2010

AUTHORITY: Original signed by Marguerite Trussler



SECTION: PREMISES MANAGEMENT

NUMBER: 5.14

LICENSEE HANDBOOK

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SUBJECT: STRUCTURAL CHANGES

POLICIES

5.14.1 The written approval of AGLC is required before making any major structural changes to a licensed premise.

5.14.2 Major structural changes are:

- a) alterations or additions that create a larger floor plan of the licensed room;
- b) removal or relocation of the walls enclosing a licensed room or separating one licensed room from another; and
- c) renovations that result in the premises no longer meeting minimum licensing requirements (e.g., removal of kitchen, washrooms, guest rooms, storage areas,).

GUIDELINES

5.14.3 A licensee planning major structural changes should contact AGLC in advance and arrange to present plans of the proposed changes.

DATE ISSUED: February 11, 2010

AUTHORITY: Original signed by
Marguerite Trussler

SUBJECT: GOLF COURSES

POLICIES

- 5.15.1 Patrons are not allowed to bring liquor onto a golf course. All liquor sold and consumed on a golf course must be sold and served by the licensee and dispensed by licensee.
- 5.15.2 Liquor may be consumed on all areas of a golf course endorsed on the licence. These may include:
- a) club rooms (e.g., lounge, dining lounge, permanent patio);
 - b) tournament facilities (e.g., tents);
 - c) the golf course itself, with liquor service provided from:
 - i) kiosks, limited to one kiosk per nine (9) holes and a maximum of three (3) kiosks in total; and
 - ii) motorized vending carts (see Section 5.15.4); and
 - d) any other location approved by AGLC.
- 5.15.3 During a tournament a licensee may sell and serve liquor at temporary locations, in addition to the kiosks specified in Section 5.15.2c), provided service is limited to a maximum of one location for the front nine holes and one for the back nine holes.
- 5.15.4 The following conditions apply to liquor service provided from a motorized vending cart:
- a) Non-alcoholic drinks and snack items must also be available for purchase.
 - b) The cart must be operated only by licensee staff 18 years of age or older.
- 5.15.5 Liquor promotions involving liquor agencies or their employees are restricted as follows:
- a) No liquor may be sold on a golf course by a liquor agency or its employees. *(Amended September 2016)*
 - b) Liquor for tastings must be purchased from the licensee; it cannot be brought onto the golf course by a liquor agency.
 - c) Liquor for tastings may be served by licensee staff or agency staff. *(Amended September 2016)*



SECTION: PREMISES MANAGEMENT

NUMBER: 5.15

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SUBJECT: GOLF COURSES

- d) Liquor cannot be dispensed on a golf course from a vehicle owned or operated by a liquor agency.
- e) The Tasting policies specified under Sections 8.5.1 – 8.5.4 must be followed. *(Added September 2016)*

DATE ISSUED: September 9, 2016

AUTHORITY:

Original signed by
Susan Green

SUBJECT: GENERAL INFORMATION

POLICIES

- 6.1.1 AGLC is the sole importer of liquor into Alberta. All liquor offered for sale in a licensed premises must be purchased by the licensee from one of the following AGLC-approved sources:
- a) the St. Albert warehouse (i.e., Connect Logistics Services Inc.);
 - b) a liquor supplier or liquor agency authorized to warehouse and distribute products (e.g., domestic brewery); or
 - c) a Class D retailer authorized to sell to licensees (i.e., retail liquor store, general merchandise liquor store, general off sales).
- 6.1.2 A licensee must keep a record of all liquor purchases (i.e., invoices and receipts) to prove the source of all liquor in the licensed premises.
- 6.1.3 Liquor purchased or possessed illegally, brought into Alberta illegally, manufactured illegally or adulterated in any way (see Subsection 5.3.18) will be seized by AGLC, including liquor in unique or collectible containers which does not comply with Subsection 6.1.7. A licensee involved in these types of activities may be prosecuted and face severe penalties by the Board, including cancellation of their licence.
- 6.1.4 All product labelling must meet Canadian labelling requirements. The liquor supplier or agent must provide confirmation of Government of Canada approval, or obtain AGLC approval that federal labelling standards are met before releasing a product for retail sale.
- 6.1.5 Liquor products are subject to periodic chemical analysis by AGLC.
(Amended Oct 2018)
- 6.1.6 Two or more licensees may consolidate their orders (i.e., place their orders together) to satisfy minimum order requirements. The following conditions apply:
- a) A consolidated order must refer to only one licence number and be shipped on one bill of lading.
 - b) The licensee placing the order is responsible for full payment.
 - c) Once the licensee who placed the order receives it, the products may be distributed to other participating licensees.

SUBJECT: GENERAL INFORMATION

- d) The licensee who received the order is authorized to collect payment from other participating licensees for the wholesale price of their products, plus any portion of the freight costs.

6.1.7 A licensee may have and display unique or collectible liquor containers (e.g., bottles, cans, boxes, tins) obtained from an unapproved source on the following conditions:

- a) written approval of AGLC is required;
- b) the container is either unopened with the original seal intact and labelled "Not for Sale" or "Collector Item", or the container is empty; and
- c) the container is displayed separately from liquor offered for sale on the licensed premise.

Non-Beverage Liquor Products

6.1.8 A Class D licensee may purchase the following liquor products directly from suppliers or distributors:

- a) cooking wines containing 20% or less alcohol by volume and a minimum of 1.5 grams of salt per 100 ml;
- b) cooking liquors containing 20% or less alcohol by volume not considered drinkable by AGLC;
- c) stomach bitters containing 20% or less alcohol by volume, or stomach bitters of higher alcohol content sold in containers of 200 ml or less; and
- d) herbal beverages containing 20% or less alcohol by volume.

6.1.9 A Class D licensee must purchase the following products from an AGLC-approved source:

- a) cooking wines and spirits containing more than 20% alcohol by volume;
- b) cooking wines and spirits containing 20% or less alcohol by volume and considered drinkable by AGLC;
- c) stomach bitters containing more than 20% alcohol by volume and sold in containers larger than 200 ml; and
- d) herbal beverages containing more than 20% alcohol by volume.

SUBJECT: GENERAL INFORMATION

- 6.1.10 A Class A, B or C licensee may purchase the following liquor products directly from suppliers and distributors:
- a) stomach bitters containing 20% or less alcohol by volume, or of higher alcohol content and sold in containers of 200 ml or less;
 - b) cooking wines and spirits containing 20% or less alcohol by volume and a minimum of 1.5 grams of salt per 100 ml and not considered drinkable by AGLC;
 - c) herbal beverages containing 20% or less alcohol by volume.
- 6.1.11 A Class A, B or C licensee must purchase the following products from an AGLC-approved source:
- a) cooking wines and spirits containing more than 20% alcohol by volume;
 - b) cooking wines and spirits containing 20% or less alcohol by volume and considered drinkable by AGLC;
 - c) stomach bitters containing more than 20% alcohol by volume and sold in containers larger than 200 ml; and
 - d) herbal beverages containing more than 20% alcohol by volume.
- 6.1.12 A Class A, B or C licensee must ensure cooking wines are not:
- a) consumed;
 - b) sold, except in prepared food items; or
 - c) stored in a liquor service area or bar area.
- 6.1.13 All herbal beverages require a Drug Identification Number from Health Canada.



SECTION: LIQUOR PURCHASES AND RETURNS

NUMBER: 6.2

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SUBJECT: PURCHASES FROM AGLC (CONNECT LOGISTICS SERVICES INC.)

GUIDELINES

- 6.2.1 Connect Logistics Services Inc. (CLS) operates an order desk at the St. Albert warehouse for licensees.
- 6.2.2 To place an order, or for information about order days, minimum order quantities, product pick-up and delivery, contact CLS during regular business hours:
- Hours: 6:00 a.m. – 2:30 p.m. Monday through Friday
6:30 a.m. – 2:30 p.m. Sunday
- Phone: 1-800-661-8943 toll-free across Alberta, or
780-458-4500 in the Edmonton area
- Fax: 1-800-727-8960 toll-free across Alberta, or
780-458-4502 in the Edmonton area
- 6.2.3 Orders may also be placed through the CLS website www.liquorconnect.com. To register for online services, call CLS at 1-800-265-6784.
- 6.2.4 The following information is required to place an order:
- name of licensed retail outlet;
 - AGLC licence number;
 - 6-digit product code for each item ordered (see the Liquor Wholesale Price list); and
 - quantities required (full case).
- 6.2.5 CLS will confirm pick-up or delivery arrangements at the time of ordering.
- 6.2.6 Pricing information is available on AGLC's website aglc.ca. (Amended May, 2015).

DATE ISSUED: May 21, 2015

AUTHORITY: Original signed by Susan Green



SECTION: LIQUOR PURCHASES AND RETURNS

NUMBER: 6.3

LICENSEE HANDBOOK

PAGE 1 OF 1

SUBJECT: PURCHASES FROM CLASS E MANUFACTURERS

GUIDELINES

6.3.1 Licensees may order brewery products from AGLC as follows:

a) To order Molson or Labatt beer, contact Brewers Distributor Ltd.:

Calgary and area 403-531-1080

Province-wide 1-800-661-2337

b) To order Big Rock beer, contact Big Rock Brewery:

Edmonton and area 780-413-6677

Calgary and area 403-720-3239

Red Deer & south 1-800-242-3107

North of Red Deer 1-800-381-4682

Fax 403-236-7523

c) To order Sleeman products, contact the Sleeman Distribution Centre:

Province-wide 1-888-517-8764

Fax 1-888-517-8760

d) *(Deleted Mar 2017)*

6.3.1.1 Licensees may also order product from Class E breweries, wineries and distilleries. Manufacturers' contact information can be located on AGLC's website using [Search Liquor Licensees](#). Select 'Licensee Class', 'Class E' and 'Search'. *(Added Mar 2017)*

6.3.2 Breweries, wineries and distillers may offer delivery services, set minimum order quantities for delivery and/or require payment before delivery. *(Amended Mar 2017)*

DATE ISSUED: March 24, 2017

AUTHORITY: Original signed by Susan Green



SECTION: LIQUOR PURCHASES AND RETURNS

NUMBER: 6.4

LICENSEE HANDBOOK

PAGE 1 OF 1

SUBJECT: PURCHASES FROM CLASS D RETAILERS

GUIDELINES

- 6.4.1 Licensees may purchase liquor from an authorized Class D retailer.
- 6.4.2 Prices and quantities purchased are negotiable between the purchaser and the retailer.
- 6.4.3 Ordering, payment and pick-up or delivery conditions are set by the retailer.

DATE ISSUED: February 11, 2010

AUTHORITY: Original signed by
Marguerite Trussler



SECTION: LIQUOR PURCHASES AND RETURNS

NUMBER: 6.5

LICENSEE HANDBOOK

PAGE 1 OF 1

SUBJECT: PURCHASES FROM A PRIVATE PARTY OR ESTATE

POLICIES

- 6.5.1 In exceptional circumstances, a licensee may purchase liquor products from a private party or an estate. The licensee must obtain approval in writing from AGLC before making the purchase.
- 6.5.2 AGLC will approve this type of purchase only if it can be proven that the liquor products were initially purchased legally in Alberta.

DATE ISSUED: February 11, 2010

AUTHORITY: Original signed by
Marguerite Trussler

SUBJECT: LIQUOR COST AND PAYMENT

POLICIES

- 6.6.1 Liquor cost to a licensee must be based on product prices at the time the order is placed.
- 6.6.2 Payment must be warehouse-specific, with a separate transaction for each order placed under a specific licence number.
- 6.6.3 Payment must be confirmed before an order is released to a licensee. The following forms of payment are acceptable:
- a) certified cheque;
 - b) bank draft;
 - c) bank money order;
 - d) uncertified cheque, if provided with a bank guarantee letter (see subsection 6.6.4); or direct deposit through an approved financial institution if: *(Amended Oct 2018)*
 - i) authorized by AGLC; or
 - ii) direct deposit set-up was initiated by AGLC.
- 6.6.4 When a bank guarantee letter is required:
- a) for licensees except cottage winery licensees, the bank guarantee must be equal to or greater than the licensee's total anticipated weekly purchases.
 - b) for cottage winery licensees, the bank guarantee must be equal to or greater than the licensee's total anticipated sales for a two (2) month period.
- 6.6.5 No form of credit is extended.
- 6.6.6 If for any reason a cheque is returned by the bank: *(Amended Oct 2018)*
- a) any outstanding orders will not be released to the licensee, nor will the licensee be allowed to place any further orders until the amount owing is paid by certified cheque or bank money order; and
 - b) the licensee must pay any service charges determined by AGLC.



SECTION: LIQUOR PURCHASES AND RETURNS

NUMBER: 6.6

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SUBJECT: LIQUOR COST AND PAYMENT

GUIDELINES

6.6.7 Repeated payment problems may result in licence suspension.

DATE ISSUED: October 19, 2018

AUTHORITY: Original signed by Gael MacLeod

SUBJECT: REFUNDS FOR DELIVERY PROBLEMS (CLS ONLY)

POLICIES

6.7.1 A licensee that experiences a problem related to delivery services contracted to Connect Logistics Service Inc. (CLS) may make a claim for refund. The following types of claims will be considered:

- a) product breakage (wet only);
- b) shortage or overage (i.e., missing case(s) or too many delivered); and
- c) picking error (wrong product shipped).

6.7.2 Product breakage or shortages in orders picked up by a licensee or delivered to a licensee by a carrier not contracted to CLS will not be considered.

6.7.3 A licensee submitting a claim for wet breakage must keep broken bottle necks complete with caps for at least 60 days after submitting the claim for inspection by AGLC.

GUIDELINES

6.7.4 All liquor products should be examined carefully when delivered, before signing the Bill of Lading, to confirm the correct products and quantities and no breakage.

6.7.5 Dry breaks should not be claimed. Compensation for dry breaks is automatically processed each year, based on a licensee's purchases the previous year. Payment is made to each licensee to a maximum allowed in the Operating Guidelines (0.005% of wholesale purchases). Cheques for less than \$5 will not be issued.

6.7.6 To submit a claim for a delivery problem, a licensee must:

- a) note the following on the Bill of Lading before signing:
 - i) type of problem (e.g., breakage, shortage, overage or picking error);
 - ii) brand name of the affected product;
 - iii) 6-digit product code;
 - iv) size of the container(s);
 - v) number of containers or cases; and

SUBJECT: REFUNDS FOR DELIVERY PROBLEMS (CLS ONLY)

vi) any additional details to fully describe the problem;

Note: Any shortage must be signed off by both the person receiving the order and the carrier.

- b) Call CLS Customer Service (1-800-265-6784 or 780-418-6500 in the Edmonton area) immediately to report a shortage, or within two (2) working days to report an incorrect order.
- c) Provide CLS with the information listed in Section 6.7.6a), plus the CLS invoice number and invoice date.
- d) Complete a Product Delivery Claim Request, attach it to a copy of the signed Bill of Lading and mail or fax it within two (2) working days to:

Connect Logistics Services Inc.
Attention: Product Claims
50 Corriveau Avenue
St. Albert, Alberta T8N 3T5
Phone: 780-458-4492
Fax: 780-458-8588

6.7.7 On receiving a Product Delivery Claim Request, CLS will confirm the claim against the Bill of Lading and, if valid, process the claim and issue a refund.

- a) Refund amounts are based on the original wholesale price paid by the licensee to AGLC.
- b) Refunds for claims under \$20 may be deferred for up to 90 days.

SUBJECT: REFUNDS FOR FAULTY PRODUCT

POLICIES

6.8.1 Licensees that purchase products directly from AGLC through Connect Logistics Service Inc. (CLS) may request a refund from AGLC for the following types of faulty products handled by CLS:

- a) products returned due to customer complaint;
- b) a sealed bottle(s) which:
 - i) is partially filled;
 - ii) has a damaged cap or cork; or
 - iii) is contaminated with a foreign material; and
- c) bottle(s) that are missing from a sealed case, with no imprint in the case.

6.8.2 AGLC validates all faulty product claims.

6.8.3 Faulty product claims will be automatically deducted from consignment payments based on the product's duty paid price (invoice price plus any applicable customs duty/excise duty).

6.8.4 A claim for a refund must be received by AGLC within 30 days of product delivery, except for products returned by customers. Customer returns may be refunded up to one (1) year from the date of invoice. If a product has been discontinued AGLC may decline to provide a refund.

6.8.5 Requests for refunds beyond 30 days, excluding product returned by customers, will be allowed if the claim request includes written approval from the liquor agent. *(Amended Jun 2018)*

6.8.6 Faulty bottles, and cases that are missing bottles, must be kept by the licensee until AGLC approves disposition. *(Amended Jun 2018)*

6.8.7 Faulty products approved for credit by AGLC must immediately be destroyed. The product must not be made available for resale. *(Added Jun 2018)*

6.8.8 Refund amounts are based on the original wholesale price paid by the licensee to AGLC.

6.8.9 Licensees purchasing product from a retail liquor store must report faulty product claims to the retailer. The retailer may then initiate a claim with AGLC for those products purchased directly from AGLC.

DATE ISSUED: June 21, 2018

AUTHORITY: Original signed by
Gael MacLeod

SUBJECT: REFUNDS FOR FAULTY PRODUCT

6.8.10 Faulty kegs returned to a brewery are assessed by AGLC. Only kegs at least 80% full by weight are eligible for refund.

6.8.11 Replacement of faulty product by a liquor supplier or liquor agent for products purchased from warehouse other than Connect Logistics must be properly documented, and include the following:

- a) name of licensee;
- b) date replacement was made;
- c) product and quantity replaced;
- d) specific reason for replacement; and
- e) acknowledgement of replacement by the retail liquor store (a copy of the acknowledgement must be kept by the liquor store).

Note: Records must clearly distinguish between:

- i) product used for promotions or sampling; and
- ii) product used to replace faulty product.

6.8.12 If AGLC confirms a contaminated product has been distributed, licensees will receive specific instructions regarding removing the product from sale and making a claim for refund.

6.8.13 When AGLC issues a product recall, the licensee must immediately suspend sales of these products and remove them from store shelves, segregating them and marking them with: "DO NOT SELL – RECALLED PRODUCT."

6.8.14 Licensees must deal with the recalled product as directed by AGLC, which may include returning it to the warehouse for a full refund.

GUIDELINES

6.8.15 To make a claim for refund, a licensee must complete a Faulty Product Claim Request form. The form can be found at aglc.ca. Completed forms must be sent to FaultyProduct@aglc.ca. *(Amended Jun 2018)*

6.8.16 The following information must be included for all claims:

- a) licensee name, contact information and licence number; *(Added Jun 2018)*
- b) invoice number and date;

SUBJECT: REFUNDS FOR FAULTY PRODUCT

- c) the 6-digit product code, brand name (description) and size of the faulty product(s); *(Amended Jun 2018)*
 - d) reason for the claim; and
 - e) price paid for the faulty product(s).
- 6.8.17 If the faulty product is a customer return, the licensee must also provide: *(Amended Jun 2018)*
- a) the person's name, address and phone number; and
 - b) nature of their complaint.
- 6.8.18 Refund claims are normally processed within 30 days of receipt of the claim, even if not validated by AGLC within that timeframe. However, the licensee must keep all bottles and cases listed on the form until AGLC approves disposition. Should any of the product be missing or otherwise ineligible, the licensee will be required to repay the refund. *(Amended Jun 2018)*
- 6.8.19 Product analysis by AGLC for faulty product claims may be required.
- 6.8.20 If a product listed on a Faulty Product Claim Request is ineligible for refund, AGLC will advise the licensee and explain why. Possible reasons include:
- a) product was not purchased directly from AGLC;
 - b) product was damaged by licensee staff, customers or during delivery; *(Amended Jun 2018)*
 - c) product has been discontinued;
 - d) the claim period has expired; or *(Added Jun 2018)*
 - e) insufficient information provided to approve the claim. *(Added Jun 2018)*
- 6.8.21 Dry breaks (no product spilled) should not be reported on a Faulty Product Claim Request form. Licensees are compensated annually (see Section 6.7.5).

Products Causing Illness

DATE ISSUED: June 21, 2018

AUTHORITY:

Original signed by
Gael MacLeod



SECTION: LIQUOR PURCHASES AND RETURNS

NUMBER: 6.8

LICENSEE HANDBOOK

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SUBJECT: REFUNDS FOR FAULTY PRODUCT

6.8.22 Customer allegations of injury or illness resulting from a faulty product must be reported immediately to AGLC Product and Pricing Department: *(Amended Jun 2018)*

Alberta Gaming and Liquor Commission
50 Corriveau Avenue
St. Albert, Alberta T8N 3T5
Attention: Product and Pricing
Telephone: 780-447-8832
Email: Product@aglc.ca

DATE ISSUED: June 21, 2018

AUTHORITY: Original signed by
Gael MacLeod

SUBJECT: EMPTY CONTAINER RETURNS

POLICIES

6.9.1 AGLC does not require retail liquor stores to accept containers for refund.

GUIDELINES

6.9.2 Empty beverage container returns in Alberta are governed by the Beverage Container Management Board (BCMB), a body delegated authority by the Environmental Protection and Enhancement Act to administer the Beverage Container Recycling Regulation.

6.9.3 This legislation requires retailers, including retail liquor stores, to advertise the deposit amounts applicable to the container types sold by the retailer (e.g., the prominent public display of an information poster).

6.9.4 If a retail liquor store wishes to refund empty beer containers, the store must obtain a Class "D" Beverage Container Depot permit from the BCMB. Class "D" opportunities are currently limited to existing permit holders.

6.9.5 If a retail liquor store possesses a valid Class "D" Beverage Container Depot permit from the BCMB, the store shall refund the full deposit amount for both beer cans and beer bottles as follows:

- a) for beer containers less than or equal to 1000 ml, the deposit is \$0.10 per container (\$1.20 per dozen);
- b) for beer containers greater than 1000 ml, the deposit is \$0.25 per container (\$3.00 per dozen).

6.9.6 Retail liquor stores that offer a deposit refund program for beer containers must:

- a) provide a refund whether or not a product purchase is made; and
- b) provide the refund in cash if the patron so requests.

6.9.7 Retail liquor stores planning to offer an empty beer container return service must check with local municipal authorities to ensure the proposed operation meets all municipal requirements.



SECTION: LIQUOR PURCHASES AND RETURNS

NUMBER: 6.9

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SUBJECT: EMPTY CONTAINER RETURNS

6.9.8 Retail liquor stores must accept all BCMB registered beer containers for refund. All other non-beer beverage containers must be returned for refund to registered universal bottle depots only.

6.9.9 For information on the requirement to advertise deposit amounts or on operating a container return depot, contact:

Beverage Container Management Board

Edmonton, AB T6A 3M1

Phone: 780-424-3193

Toll Free: 1-888-424-7671

Fax 780-428-4620

www.bcmb.ab.ca

DATE ISSUED: February 11, 2010

AUTHORITY: Original signed by Marguerite Trussler

SUBJECT: GENERAL INFORMATION

POLICIES

7.1.1 For all of Section 7:

a) "advertising" means the use of media to communicate a message to an audience through words, audio and/or visuals. It is communicated through various mass media, including but not limited to:

i) traditional media such as television, radio, newspapers, magazines, outdoor advertising, flyers, billboards, transit shelters, inflatables, commercial and corporate vehicles or direct mail; and

ii) new media, including but not limited to digital and social media advertising, organic social media posts on newsfeeds and/or profiles, email, search results, blogs, websites or short message service (SMS);

(Amended Aug 2019)

b) "liquor agency" includes all associated shareholders, directors, management, agents and employees of liquor agencies and suppliers;

c) "records" are electronic or paper documents that summarize a transaction and include the documents to support these transactions. These documents include, but are not limited to, financial statements, invoices, receipts, vouchers, contracts, cancelled cheques, credit card receipts and emails. *(Added Apr 2016)*

7.1.2 A liquor agency, a licensee or a third party acting on their behalf (i.e., marketing company) may advertise in any medium not specifically prohibited, as long as the advertising complies with these policies, the Canadian Radio-television and Telecommunications Commission (CRTC) and any other regulator with jurisdiction.

7.1.3 All advertising must be:

a) accurate and verifiable; and

b) within the limits of good taste and propriety (i.e., not offensive to the general population).

7.1.4 Advertising must not:

a) be targeted at minors;

SUBJECT: GENERAL INFORMATION

- b) encourage non-drinkers to consume liquor;
- c) promote irresponsible liquor consumption or service;
- d) show heavy or prolonged liquor consumption;
- e) give the impression liquor benefits a person's health;
- f) disparage (put down) another company, business or product.

7.1.5 Brand advertising is allowed by a liquor agency, supplier or a manufacturer's off-sales licensee. Brand advertising by Class A, B and C licensees must comply to Subsection 7.2.3 and brand advertising by Class D licensees must comply to Subsection 7.3.3.

7.1.6 Co-operative advertising (advertising by licensees that includes the specific mention of liquor manufacturers/suppliers/agencies) is permitted under the following conditions: *(Amended Apr 2016)*

- a) the licensee must pay all costs pertaining to the advertising; and
- b) all records for advertising must be kept by the licensee for a period of two years and provided to AGLC on request.

7.1.7 A liquor agency is not allowed to pay any advertising costs for a licensee, either directly or indirectly.

7.1.8 An agency's advertising must not be directed to a particular licensee/chain of licensees.

7.1.9 Advertising not specifically addressed in this section requires the prior approval of AGLC.

GUIDELINES

7.1.10 Advertising which promotes the responsible consumption of liquor (i.e., legal, moderate and safe) is highly recommended and supported by AGLC.

7.1.11 Advertising may be of any size, frequency and duration, within the limits set by the CRTC and other regulators.

7.1.12 References to brand advertising do not apply to Special Event licensees.

7.1.13 Corporate or brand identification may be used in public service or community advertising.



SECTION: ADVERTISING

NUMBER: 7.1

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SUBJECT: GENERAL INFORMATION

- 7.1.14 Liquor agencies and licensees are responsible to ensure their advertising complies with these policies, including any advertising conducted by a third party.
- 7.1.15 A licensee and a manufacturer of non-liquor products may advertise jointly, as long as the advertising complies with these policies.

DATE ISSUED: August 7, 2019

AUTHORITY: Original signed by
Gael MacLeod

SUBJECT: ADVERTISING BY CLASS A, B AND C LICENSEES

POLICIES

- 7.2.1 A licensee may advertise the name of the licensed premises and the services offered according to the type of licence(s) held.
- 7.2.2 A Class C (Club) licensee may advertise a club function only if the advertising clearly indicates admission is restricted to members and their bona fide (genuine) invited guests.
- 7.2.3 Brand advertising is acceptable, with the following conditions:
- a) *(deleted Apr 2016)*
 - b) the licensee must receive permission in advance from the liquor agency (or whoever owns/controls the brand identification) to use the brand logo, typeset or trademark; and
 - c) the licensee is prohibited from receiving or requesting any benefit (money or other) from a liquor agency for advertising its brands.
- 7.2.4 A licensee may advertise liquor at reduced or discounted prices as long as the prices are not below the minimum prices specified in Sections 5.2.3 and 5.2.4.
- 7.2.5 Advertising for packages which include liquor in the price (e.g., Champagne Brunch, Mother's Day special, New Year's Eve special) are allowed, as long as the ad specifies the amount of liquor to be provided and it complies with the minimum drink prices specified in Subsections 5.2.3 and 5.2.4.

GUIDELINES

- 7.2.6 A licensee may use a television remote unit to broadcast live entertainment from their licensed premises as long as patrons are aware they may be televised.
- 7.2.7 Television broadcasts from a licensed premise should focus on the entertainment, although some shots may include portions of the audience.
- 7.2.8 A licensee may use a radio remote unit to broadcast live music from their licensed premises and promote the premises' name and location (or a specific room within the premises).

SUBJECT: ADVERTISING BY CLASS D LICENSEES AND DUTY FREE STORES

POLICIES

- 7.3.1 A retail liquor outlet may advertise the:
- a) premises' name and location;
 - b) hours of operation;
 - c) products available, including sizes; and
 - d) product prices, including discount prices.
- 7.3.2 Comparative price advertising is allowed, but must not disparage a competitor or competitor's product (see Section 7.1.4 f).
- 7.3.3 Advertising may promote a liquor brand, with the following conditions:
- a) *(Deleted Apr 2016)*
 - b) the licensee must receive permission in advance from the liquor agency (or whoever owns/controls the brand identification) to use the brand logo, typeset or trademark; and
 - c) the licensee may not request or receive any benefit (money or other) from a liquor agency for advertising its brands.
- 7.3.4 A licensee who also owns or operates another company or business may not:
- a) conduct common/joint advertising featuring both business interests in the same advertising (joint advertising); or
 - b) use one business to promote the other (cross-market advertising / promotions).
- 7.3.5 Pursuant to Section 50 of the GLCR, a licensee who also owns or operates another company or business cannot:
- a) offer customers discounts on purchases in one business based on purchases in the other business;
 - b) operate a customer loyalty program in one business which recognizes purchases made in the other business; or
 - c) sell trademark or brand name products of the other business in the retail liquor store unless these products are also available



SECTION: ADVERTISING

NUMBER: 7.3

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SUBJECT: ADVERTISING BY CLASS D LICENSEES AND DUTY FREE STORES

for wholesale purchase by other licensees and are not referred to by the other business's name.

- 7.3.6 The restrictions of Section 7.3.4 also apply to any retail liquor store which uses the trademark name of another business or company not owned or operated by the licensee.
- 7.3.7 Class D liquor delivery service advertising must not promote the use, sale or consumption of liquor.
- 7.3.8 Signage for a Class D licensed premises must comply to Section 3.6.16 and 3.6.17.

DATE ISSUED: April 8, 2016

AUTHORITY: Original signed by Susan Green



SECTION: ADVERTISING

NUMBER: 7.4

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SUBJECT: ADVERTISING BY SPECIAL EVENT LICENSEES

POLICIES

7.4.1 Advertising must only be directed to members and invited guests and cannot indicate or imply that the general public may attend the event. (i.e., the advertising must clearly state "Members and Guests Only"). *(amended Apr 2016).*

GUIDELINES

7.4.2 Advertising may take the following forms:

- a) posters on community billboards;
- b) notice in the community news section of the local newspaper;
- c) televised notice on the local cable community news channel; and/or
- d) sign on community league association property (on the hall itself or freestanding).

DATE ISSUED: April 8, 2016

AUTHORITY: Original signed by Susan Green

SUBJECT: ADVERTISING CONTENT RESTRICTIONS

POLICIES

- 7.5.1 Drinking Scenes (applies to brand advertising by liquor agencies):
- a) Drinking scenes depicted in advertising must be legal (i.e., the situation shown must not contravene any federal, provincial or municipal laws).
 - b) The quantity of a liquor product shown in a social setting must not exceed one drink per person.
 - c) Any scene showing a person with liquor before or while operating a vehicle (motorized or not) or doing any activity considered dangerous or requiring care is prohibited; the advertising must be clear the liquor is being consumed only after the activity has ended.
- 7.5.2 Minors:
- a) Advertising must not appeal to minors or be placed in any medium targeted specifically at minors.
 - b) No minor or anyone who may reasonably be mistaken for a minor may appear in advertising for a liquor product.
 - c) No well-known personality or look-alike with strong appeal to minors may be featured in liquor advertising (e.g., youth-oriented music group). *(Amended Aug 2019)*
 - d) The use or imitation of children's fairy tales, jingles, nursery rhymes, songs, musical themes or fictional characters from children's books is prohibited in liquor advertising.

GUIDELINES

- 7.5.3 Drinking Scenes (applies to brand advertising by liquor agencies):
- a) A liquor product may be shown in a setting where consumption is not normally allowed only:
 - i) if it is clearly a beauty shot; and
 - ii) no people are present to suggest liquor had been or was about to be consumed.
 - b) Activities shown within a bar or lounge setting must reflect the type of activities normally seen in licensed premises in Alberta.



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NUMBER: 7.5

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SUBJECT: ADVERTISING CONTENT RESTRICTIONS

- c) The presence of food is encouraged.
- 7.5.4 A product endorsement by a well-known personality or look-a-like should not imply that drinking liquor contributed to their success.
- 7.5.5 The age of a personality and their public image should be taken into account when assessing their appeal to minors.

DATE ISSUED: August 7, 2019

AUTHORITY: Original signed by Gael MacLeod

SUBJECT: EXCLUSIVITY AGREEMENTS & SPONSORSHIPS

POLICIES

EXCLUSIVITY AGREEMENTS *(Added December 2016)*

- 7.6.1 Pursuant to Section 85 of the GLCR, the Board of AGLC may approve an arrangement, such as an exclusivity agreement, between a liquor licensee and a liquor agency or supplier to promote a particular type of liquor. *(Added Dec 2016)*
- 7.6.2 Exclusivity Agreement (“EA”) means a document establishing the terms and conditions under which a licensee agrees to the exclusive use of an agency’s or supplier’s products during a specified event or at a specified venue. Exclusive use means only the agency’s or supplier’s products will be used for that product category (beer, wine, spirits or refreshment beverages) during the event or at the venue. *(Added Dec 2016)*
- 7.6.3 All events and/or venues involving the exclusive use of liquor require an EA approved by AGLC. A liquor agency or supplier may not enter into an agreement, directly or indirectly, with a liquor licensee, where the licensee agrees to exclusively sell the liquor of the agency or supplier, unless approved by way of an EA in accordance with this section. *(Added Dec 2016)*
- 7.6.4 EAs apply to the licensed area(s) only. *(Added Dec 2016)*
- 7.6.5 AGLC will consider EAs for the following types of events which are open to the general public and where the primary purpose of public attendance is not for the consumption of liquor:
- a) community-based entertainment (community-based means it is available to a significant segment of the community); or
 - b) professional or semi-professional sports teams or sporting events; or
 - c) a broad-based cultural event (broad-based means representative of the larger community).
- (Amended Dec 2016)*
- 7.6.6 Eligible locations for these events are:
- a) convention centres;
 - b) ski hills;

SUBJECT: EXCLUSIVITY AGREEMENTS & SPONSORSHIPS

- c) the home arena or sports stadium of the team, or the venue where the professional or semi-professional sporting event takes place;
- d) municipally approved public areas with the licensed area located within a tent or fenced area; or
- e) other locations approved in advance by AGLC.

(Amended Dec 2016)

7.6.7 Licensed premises where food and liquor are the primary source of business do not qualify for EAs. This restriction does not apply to licensed premises located within a premises conducting an event mentioned in Subsection 7.6.5 (e.g. lounge within a team's arena).

(Added Dec 2016)

7.6.8 Each proposed agreement must specifically identify the following:

- a) all parties participating in the agreement, including the name and registration number of the agency or supplier and the name, licence number and class of licensed premises;
- b) the type of event(s) taking place;
- c) the location of the event(s) including identification of the licensed area(s);
- d) the type of liquor licence in effect during the event(s);
- e) the commencement and termination dates of the proposed agreement;
- f) the date(s) of the event(s); and
- g) the specific dollar value being paid, the type of liquor products, brand and quantity of liquor products and the type and value of services offered.

(Amended Dec 2016)

7.6.9 Draft EAs must be submitted to AGLC for review and approval before both parties sign the agreement. If approved, an executed (signed) copy of the EA must be submitted to AGLC prior to the start date of the agreement. *(Amended Dec 2016)*

7.6.10 The total dollar value of support, products or services being provided determines the deadline for submitting the draft agreement to AGLC:

DATE ISSUED: December 12, 2016

AUTHORITY:

Original signed by
Susan Green

SUBJECT: EXCLUSIVITY AGREEMENTS & SPONSORSHIPS

<u>Value of Agreement</u>	<u>Due Date for Submission</u>
Less than \$5,000	15 days prior to start date
\$5,001 to \$10,000	20 days prior to start date
\$10,001 to \$100,000	30 days prior to start date
\$100,001 to 1,000,000	45 days prior to start date
Over \$1,000,000	60 days prior to start date

7.6.11 Proposed agreements in which the start date predates its referral to AGLC will not be entertained or considered for any reason.

SPONSORSHIPS

7.6.12 Sponsorship may only involve the unconditional donation of cash or merchandise, a trophy, and/or a prize, by a licensee, agency or supplier, directly to an event or team. *(Amended Dec 2016)*

7.6.13 A licensee, agency or supplier may sponsor or co-sponsor an event or team with the following conditions:

- a) a liquor supplier or brand name may be used only if the event or team is adult-oriented and not geared toward minors; and
- b) a Class A, B, C or D licensee may sponsor an event involving minors as long as liquor is not mentioned in any way.

7.6.14 Sponsorship or co-sponsorship of a publicly advertised contest is allowed with the following restrictions:

- a) participation in a contest or raffle must not be conditional on the purchase or consumption of liquor;
- b) a contest sponsored by a liquor supplier must be directed only towards persons of legal drinking age; and
- c) if the contest is conducted on licensed premises, the licensee must also comply with Subsection 5.7.1

7.6.15 Sponsorship promoting a specific brand of liquor in a Class A, B, or C licensed premises requires the prior approval of AGLC. All other eligible sponsorships do not require the approval of AGLC. *(Amended Dec 2016)*

7.6.16 A sponsored event held on-campus at an educational institution must have the prior approval of the institution's administration.

7.6.17 Corporate or brand names and logos may:

SUBJECT: EXCLUSIVITY AGREEMENTS & SPONSORSHIPS

- a) be displayed on a permanent sign in an arena or stadium used primarily for sporting or entertainment events (e.g., scoreboard panel, rink board);
- b) be displayed on a temporary sign in a community arena or in a stadium during a sponsored event (e.g., banner); and
- c) not be displayed on signs at events involving minors (for example, Minor Hockey Week).

7.6.18 A corporate or brand name and logo may be displayed on a corporate vehicle and the vehicle may appear at a sponsored event.

7.6.19 A liquor agency, supplier or licensee may own a sports franchise.

7.6.20 Sponsorship advertising is allowed before and during a sponsored event with the following conditions:

- a) if the event has a licensed area, approved promotional materials may be displayed within the licensed area; and
- b) all advertising and promotional materials must comply with Sections 4 and 5.

7.6.21 The focus of sponsorship advertising shall be on the event or activity being sponsored, and not a liquor agency, supplier or brand.

GUIDELINES

7.6.22 Proposed agreements may be submitted to AGLC by mail, fax or email at the following.

50 Corriveau Avenue
c/o Inspections Branch
St. Albert, Alberta
T8N 3T5
Fax: 780-447-8912
Email: inspections.mailbox@aglc.ca

7.6.23 Items displaying a corporate or brand logo may be donated to a registered charity for use as give-aways and raffle prizes.

SUBJECT: TRADE SHOWS

POLICIES

7.7.1 Participation in a liquor industry trade show may be undertaken with a display booth. The following conditions apply:

- a) participation in a liquor industry trade show may be advertised;
- b) the display booth may advertise liquor and related products and staff may wear promotional clothing. Promotional and educational materials may be given away; and
- c) a liquor agency is allowed to sell or provide tastings of liquor products as follows:

- i) liquor tastings may be provided only to persons eighteen (18) years or older. Minors are not allowed to serve or to handle liquor;

- ii) liquor tastings must be provided from a display booth. The booth must be staffed at all times liquor is available;

- iii) liquor agents or their employees must not provide liquor while under the influence of liquor. Adequate measures must be taken to secure liquor supplies after-hours; and

- iv) all categories of liquor may be provided as tastings. Maximum tasting sizes are:

beer – 112 ml (4 oz.)

coolers/premixed/cider – 112 ml (4 oz.)

wine – 56 ml (2 oz.)

spirits – 14 ml (1/2 oz.)

liqueurs – 14 ml (1/2 oz.)

7.7.2 A retail liquor store (Class D licensee) may apply to sell liquor at a non-liquor industry trade show for off-premises consumption. The licensee must obtain AGLC approval in advance and meet all conditions of the approval.



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SUBJECT: TRADE SHOWS

GUIDELINES

- 7.7.3 A licensee participating in a trade show must also comply with the trade show operator's requirements for display booths and liquor tastings.
- 7.7.4 Cooking demonstrations featuring liquor products on display or offered as tastings may be conducted at the display booth or in a designated cooking area. Tasting of the prepared dishes is allowed.

DATE ISSUED: Aug. 15, 2017

AUTHORITY: Original signed by
Gael MacLeod

SUBJECT: MARKET RESEARCH

POLICIES

7.8.1 A liquor supplier may appoint an independent group or organization to conduct market research on their behalf.

7.8.2 Market research surveys are subject to the following conditions:

- a) A survey must not be:
 - i) used to directly or indirectly advertise a product, nor may the results be used in a public advertising program;
 - ii) used to communicate potentially damaging information about another company or product; and
 - iii) directed to or involve minors, if the survey is liquor-related.
- b) A survey with a person-to-person, question-and-answer format may be conducted by telephone, in a private location or in a public area (e.g., in a shopping mall, on the street).
- c) A survey which includes a product audit (taste test) may be conducted only in a private location acceptable to AGLC (e.g., market research office, hotel meeting room or other location closed to the general public).
- d) A market research organization conducting a taste test or a packaging audit (test of consumer response to a product's packaging) must meet all licence requirements (see Section 7.8.3).
- e) A taste test:
 - i) may include liquor products not currently available for sale in Alberta, but have been processed by AGLC (see Section 8.6.1c); and
 - ii) must not allow participants to consume more than a single serving of the liquor.

GUIDELINES

7.8.3 A taste test conducted in a non-licensed area requires a Private Non-Sale Special Event licence (see Section 9.2). This licence, which includes the words "Not for Consumption," authorizes transportation



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SUBJECT: MARKET RESEARCH

of the liquor to and from the location of the taste test and possession of liquor at the location.

7.8.4 A market research organization conducting a survey may pay participants to take part.

DATE ISSUED: February 11, 2010

AUTHORITY: Original signed by
Marguerite Trussler



SECTION: ADVERTISING

NUMBER: 7.9

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SUBJECT: HOSTING NO SALE FUNCTIONS

POLICIES

- 7.9.1 A no sale function may be hosted by liquor suppliers or licensees at which invited guests may sample liquor.
- 7.9.2 Attendance at a no sale function must be by invitation only. There may be no advertising of the event.
- 7.9.3 If the event is to be held in an unlicensed location, the host must obtain a special event licence beforehand.
- 7.9.4 Liquor suppliers, other than manufacturers, must have a hospitality licence issued by AGLC to host no sale functions at their office premises.

DATE ISSUED: February 11, 2010

AUTHORITY: Original signed by
Marguerite Trussler

SUBJECT: GENERAL INFORMATION

POLICIES

8.1.1 For all of Section 8:

- a) "product promotion" means activities within licensed premises designed to encourage the sale of specific brand(s) of liquor;
- b) "liquor agency" includes all associated shareholders, directors, management, agents and employees of liquor agencies and suppliers; and
- c) "records" are electronic or paper documents that summarize a transaction and include the documents to support these transactions. These documents include, but are not limited to, financial statements, invoices, receipts, vouchers, contracts, cancelled cheques, credit card receipts and emails. *(added Apr 2016)*

8.1.2 A product promotion must not encourage the irresponsible use, consumption or service of liquor.

8.1.3 A licensee may participate in a liquor agency's local, regional, provincial or national corporate or brand promotion, with the following conditions:

- a) Product promotions must be directed to consumers or patrons of a licensed premises, with the exception of tasting (see Section 8.5) and sampling (see Section 8.6).
- b) The promotion must take place in a licensed premise.

8.1.4 An exclusivity agreement between a liquor agency and a licensee for promotional activities at a community event or sporting venue requires the prior approval of AGLC.

8.1.5 A product promotion may be co-sponsored by a third party.

8.1.6 Product promotions not specifically addressed in Section 8 require the prior approval of AGLC.

SUBJECT: PROHIBITED INDUCEMENTS AND BENEFITS

POLICIES

8.2.1 A liquor agency is prohibited from directing any promotional activity or items to a licensee that could directly benefit the licensee or their staff, and a licensee may not request or accept any such inducements.

8.2.2 Licensees are prohibited from asking for or receiving items of value from an agency as an inducement to stock an agency's product, provide improved shelf positioning to an agency's brand of liquor or for any other consideration.

8.2.3 A liquor agency is prohibited from participating in any way in a licensee's customer loyalty program, and a licensee may not request that a liquor agency participate in such a program.

8.2.4 A liquor agency is prohibited from providing a licensee with a reduced rate for accommodation at a winery, brewery or distillery, or any other place they own, represent or have an interest in.

8.2.5 A liquor agency is prohibited from paying:

- a) a licensee's registration fees, conference fees, tuition or similar costs, except for a seminar or training event which is:
 - i) organized by the liquor agency;
 - ii) held within Alberta; and
 - iii) open to all licensees, or specified class(es) of licensees.
- b) any portion of a licensee's travel expenses, either directly or indirectly, whether for business, vacation or a combination of both; except for local transportation costs (e.g. taxi) to and from a manufacturing facility. *(Amended Apr 2016)*

Note: Travel expenses include, but are not limited to, any costs associated with air or ground transportation and accommodation while away from home, except for local transportation costs (e.g. taxi) to and from a manufacturing facility. *(Amended Apr 2016)*

8.2.6 A liquor agency may not offer or provide to a licensee:

- a) cash, rebates, coupons or credits of any monetary value;
- b) a deposit into any account held by the licensee, directly or indirectly;

SUBJECT: PROHIBITED INDUCEMENTS AND BENEFITS

- c) free liquor products, other than for sampling purposes as specified in Section 8.6; or
- d) compensation for expenses related to:
 - i) interior decorating (e.g., painting, draperies, carpeting, decor), renovations or maintenance to a licensed premises, or any other property owned, rented or leased by a licensee or anyone directly or indirectly involved with the licensee;
 - ii) furniture, equipment, or fixtures (except racks noted in Subsection 8.2.9.1); *(Amended Aug 2013)*
 - iii) refrigeration or dispensing equipment (except refrigerators noted in Subsection 8.2.9.1; dispensing equipment noted in 8.2.9.2 and tap handles noted in 8.2.10) *(Amended Feb 2018)*
 - iv) menu printing; or
 - v) other items considered essential to operating a licensed premises (see Section 8.2.10).

8.2.6.1 A liquor agency may provide interior signs displaying the agency's brand to licensees. However, an agency is not permitted to provide signs that display the licensee's business name or signs necessary for the operation of the business (e.g. entry/exit signs and bathroom signs). *(Added Apr 2016)*

8.2.7 A liquor agency may offer a licensee tickets to sporting, cultural or entertainment events, with the following conditions:

- a) tickets must be for events not normally paid for by the licensee.
- b) tickets with an individual value of more than \$500 require the prior approval of AGLC; and
- c) no season tickets may be provided.

8.2.8 A licensee may not accept any offer from a liquor agency or a country's representative (political or non-political) to pay travel expenses specified in Subsection 8.2.5 or any other costs for the licensee, their staff or agents to attend a seminar, convention, meeting or exhibition outside Alberta.

SUBJECT: PROHIBITED INDUCEMENTS AND BENEFITS

8.2.9 Liquor agencies and licensees are also responsible to comply with related requirements in the GLCR, Sections 80 to 85.

8.2.9.1 Liquor agencies may provide a Class D Retail Liquor Store licensee with promotional refrigeration and racking that is portable and standalone. The following specifications regarding the equipment must be met:

a) Refrigerators:

- i) a maximum size of 12 cubic feet;
- ii) a maximum of two refrigerators from one particular agency;
- iii) a maximum of four, agency-provided refrigerators in a licensed premises;
- iv) ownership of the refrigerators must remain with the agency(s); and
- v) services associated with the installation or maintenance of the refrigerators (i.e. electrical and power) must be the sole responsibility of the licensee.

b) Racks:

- i) a maximum size of 36 inches x 48 inches x 72 inches;
- ii) a maximum of two racks from one particular agency;
- iii) a maximum of four, agency-provided racks in a licensed premises
- iv) ownership of the racks must remain with the agency(s); and
- v) services associated with the installation of the racks (i.e. electrical and power) must be the sole responsibility of the licensee. *(Added, Aug. 2013)*

8.2.9.2 An agency may loan towers and proprietary branded dispensing equipment non-essential to the operation of a licensed premises to a licensee. Proprietary branded dispensing equipment is defined as:

- a) stand-alone;
- b) maximum dispensing capacity not to exceed 10 litres;

SUBJECT: PROHIBITED INDUCEMENTS AND BENEFITS

- c) not utilized as the licensee's primary dispensing method; and
- d) services associated to the equipment, including power or any other installation, must be the sole responsibility of the licensee.

(Added Feb. 2018)

8.2.9.3 A loan agreement must be in place and specify the type of equipment being loaned and the term of the agreement. Loan agreements can take any form as long as they contain the aforementioned information. The loan agreement must be provided to AGLC on request. A Buy/Sell Agreement is not to be used as a loan agreement. *(Added Apr 2016)*

8.2.10 A liquor agency may provide a licensee with non-essential items, including:

- aprons or hats for staff
- bar towels
- bottle openers and corkscrews
- interior branded signs (must not contain or display the licensee's business name)
- clocks
- coasters
- condiment caddies
- draught tap handles
- drip mats
- flags, pennants and banners
- fruit slicers
- glasses and mugs
- ice buckets
- inflatables
- lapel pins
- mirrors
- napkins
- patio umbrellas
- place mats
- posters
- promotional fridges (see subsec. 8.2.9.1a)
- promotional racks (see subsec. 8.2.9.1b)
- sandwich boards
- serving trays
- tent cards and inserts

(Amended Apr 2016)

8.2.11 The following conditions apply to the non-essential items listed in subsection 8.2.10:

- a) branding and co-branding of these items is permitted;
- b) if liquor pricing is stated on any of these items, the prices must match those on the menu or the posted price and must be determined by the licensee; and



SECTION: PRODUCT PROMOTIONS

NUMBER: 8.2

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SUBJECT: PROHIBITED INDUCEMENTS AND BENEFITS

c) they cannot be sold to customers.

(Added Apr 2016)

GUIDELINES

8.2.12 Liquor agencies and licensees may contact AGLC if unsure whether an item is considered essential or non-essential.

DATE ISSUED: February 23, 2018

AUTHORITY: Original signed by
Gael MacLeod

SUBJECT: BUY/SELL AGREEMENTS (BSA)

POLICIES

- 8.3.1 "BSA" means a document establishing the terms and conditions under which a liquor agency will provide a licensee with promotional items for its customers in exchange for the licensee promoting a specific brand(s) of liquor.
- 8.3.2 All promotional items provided by a liquor agency to a licensee must be part of a BSA, except liquor for tastings conducted by the liquor agency (see Section 8.5) and added-value items for existing inventory (Section 8.8). The following conditions apply:
- a) All promotional items included in a BSA can only be directed to consumers and conform to applicable legislation and Board policies.
 - i) Liquor products may be provided as a draw prize or give-away item in Class D Retail and General Merchandise Liquor Stores. *(Amended March 2014)*
 - ii) A licensee conducting a promotion on behalf of a liquor agency must keep a written record of the name, address and telephone number of every person who receives a give-away item with a wholesale value of more than \$100.
 - iii) Cash, cheques, gift cards or prepaid credit cards are prohibited as promotional items and cannot form any part of a BSA. *(Amended April 2016)*
 - b) A BSA cannot exclude or prohibit any competitor's product(s), unless specifically approved by the Board.
 - c) A BSA must be documented, verifiable and include all of the following information:
 - i) name and registration number of liquor agency;
 - ii) name, licence number and class of licensed premises;
 - iii) duration of agreement (maximum 12 months);
 - iv) list of promotional items, the value of each item, and/or services provided and their retail value; and



SECTION: PRODUCT PROMOTIONS

NUMBER: 8.3

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SUBJECT: BUY/SELL AGREEMENTS (BSA)

v) the terms of the agreement, specifying product brands and quantities (i.e., "while supplies last" or words to that effect are not acceptable).

8.3.3 A copy of a BSA must be kept by the liquor agency and by the licensee on the licensed premises, and provided to AGLC immediately on request. If the liquor agency or licensee has multiple locations, a copy of the BSA must be kept at each agency's location and each licensed premises (original to be provided on request).

8.3.4 A BSA that complies with these policies does not require AGLC approval.

8.3.5 A BSA must be kept for a minimum of two (2) years after the expiry of the agreement. *(Amended Apr 2016)*

GUIDELINES

8.3.6 *(Deleted May 2018)*

8.3.7 The effective period of a BSA may be extended if both parties agree. The change of date must be initialled by both the liquor agency and the licensee on the original document, and must not exceed 12 months.

DATE ISSUED: May 15, 2018

AUTHORITY: Original signed by Gael MacLeod

SUBJECT: LICENSEE PROMOTIONS

POLICIES

8.4.1 A licensee may conduct promotional activities in the licensed premises with the following conditions:

- a) Free liquor may not be awarded as a prize in a Class A, B or C licensed premises.
- b) A sealed bottle of liquor may be awarded as a prize on a Class D licensed premises, for off premises consumption.
- c) The purchase or consumption of liquor cannot be required in order to participate in a competition, contest, draw, giveaway or similar promotion, and participants must be told that there is no such requirement.
- d) Participants may be required to be present at the time of a draw in order to receive a prize. However, the time, date and place of the draw must be clearly displayed on the premises.

8.4.2 A liquor supplier may donate liquor or merchandise and/or conduct free tastings for a bona fide charitable fundraising event or activity on a licensed premises, with the following conditions:

- a) the liquor supplier and licensee must have a written buy/sell agreement (see Section 8.3);
- b) all liquor purchased must be from a Class D licensee or otherwise approved by AGLC;
- c) charitable receipts cannot be issued;
- d) all profits from the event or activity must be turned over to the charity; and
- e) all liquor tastings must comply with the Liquor Tastings policy of this handbook (Section 8.5).

(Amended Dec 2018)

GUIDELINES

8.4.3 There is no limit to the quantity of merchandise and/or liquor that may be donated in support of charitable fundraising.

SUBJECT: LIQUOR TASTINGS

POLICIES

8.5.1 A liquor tasting is an activity that allows patrons the opportunity to taste featured liquor products. Liquor tastings may be conducted on a Class A, B, C, D or E licensed premises under the following conditions:

- a) minors are not provided liquor;
- b) no one is served the product to the point of intoxication;
- c) the server has valid ProServe certification; and
- d) tasting records are provided to AGLC on request. *(Added Mar 2018)*

8.5.2 Maximum tasting sizes are as follows:

beer and ciders – 112 ml (4 oz.); *(Added Mar 2018)*

refreshment beverages (e.g. coolers/premixed) – 112 ml (4 oz.);
(Amended Mar 2018)

wine – 56 ml (2 oz); *(Amended Mar 2018)*

spirits – 14 ml (1/2 oz); and

liqueurs – 14 ml (1/2 oz).

8.5.3 Liquor agencies are not licensed to sell liquor and as a result may not charge a fee to customers for liquor tastings. This includes tastings conducted by a Class D licensee on behalf of an agency. *(Added Dec 2018)*

8.5.4 A liquor agency may provide free individual tastings of liquor to patrons on a Class A, B, C, D or E licensed premises with the following conditions:

- a) the liquor used for the tastings:
 - i) must be purchased from the licensee, at the licensee's cost of the product, or
 - ii) may be an unfinished product from a previous tasting(s) at another location(s), if the licensee permits the agency to use the product; *(Added Mar 2018)*
- b) the liquor agency or its employee must be present on the licensed premises;

SUBJECT: LIQUOR TASTINGS

- c) the booth or area from which the tastings are offered must be staffed;
- d) the tastings may be served by the liquor agency's employee or the licensee;
- e) the liquor agency and licensee must maintain a written record of the tasting including:
 - i) the date, time and location; and
 - ii) the liquor product(s) along with the quantity and cost.

(Added Mar 2018)

8.5.5 A Class D licensee may conduct free tastings of liquor to patrons on behalf of a liquor agency, with the following conditions:

- a) the liquor agency and the licensee must have a written buy/sell agreement (BSA) (see Subsection 7.3). The BSA must:
 - i) specify the date, time and location of the tasting;
(Amended Mar 2018)
 - ii) identify the liquor product(s) that will be offered along with the quantity and the licensee's cost for the product(s); *(Amended Mar 2018)*
 - iii) identify staffing costs specific to the tasting (i.e., wages, benefits and administrative costs to a maximum of \$25/hour); and *(Amended Mar 2018)*
 - iv) be signed by both the liquor agency and licensee before the tasting can take place.
- b) the liquor agency representing the product(s) being tasted may not be involved in the tasting; and *(Added Mar 2018)*
- c) items charged by the licensee to the liquor agency are limited to staffing costs and the licensee's cost of the product(s) being tasted. *(Added Mar 2018)*

8.5.6 A Class D licensee may conduct its own liquor tastings, independent of a liquor agency, and charge a fee to its customers, with the following conditions:

SUBJECT: LIQUOR TASTINGS

- a) experts (e.g. manufacturer/agency representative) of the liquor product being tasted may be involved in the tasting for consumer education; *(Amended Dec 2018)*
- b) the licensee is not allowed to charge back the costs of a tasting to a liquor agency;
- c) *(Deleted Dec 2018)*
- d) the licensee must maintain a written record of the tasting, including:
 - i) the name of the liquor product(s) tasted, the quantity and licensee's cost of the product(s);
 - ii) date and time of the tasting;
 - iii) fee to customers; and
 - iv) itemized list of staffing, educational and food costs. *(Added Mar 2018)*
- e) any fees or ticket charges to customers must be based on cost recovery only. See Section 8.5.7 for permitted cost recovery items.

8.5.7 Cost recovery items are limited to:

- a) licensee's cost for the liquor products(s) being tasted. This includes costs associated with transportation, warehousing and associated costs incurred to provide the product for sale at retail. This cost is reflected in the average retail cost of the product. Prices may not be artificially inflated to create a profit. *(Added Mar 2018)*
- b) allowable food items in a Class D premises, which must be snack-sized portions that complement the liquor being tasted. Full course meals (catered or otherwise) are not permitted. *(Amended Dec 2018)*
- c) educational and staffing costs (i.e. wages, benefits and administrative costs to a maximum of \$25/hour).

GUIDELINES

- 8.5.8 A Class D licensee may provide a patron with a sealed 50 ml bottle of spirits for off premises tasting.

SUBJECT: PRODUCT SAMPLING

POLICIES

8.6.1 A liquor agency may provide a licensee with liquor products for sampling, with the following conditions:

- a) product samples are for consumption by the licensee and cannot be sold to patrons of the licensed premises;
- b) the maximum sample size for each brand of liquor is:
 - beer – 36 X 355 ml bottles, or the smallest keg used by the supplier (approved container), or equivalent
 - coolers – 36 X 355 ml bottles, or equivalent
 - wine – 4 X 750 ml bottles, or equivalent
 - spirits – 2 X 750 ml bottles, or equivalent
 - liqueurs – 2 X 750 ml bottles, or equivalent
- c) liquor products for sampling must be purchased from AGLC to qualify for the wholesale price. Product samples may also be purchased from a Class D licensee at a price that is equivalent to the licensee's cost. (See Section 3.16 of the Liquor Agency Handbook for information on the procurement of samples);
(Amended Apr 2016)
- d) the liquor agency must keep a written record of sampling activities including the date, name, and location of the licensed premises where the products for sampling were provided, the type, size and quantity of the products and the cost. These records must be provided to AGLC on request; and
- e) a licensee may be provided with samples of a specific product only twice per calendar year. *(Amended Apr 2016)*

8.6.2 A liquor agency or licensee may host a no-sale function for liquor sampling with the following conditions:

- a) attendance must be by invitation only;
- b) no public advertising is allowed;
- c) a no-sale function at an unlicensed location requires a Private Non-Sale Special Event licence (see Section 9.2); and



SECTION: PRODUCT PROMOTIONS
NUMBER: 8.6

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SUBJECT: PRODUCT SAMPLING

- d) a no-sale function at a licensee's office premises requires a hospitality licence from AGLC, unless the host is a liquor manufacturer.

DATE ISSUED: April 8, 2016 **AUTHORITY:** Original signed by Susan Green

SUBJECT: GENERAL PRODUCT PROMOTIONS

POLICIES

8.7.1 A product promotion may involve a contest, competition or draw and may be administered by a licensee on behalf of a liquor agency with the following conditions:

- a) all patrons who enter a contest, competition or draw must be eligible under the conditions set by the liquor supplier. Minors are not eligible;
- b) participation cannot be conditional on the purchase or consumption of liquor;
- c) all promotional items provided to a licensee by a liquor supplier must be used only for the specified contest, competition or draw;
- d) the closing date of a contest, competition or draw must be posted in the licensed premises; and
- e) all draws must take place in the licensed premises on the date and time advertised (except draws conducted by the liquor supplier).

8.7.2 Both the liquor agency and the licensee providing promotional give-away items must ensure the items reach patrons as intended and must meet the following conditions:

- a) both the liquor agency and the licensee must maintain records of every promotional activity in a licensed premises involving a give-away item with an individual wholesale value of more than \$100. The records must include the name of the licensed premises, a description of the give-away item and its wholesale value. The records must be provided to AGLC on request;
- b) a licensee conducting a promotion on behalf of a liquor supplier must keep a written record of the name, address and telephone number of every person who receives a give-away item with a wholesale value of more than \$100. The records must be provided to AGLC on request; and
- c) all records regarding promotions must be kept for a minimum of two (2) years. *(Amended Apr 2016)*

SUBJECT: GENERAL PRODUCT PROMOTIONS

8.7.3 A liquor agency may provide a licensee with clothing items with corporate or brand logos for staff to wear during a promotion (e.g., t-shirts, aprons, sweatshirts). The clothing items:

- a) must have a maximum \$50 wholesale cost per item; *(Amended Apr 2016)*
- b) cannot become a mandatory “uniform”; and
- c) may be kept by the licensee when the promotion ends.

8.7.4 A licensee may reduce the price of one or more products as part of a promotion as long as the price complies with the minimum prices specified in Subsection 5.2. *(Amended Apr 2016)*

8.7.5 A liquor agency may provide the general public with liquor vouchers redeemable only at Class D licensed premises for the purpose of promoting a specific brand, with the following conditions: *(Amended Apr 2016)*

- a) the maximum amount of liquor that can be exchanged for a voucher is as follows:
 - Beer – 6 x 355 ml bottles, or equivalent;
 - Coolers/Premixed/Cider – 4 x 355 ml bottles, or equivalent;
 - Wine – 1 x 750 ml bottle, or equivalent;
 - Spirits – 1 x 375 ml bottle, or equivalent; and
 - Liqueurs – 1 x 375 ml bottle, or equivalent.
- b) a liquor agency may not provide a licensee with a redemption fee;
- c) vouchers may not be distributed on-pack, in-pack or near-pack as an added-value item (see Section 8.8);
- d) receipt of a voucher must not be conditional on the purchase of a liquor supplier's product; and
- e) voucher recipients must not be directed to a specific licensee or to a specific chain of retail liquor stores to redeem their vouchers.

GUIDELINES

8.7.6 There is no limit to prize value.



SECTION: PRODUCT PROMOTIONS

NUMBER: 8.7

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SUBJECT: GENERAL PRODUCT PROMOTIONS

- 8.7.7 The liquor agency is not required to be present during these types of product promotions.
- 8.7.8 A licensee has the right to decide whether or not to participate in a voucher promotion.

DATE ISSUED: August 15, 2017

AUTHORITY: Original signed by
Gael MacLeod

SUBJECT: ADDED-VALUE PROMOTIONS

POLICIES

8.8.1 An "added-value promotion" promotes a specific brand of liquor by offering consumers who purchase the brand at a retail liquor outlet a second item at no charge.

8.8.2 Acceptable added-value items include:

- a) Liquor
 - i) A liquor agency may provide liquor added-value items to Class D licensees only. The liquor agency must maintain a record of all added-value liquor provided.
 - ii) The words "SAMPLE" or "NOT FOR RESALE" must be clearly and permanently marked on the container of the added-value item, either in non-removable ink on the label or on a non-removable tag affixed to the container, in a type size the same or larger than the largest type used on the product label. A licensee may not deface, remove or attempt to remove the label or tag.
 - iii) The quantity of liquor provided as an added-value item must normally be no more than a single serving (i.e., 50 ml of distilled spirits, 200 ml of wine, or 355 ml of beer), and its value may not exceed the 15% maximum value allowed under Section 8.8.4b), unless otherwise approved in writing by AGLC.
 - iv) Added-value liquor items are subject to regular provincial mark-ups.
- b) Money-off coupons for:
 - i) a liquor product, redeemable only by the liquor agency or a third party (i.e., coupon clearing house); or
 - ii) a non-liquor product, redeemable by the liquor agency or by non-liquor retailer of the product.
- c) Non-perishable food items (e.g., packaged snack food, food seasoning, powdered drink mix)
- d) Objects of nominal value, either:

SUBJECT: ADDED-VALUE PROMOTIONS

- i) liquor-related (e.g., corkscrew, bottle opener, wine glass, beer mug or shot glass); or
- ii) not liquor-related (e.g., key ring, golf ball decal, figurine, CD, etc.).

8.8.3 An added-value promotion may be conducted as an on-pack, in-pack or near-pack promotion:

a) On-Pack

- i) A liquor on-pack item must be attached to the liquor product with a plastic ring, elastic band, shrink wrap or similar method by:
 - the liquor agency, at its plant;
 - the liquor agency's employee;
 - Connect Logistics Services Inc., at the Liquor Distribution Centre in St. Albert (a fee is charged for this service); or
 - the staff of a retail liquor store by arrangement with the liquor agency.

b) In-Pack

An in-pack item must be placed within the packaging of the liquor product (e.g., a case of beer or wine box) by the liquor agency at its plant.

c) Near-Pack

- i) A near-pack item must be purchased, supplied and delivered to the retail liquor outlet by the liquor agency or the supplier of the item.
- ii) The item must be offered only with the purchase of the specified product. *(amended Apr 2016)*

8.8.4 A liquor agency may conduct an added-value promotion in a retail liquor outlet (i.e., a Class D licensed premises or Duty Free Store), with the following conditions:

- a) The promotion must be directed at consumers.

SUBJECT: ADDED-VALUE PROMOTIONS

- b) The cost of an added-value item must not exceed 15 per cent of the wholesale price of the liquor product being promoted, whether provided by the liquor agency or by a third party. A redemption rate may not be factored in when calculating cost.
- c) Only one added-value item may be offered with the purchase of each bottle or unit (e.g., case of beer) of the liquor being promoted.
- d) Added-value items cannot be changed based on the amount of liquor purchased. For example, if an added-value item associated with a particular liquor product is a bottle opener and a customer buys 3 bottles of the product, a customer is entitled to three bottle openers, not another value-added item of a higher value. *(amended Apr 2016)*
- e) Added-value items provided by an agency may not be:
 - i) removed from a liquor product by a licensee;
 - ii) offered for sale separately; or
 - iii) provided to a licensee or licensee staff for their personal use or benefit (see Section 8.8.10).
- f) A liquor agency may not purchase, order or obtain any item to be used in an added-value promotion from any business in which a participating Class D licensee has a direct or indirect interest.

8.8.5 A Class D licensee may conduct their own added-value promotion, independent of a liquor agency, with the following additional conditions:

- a) The items provided are of nominal value;
- b) The items are those included on the list of acceptable non-liquor products approved for sale in the retail outlet (see Subsection 3.6.14);
- c) The items may identify the licensee's premises; and.
- d) Money-off coupons for liquor purchases are acceptable.

8.8.6 Tobacco products are prohibited as an added-value item, pursuant to Sections 11 and 29 of the Tobacco Act.



SECTION: PRODUCT PROMOTIONS

NUMBER: 8.8

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SUBJECT: ADDED-VALUE PROMOTIONS

- 8.8.7 No aspect of a licensee's business may be used as an added-value item, either directly or indirectly, without the prior approval of AGLC (e.g., coupon for money off a purchase at a licensed premises operated by the licensee; coupon for money off a ski lift ticket at a ski hill operated by the licensee).
- 8.8.8 Added-value promotions which do not comply with all of the policies in this section require the prior approval of AGLC.
- 8.8.9 AGLC reserves the right to set limits on the quantity of liquor provided to a licensee for an added-value promotion.
- 8.8.10 Added-value items may not be taken by a licensee for their personal use or provided to staff.

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AUTHORITY: Original signed by Susan Green



SECTION: SPECIAL EVENT LICENCES

NUMBER: 9.1

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SUBJECT: GENERAL INFORMATION

(Deleted May 2018)

PLEASE SEE AGLC.CA FOR INFORMATION REGARDING SPECIAL EVENT LICENCES

DATE ISSUED: May 15, 2018

AUTHORITY: Original signed by
Gael MacLeod

SUBJECT: DEFINITIONS

POLICIES

10.1.1 In Sections 10 and 11:

- a) "Assessment" means a quarterly review of consumer demand for all VLT locations province-wide, conducted by AGLC.
- b) "Authorized signatory" means a person authorized to sign legal documents on behalf of an applicant or retailer.
- c) "Bank" means a chartered corporation or organization which provides financial services to individuals and businesses including, but not limited to, deposits, investments and loans.
- d) "Community" means:
 - i) a municipality, as defined by the *Municipal Government Act*:
 - a city, town, village, summer village, municipal district or specialized municipality;
 - a town under the *Parks Towns Act*; or
 - a municipality formed by special Act;
 - ii) a Métis Settlement established under the *Métis Settlement Act* (Alberta); or
 - iii) an Indian reserve as determined by Indigenous and Northern Affairs Canada (INAC), located within the Province of Alberta. (Amended Jan 2019)
- e) "Distributed network" means the 6,000 VLTs allocated to retailers across the Province.
- f) "Facility" means a continuous physical structure under a common roof normally identified by a single address, with the following exceptions:
 - i) an enclosed shopping centre (mall);
 - ii) a strip-type shopping centre with separate access for each business; or
 - iii) an office building.

SUBJECT: DEFINITIONS

- g) "GEC" or "Gaming Entertainment Centre" means a location with 15 – 49 VLTs installed. *(Amended Jan 2019)*
- h) "GEC retailer" means a retailer of a location with 15 - 49 VLTs installed. *(Amended Jan 2019)*
- i) "i-LINK" means the i-LINK™ site controller.
- j) "Location" means a Class A Minors Prohibited licensed premises where VLTs are installed.
- k) "Net sales" means cash-in less cash-out.
- l) *(Deleted Jan 2019)*
- m) "Plebiscite" means a question put to the electorate for a direct vote.
- n) *(Deleted Jan 2019)*
- o) "Terminal" means video lottery terminal (VLT).
- p) "Retailer" means the owner, licensee, and/or operator of a licensed premises in which VLTs are installed.
- q) "Single game" means a single spin by the player producing an outcome where the player's wager on the spin results in a win with a prize being transferred to the player's credit meter, or where the player's wager is lost. In the case of a win, game mechanics may result in the game prize being accumulated (i.e. bonus or free spin(s) with the final outcome of the single game prize being transferred to the player's credit meter.
- r) "Supplied equipment" means the video lottery terminals, signs and fixtures which may be provided by AGLC.
- s) "Video Lottery Retailer Agreement" means the documented terms and conditions under which a retailer agrees to operate VLTs.
- t) "VLT retailer" means a retailer of a location with up to 14 VLTs installed. *(Amended Jan 2019)*
- u) "VLT" means a video lottery terminal that is located in the distributed network.
- v) *(Deleted Jan 2019)*
- w) *(Deleted Jan 2019)*

SUBJECT: ELIGIBILITY

POLICIES

(Amended Jan 2019)

- 10.2.1 AGLC may consider a licensee's application to install VLTs on its licensed premises. To be eligible for consideration, an applicant must:
- a) have a valid Class A Minors Prohibited liquor licence; and
 - b) operate a licensed premises which is:
 - i) open for business; and
 - ii) not be located in a community that prohibits VLT installations (see Subsections 10.2.12 – 10.2.13).
- 10.2.2 The approval of a licensee's application to install VLTs is solely an AGLC business decision to optimize its VLT distributed network.
- 10.2.3 AGLC at its discretion may refuse any licensee's application with cause, this includes, but not limited to, the applicant:
- a) is in an area where AGLC has determined there is sufficient VLTs to meet consumer demand;
 - b) previously had VLTs removed due to insufficient consumer demand; or
 - c) has been sanctioned by AGLC for GLCA, GLCR or Board policy violations.
- 10.2.4 Only one Class A Minors Prohibited licensed premises per facility is eligible for VLT installation.
- 10.2.5 Where an applicant's licensed premises is located within a multi-business facility (e.g., a mall, strip-type shopping centre or office building), the following conditions also apply:
- a) there can be no overlap in directors, shareholders and/or management with any other Class A Minors Prohibited licensed premises located within the facility operating VLTs; and
 - b) all Class A Minors Prohibited licensed premises with VLTs located within the facility must operate on a competitive basis.

SUBJECT: ELIGIBILITY

- 10.2.6 An applicant will not be considered for VLTs if the applicant:
- a) has not met all the application requirements in Section 10.3 within a specified time period;
 - b) has its liquor licence cancelled;
 - c) sells, leases, assigns or otherwise transfers the licensed premises to the control of another person or entity; or
 - d) is not open and operating.
- 10.2.7 A licensee whose application for VLTs is approved must operate within the terms and conditions of the Video Lottery Retailer Agreement and the policies within this Licensee Handbook.
- 10.2.8 New VLT retailers are eligible to receive up to three VLTs for the initial installation, based on consumer demand and the applicant's ability to meet facility requirements and standards.
- 10.2.9 AGLC provides the VLTs, fixtures, and supplies necessary to operate VLTs in a licensed premises.
- 10.2.10 New VLT retailers will initially be part of AGLC's trial network in order to determine whether or not the level of consumer demand, as determined by AGLC, can be achieved at that location. As a part of the trial network:
- a) the new VLT retailer will be provided with a 26 week sales target, established using AGLC's most current VLT consumer demand assessment model; and
 - b) upon completion of the initial 26 week period, if the VLT retailer:
 - i) achieved or exceeded AGLC's sales target it will no longer be included in the trial network; future assessments will be done in accordance with Section 10.5; or

SUBJECT: ELIGIBILITY

ii) does not meet AGLC's sales target, it will receive a written notice from AGLC indicating that an additional 13 week assessment period is required. Upon completion of the additional 13 week assessment period, if the VLT retailer:

- achieved or exceeded AGLC's original 26 week sales target it will no longer be included in the trial network; future assessments will be done in accordance with Section 10.5; or
- continues to be below AGLC's original 26 week sales target, the VLTs will be removed and the Video Lottery Retailer Agreement will be terminated.

10.2.11 When a Video Lottery Retailer Agreement is terminated under Subsection 10.2.10, AGLC will not consider a new application by the licensee for that location for at least one year.

10.2.12 When reviewing an application for a VLT installation within a community with no existing VLTs, AGLC considers, among other factors, the level of community support or lack of support (e.g., as expressed in a plebiscite). The application may be denied if, in the opinion of AGLC, the community does not support the installation.

10.2.13 Under section 7 of the GLCA, the Minister may direct AGLC to remove all VLTs from a community in which more than 50 per cent voted in a plebiscite to have them removed, as per section 95 of the *Local Authorities Election Act*.

10.2.14 In consideration of Subsections 10.2.12 and 10.2.13, the following communities prohibit VLT installations:

- a) County of Lethbridge No. 26;
- b) Town of Lacombe;
- c) Municipal District of Opportunity No. 17;
- d) Regional Municipality of Wood Buffalo;
- e) Town of Canmore;
- f) Town of Coaldale;
- g) Town of Stony Plain;



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NUMBER: 10.2

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SUBJECT: ELIGIBILITY

- h) Town of Cardston;
- i) Town of Sylvan Lake; and
- j) Town of Rocky Mountain House.

DATE ISSUED: January 1, 2019 **AUTHORITY:** Original signed by Gael MacLeod

SUBJECT: APPLICATION PROCEDURE

POLICIES

10.3.1 All applicants will be required to complete and submit the following prior to the installation of VLTs:

- a) Video Lottery Retailer Application Form;
- b) Certificate of Insurance Form;
- c) Financial Security Requirements - in the form of a successful credit evaluation by AGLC, cash deposit, or irrevocable letter of credit in an amount determined by AGLC (see Section 10.4);
(Amended Jun 2019)
- d) Pre-Authorized Debit (PAD) Form, void cheque or equivalent and an Account Verification Letter from financial institution;
- e) Signed Video Lottery Retailer Agreement;
- f) Video Lottery Floor Plan (prepared by AGLC);
- g) Site Electrical Requirements Form (new installations only); and
- h) Buyer and Seller Notifications - Change of Operator Forms (change of operators only).

See detailed requirements below.

Video Lottery Retailer Application Form

10.3.2 The Video Lottery Retailer Application Form must be completed and signed by an authorized signatory of the applicant.

10.3.3 An applicant that is a corporation or a partnership must be a legal entity registered in the Province of Alberta.

10.3.4 An applicant who is a sole proprietor or a partnership must be a Canadian citizen(s) or authorized to work in Canada.

Certificate of Insurance Form

10.3.5 Retailers are required to maintain adequate insurance, as specified in the Video Lottery Retailer Agreement. An AGLC Certificate of Insurance Form completed by the applicant's insurance company or broker must be provided as proof of adequate insurance.

10.3.6 The legal entity making the application must be named as the "insured" on the insurance policy.

SUBJECT: APPLICATION PROCEDURE

- 10.3.7 The applicant must have commercial general liability insurance to cover themselves and their staff. Coverage must be a minimum of \$2 million inclusive per occurrence against bodily injury and property damage, including loss of use thereof.
- 10.3.8 The applicant must insure all supplied equipment and fixtures provided by AGLC. The property insurance coverage must be on an All Risk/Broad Form and Replacement Cost basis.
- 10.3.9 On the insurance policy, AGLC must be named as a 'loss payable' for property insurance only with respect to all supplied equipment and fixtures provided by AGLC.

Financial Security Requirements

- 10.3.10 The applicant's legal entity must undergo a successful credit evaluation by AGLC or provide a cash deposit or irrevocable letter of credit to cover AGLC's financial risk (see Section 10.4). *(Amended Jun 2019)*

Pre-Authorized Debit (PAD) Form

- 10.3.11 To facilitate processing of AGLC invoices from the applicant's bank account, the applicant's authorized signatory must:
- a) complete and provide a PAD Form ;
 - b) provide a void cheque or equivalent; and
 - c) provide an account verification letter from the bank or financial institution with the account detail.

Video Lottery Retailer Agreement

- 10.3.12 The applicant's authorized signatory must sign and submit to AGLC two (2) original sets of the Video Lottery Retailer Agreement.

Video Lottery Floor Plan

- 10.3.13 The applicant's representative must sign and submit to AGLC the original Video Lottery Floor Plan prepared by AGLC.

SUBJECT: APPLICATION PROCEDURE

Site Electrical Requirements Form

10.3.14 For new applicants only, the VLT applicant, the applicant's authorized signatory or a certified electrician must complete a Site Electrical Requirements Form confirming the location complies with the following VLT and supplied equipment electrical requirements:

- a) One (1) dedicated electrical circuit (115 volt 15 amp receptacle) is required at each of the following areas within the premises:
 - i) The i-LINK at the main bar; and
 - ii) The demarcation point (telephone/utility room), where the telephone line enters the building (within 1.2 metres of the router rack).
- b) At the VLT(s):
 - i) One (1) 15 amp/115 volt dedicated electrical outlet for every two (2) VLTs; or
 - ii) One (1) 20 amp/115 volt dedicated electrical outlet for every three (3) VLTs).

Buyer and Seller Notifications - Change of Operator Forms

10.3.15 Before AGLC will begin to process a change of operator application, both the Seller's Notification and the Buyer's Notification forms must be received.

GUIDELINES

10.3.16 Liquor licensees may apply to become a video lottery retailer by:

- a) Contacting AGLC's Hotline; or
- b) Writing or faxing a request to AGLC. Completed applications may be mailed or faxed to:

Alberta Gaming, Liquor & Cannabis
50 Corriveau Avenue
St. Albert, Alberta
T8N 3T5
Fax: 780-447-8910
Attention: Customer Services

10.3.17 Assistance is available from AGLC Hotline (see Section 10.23).

SUBJECT: FINANCIAL SECURITY REQUIREMENTS

POLICIES

Credit Evaluation

- 10.4.1 To be eligible for a credit evaluation, an applicant/retailer must have at least two (2) years of financial statements.
- 10.4.2 An applicant/retailer requesting a credit evaluation must provide to AGLC:
- a) two (2) most recent years of financial statements prepared by a third party (i.e., CA, CMA or CGA); and
 - b) banking information on a Credit Evaluation Information form, completed by the applicant's authorized signatory and financial institution.
- 10.4.3 An applicant that does not pass the credit evaluation must provide a cash deposit or irrevocable letter of credit or their application will be denied (see Section 10.4.5). *(Amended Jun 2019)*
- 10.4.4 Credit evaluation results are retained by AGLC and referenced on future applications from the applicant/retailer.

Cash Deposits & Irrevocable Letters of Credit

- 10.4.5 An applicant/retailer not eligible for a credit evaluation under Subsection 10.4.1, or that did not pass the credit evaluation, must provide a cash deposit or irrevocable letter of credit to meet AGLC's financial security requirements. If a retailer chooses to provide: *(Amended Jun 2019)*
- a) a cash deposit, the following conditions apply:
 - i) retailers must complete and submit the Deposit Agreement form to AGLC; and
 - ii) retailers must deposit the required amount with AGLC, payable to AGLC by certified cheque, money order, or any other means permitted by AGLC.
 - b) an irrevocable letter of credit, the following conditions apply:
 - i) the irrevocable letter of credit must identify:
 - the retailer's legal entity as the applicant or customer;

SUBJECT: FINANCIAL SECURITY REQUIREMENTS

- AGLC as the beneficiary;
 - Canadian dollar amount of the letter;
 - an effective date, expiry date, and automatic extension clause;
 - that partial drawings are permitted;
 - that the irrevocable letter of credit covers lottery terminals, if a reference is required;
 - complete mailing address of the financial institution; and
 - printed names, titles, and contact numbers of all signatories.
- ii) retailers are responsible for all fees incurred by obtaining an irrevocable letter of credit;
- 10.4.6 AGLC determines the amount of the cash deposit or irrevocable letter of credit, based on two (2) weeks average net invoice for the location (for existing locations), or \$3,000 per VLT (for new locations). *(Amended Jun 2019)*
- 10.4.7 If the location is changing ownership, the amount of the cash deposit or irrevocable letter of credit will be disclosed only after AGLC has received the Change of Operator forms from both the seller and the buyer (see Subsection 10.6.2). *(Amended Jun 2019)*
- 10.4.8 The cash deposit must be held, or the irrevocable letter of credit must stay in effect: *(Amended Jun 2019)*
- a) for a sole proprietorship or unregistered partnership – until the Video Lottery Retailer Agreement is terminated; or
 - b) for a registered corporation or partnership – for a minimum of one (1) year, or until the retailer's legal entity undergoes a successful credit evaluation. The retailer may request a credit evaluation after one year, if it meets the eligibility requirements outlined in Subsection 10.4.1.
- 10.4.9 AGLC may draw upon a retailer's cash deposit or irrevocable letter of credit at any time to satisfy any payments owing to AGLC under the Video Lottery Retailer Agreement. *(Amended Jun 2019)*

SUBJECT: VLT ALLOCATION

POLICIES

(Amended Jan 2019)

- 10.5.1 The distributed network is limited to a maximum of 6,000 operating VLTs.
- 10.5.2 A VLT retailer within the distributed network is a location with up to 14 VLTs installed.
- 10.5.3 The allocation of VLTs is determined by factors that help AGLC to achieve the maximum optimization of its limited VLT network, including but not limited to:
- a) availability of VLTs;
 - b) consumer demand, as determined by AGLC, including but not limited to:
 - i) sales performance;
 - ii) VLT utilization; and
 - iii) other gaming market conditions;
 - c) regional market conditions, including but not limited to:
 - i) temporary road closures;
 - ii) plant closures; or
 - iii) prolonged, adverse conditions in the area (e.g. drought or flooding); and
 - d) ongoing retailer assessments, as determined by AGLC.
- 10.5.4 AGLC determines the number and types of VLTs provided to an eligible retailer.
- 10.5.5 In order to maintain network optimization AGLC may adjust the number and type of VLTs, as well as the terminal mix installed at VLT retailer locations.

Additional VLTs

- 10.5.6 AGLC will determine, based on current consumer demand assessments, which VLT retailers may be eligible to receive additional VLTs, including the number of VLTs they may be allocated.



SECTION: VIDEO LOTTERY

NUMBER: 10.5

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SUBJECT: VLT ALLOCATION

10.5.7 Retailers eligible for additional VLTs will be provided with a sales target and timeline prior to VLT installation. If the VLT retailer fails to achieve the sales target within the allotted timeline, AGLC may remove one or more of the additional terminal(s) allocated.

10.5.8 Additional VLTs may not be provided to a retailer if VLTs have previously been removed due to a violation of VLT policies or a contravention of the Video Lottery Retailer Agreement.

Removal of VLTs

10.5.9 AGLC will send the video lottery retailer written notice advising when it is assessed as having insufficient consumer demand for the VLTs at its location.

10.5.10 When a location is notified three times within four quarterly assessments of having insufficient consumer demand, AGLC may elect to remove some or all of the VLTs at that location.

DATE ISSUED: January 1, 2019

AUTHORITY: Original signed by Gael MacLeod

SUBJECT: SALE, TRANSFER OR ASSIGNMENT OF A VLT LOCATION

POLICIES

- 10.6.1 A Video Lottery Retailer Agreement is not transferable, and is automatically terminated and the VLTs disabled or removed whenever a location is sold, leased, assigned or otherwise transferred to the control of another person.
- 10.6.2 When a location is sold, the following documents must be submitted to AGLC:
- a) "Sellers Notification – Change of Operator" form, to be completed and submitted by the existing retailer; and
 - b) "Buyers Notification – Change of Operator" form, to be completed and submitted by the new operator.
- 10.6.3 A retailer being issued a new liquor licence for the location must re-submit all documents related to VLT operations (see Sections 10.3 and 10.4). The VLT documents must be received at least two weeks before the new liquor licence is issued.
- 10.6.4 When an application from a new operator is approved, AGLC may enable all the existing VLTs at the location, or adjust the number of VLTs (see Section 10.5).
- 10.6.5 A new Video Lottery Retailer Agreement will not be considered if the location's VLT revenues have been assessed as having insufficient consumer demand by AGLC in the previous year (see Section 10.5).
(Amended Jan 2019)

GUIDELINES

- 10.6.6 Retailers considering the sale of their premises must contact AGLC Hotline (see Section 10.23) at least two weeks prior to the location being sold, leased, assigned or otherwise transferred to the control of another person.
- 10.6.7 AGLC may enter into a new Video Lottery Retailer Agreement with the new licensee if the new retailer:
- a) meets all retailer eligibility requirements (see Section 10.2); and
 - b) completes and submits a Video Lottery Retailer Application with all necessary documents to AGLC (see Sections 10.3, 10.4 and 10.6.2).



SECTION: VIDEO LOTTERY

NUMBER: 10.6

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SUBJECT: SALE, TRANSFER OR ASSIGNMENT OF A VLT LOCATION

- 10.6.8 A new Video Lottery Retailer Agreement may not be considered if the location has not progressed from the trial network (see Section 10.2.10).
- 10.6.9 To avoid any interruption of VLT operations, a new operator should allow two weeks for their retailer application to be processed.
- 10.6.10 A new operator wishing to relocate VLTs within the premise, in conjunction with their possession date for the location should refer to Section 10.7.
- 10.6.11 A new operator wishing to renovate in conjunction with their possession date for the location should refer to Section 10.8.
- 10.6.12 A change of operators will be scheduled only during regular business hours of AGLC (see Section 10.23.3).

DATE ISSUED: January 1, 2019

AUTHORITY:

Original signed by
Gael MacLeod

SUBJECT: VLT RELOCATIONS WITHIN A RETAILER'S PREMISES

POLICIES

10.7.1 In this Section:

- a) "relocation" means the permanent, physical removal of VLTs and/or Supplied Equipment from their installed position on a Retailer's premises to another position on the same premises, requiring electrical or communication rewiring; and
- b) "temporary relocation" means the short-term repositioning of VLTs and/or Supplied Equipment on a Retailer's premises to allow for physical improvements such as painting or carpet laying.

10.7.2 The relocation or temporary relocation of VLTs and/or the i-LINK on a Retailer's premises requires AGLC authorization. Prior to the relocation, the Retailer must contact AGLC's Hotline at least two (2) weeks in advance (see Section 10.23 for contact information).

10.7.3 All relocations and temporary relocations must be completed by AGLC employees or authorized agents.

10.7.4 A relocation or temporary relocation of an existing Retailer to a different facility will result in termination of the Video Lottery Retailer Agreement except in exceptional circumstances recognized by AGLC, for example a fire or some other major, unexpected event beyond the control of the Retailer.

10.7.5 The Retailer is responsible for any damage to a VLT, i-LINK or Supplied Equipment during an unauthorized relocation, and must pay all repair or replacement costs (see Section 10.9).

10.7.6 AGLC will arrange for the installation of all inside cabling to accommodate the relocation and operation of the VLTs and Supplied Equipment. The Retailer is responsible for all costs related to this installation.

10.7.7 The Retailer is responsible to arrange for and provide the necessary electrical requirements to accommodate the relocation and operation of the VLTs and Supplied Equipment (see Section 10.3.14).



SECTION: VIDEO LOTTERY

NUMBER: 10.7

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SUBJECT: VLT RELOCATIONS WITHIN A RETAILER'S PREMISES

GUIDELINES

- 10.7.8 A minimum of two (2) weeks notification is required, otherwise priority charges for relocation and temporary relocation may apply.
- 10.7.9 For information on relocation costs, call AGLC's Hotline (see Section 10.23).
- 10.7.10 A relocation or temporary relocation will be scheduled only during regular business hours of AGLC (see Section 10.23.3).

DATE ISSUED: June 21, 2012

AUTHORITY: Original signed by
Marguerite Trussler

SUBJECT: RENOVATION OR REPAIRS TO A VLT LOCATION

POLICIES

10.8.1 In this section, “renovation” means physical improvements to a licensed premise which may or may not involve structural changes (i.e., painting, carpet laying, construction, etc.).

10.8.2 A Retailer must notify AGLC in writing of:

- a) any repairs/renovations that require the location to close or for the VLTs to be relocated within the premises; or
- b) any structural change(s) planned for the location (AGLC advance approval is required – see Section 5.14);or
- c) any damages to the premises caused by fire, flood or other causes, which may result in the premises being closed.

10.8.3 See Section 10.23 for AGLC mail and fax information.

10.8.4 When a location must be closed for renovation or repairs:

- a) for an extended period of time but less than one (1) year, VLTs will be temporarily removed. VLTs will be re-installed as soon as possible, subject to availability, once the renovation or repairs are completed and the location re-opens for business; and
- b) for more than one (1) year, AGLC may terminate the Video Lottery Retailer Agreement.

GUIDELINES

10.8.5 For information regarding the relocation or temporary relocation of VLTs and/or Supplied Equipment during renovation or repairs, see Section 10.7.

10.8.6 A relocation or temporary relocation will be scheduled only during regular business hours of AGLC (see Section 10.23.3).



SECTION: VIDEO LOTTERY

NUMBER: 10.9

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SUBJECT: LIABILITY FOR LOSS OR DAMAGE / RELOCATION COSTS

POLICIES

- 10.9.1 A Retailer is liable for costs related to:
- a) lost, stolen or missing money from VLT operations;
 - b) replacement of damaged or stolen VLTs and/or Supplied Equipment;
 - c) lost or stolen keys, including the costs of key replacement and new locks; and
 - d) relocation of VLTs, and/or Supplied Equipment.
- 10.9.2 A Retailer must immediately report any loss or damage to VLTs, Supplied Equipment and/or keys to AGLC's Hotline (see Section 10.23).
- 10.9.3 AGLC requires full payment within 30 days of the invoice date.

GUIDELINES

- 10.9.4 For information on replacement costs, contact AGLC's Hotline (see Section 10.23).

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AUTHORITY: Original signed by
Marguerite Trussler

SUBJECT: VLT OPERATIONS - GENERAL INFORMATION

POLICIES

- 10.10.1 The following persons are not allowed to play VLTs or Keno :
- a) minors (anyone under the age of 18 years);
 - b) anyone who appears to be intoxicated by liquor or a drug; and
 - c) staff members who are on duty.
- 10.10.2 The distance between a VLT and the nearest Automated Teller Machine (ATM) must be at least 4.5 metres (15 feet).
- 10.10.3 A Retailer is not permitted to grant credit to a player or provide a cash advance on a credit card.
- 10.10.4 Illegal gaming devices are prohibited at a VLT location.
- 10.10.5 VLTs are not permitted:
- a) in the same room where nude entertainment occurs; or
 - b) in a room where nude entertainment may be viewed.
- Note:** This restriction applies whether or not the VLTs are enabled, disabled and/or covered up.
- 10.10.6 No person is allowed to tamper with the VLTs and/or the i-LINK.
- 10.10.7 No VLT promotion or giveaway may be offered to a player without the written consent of AGLC.
- 10.10.8 Retailers must ensure a telephone is available in such proximity to the location of the VLTs and the i-LINK, so that staff on duty may simultaneously carry on a telephone conversation and receive instruction on the operation or maintenance of the Supplied Equipment.

GUIDELINES

- 10.10.9 Retailers and their staff must be familiar with and are encouraged to follow the Facility Standards and Best Practices as outlined in the VLT Operations Manual.



SECTION: VIDEO LOTTERY

NUMBER: 10.11

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SUBJECT: HOURS OF OPERATION

POLICIES

10.11.1 VLTs may be operated:

- a) for a maximum of 17 hours daily between 10 a.m. and 3 a.m., seven (7) days per week; and
- b) only during the hours the location is open to the public and the Class A Minors Prohibited licence is in effect.

10.11.2 The Retailer's representative must contact AGLC's Hotline with any changes to their hours of operation. These hours of operation are subject to Section 10.11.1.

10.11.3 VLTs found to be operating outside of the hours identified in Section 10.11.2 will be disabled and not enabled again until the location's operating hours are changed in AGLC's central computer system.

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Marguerite Trussler



SECTION: VIDEO LOTTERY

NUMBER: 10.12

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SUBJECT: STAFF TRAINING

POLICIES

- 10.12.1 A Retailer must ensure all staff responsible for operating VLTs receive training in:
- a) operation of i-LINK including validation of cash-out tickets;
 - b) general maintenance of VLTs; and
 - c) Reel Facts VLT Staff Training (mandatory component) (see Subsection 10.13.3). *(Amended Apr 2016)*
- 10.12.2 Retailers at approved cross-validation sites must ensure all staff responsible for cross validating VLT cash out tickets from another location receive instruction in cross-validation procedures.
- 10.12.3 At least one (1) staff member must be available to cash out customer tickets during operating hours.

GUIDELINES

- 10.12.4 To request VLT training, contact AGLC's Hotline (see Section 10.23).

DATE ISSUED: April 1, 2016

AUTHORITY: Original signed by Susan Green

SUBJECT: REEL FACTS VLT STAFF TRAINING

POLICIES

(Amended Apr 2016)

- 10.13.1 For the purposes of this section, “Reel Facts” means a social responsibility training program designed to educate VLT Retailers 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.
- 10.13.2 A VLT Retailer must meet Reel Facts certification requirements. Equivalency will not be granted for programs offered in other provinces.
- 10.13.3 Reel Facts certification is mandatory for the following full-time and part-time staff:
- a) owners, managers, supervisors; and
 - b) all staff working at a liquor licensed premises having any involvement with patrons using VLTs, with the exception of positions identified in Subsection 10.13.4.
- 10.13.4 Reel Facts certification is not required for staff working full-time or part-time as:
- a) kitchen staff, bus persons, entertainers, and cleaning staff in licensed premises; or
 - b) registered gaming workers employed in casino facilities or Racing Entertainment Centres with a Deal Us In Phase One certification.
- Note: Deal Us In Phase One certification is acceptable in lieu of Reel Facts certification at casino facilities and RECs where staff may have involvement with VLT patrons.
- 10.13.5 Persons requiring Reel Facts certification must be certified within 30 days of their employment start date.
- 10.13.6 A minimum score of 80% on an AGLC administered examination is required for Reel Facts certification.
- 10.13.7 Reel Facts certification is valid for a period of five (5) years from the date of successfully completing the program.

DATE ISSUED: October 31, 2016

AUTHORITY: Original signed by Susan Green

SUBJECT: REEL FACTS VLT STAFF TRAINING

10.13.8 Reel Facts certification must be maintained by successfully repeating the Reel Facts program (including passing the exam) before the certification expiration date.

10.13.9 VLT Retailer staff must provide proof of Reel Facts certification at the request of an AGLC Inspector. Failure to present proof of Reel Facts certification may result in disciplinary action. Proof of Reel Facts 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)*

10.13.10 It is the responsibility of the VLT Retailer to ensure:

- a) all staff in their premises who are required to have Reel Facts certification (as per Subsection 10.13.4) are certified in accordance with the requirements identified in Section 10.13 and;
- b) at least one (1) Reel Facts certified staff member is on shift at all times.

10.13.11 VLT Retailers must keep a log of employees who are Reel Facts 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 AGLC.

GUIDELINES

10.13.12 Reel Facts certification options are found on the SMART Training website. For more information on Reel Facts, contact:

SMART Training Programs

Alberta Gaming and Liquor Commission



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NUMBER: 10.13

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SUBJECT: REEL FACTS VLT STAFF TRAINING

50 Corriveau Avenue

St. Albert, Alberta

T8N 3T5

Toll Free: 1-877-436-6336

Fax: 780-651-7626

Website: smartprograms.aglc.ca

DATE ISSUED: October 31, 2016

AUTHORITY:

Original signed by
Susan Green



SECTION: VIDEO LOTTERY

NUMBER: 10.14

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SUBJECT: SECURITY STANDARDS

POLICIES

- 10.14.1 There must be a direct line of sight from the main liquor service area to the VLT gaming area. If the front of the VLTs is not visible, the VLT Retailer must install a mirror or a camera with a monitor at the main liquor service area.
- 10.14.2 The Retailer will immediately notify AGLC of any suspicious activity or any activity which may be deemed to have a wrongful intent by contacting the Gaming Irregularities Complaint Line or AGLC's Hotline (see Section 10.23).

GUIDELINES

- 10.14.3 VLT paper supplies are required to be handled and stored in accordance with AGLC procedures.
- 10.14.4 The VLT float should be kept separate from other cash, in a lockable cash box stored in a secure area. The VLT float should be routinely verified and balanced at change of shift and closing. Separate floats may be used for large payouts.
- 10.14.5 Upon request, Retailers should escort a player with large sums of money to his/her vehicle.
- 10.14.6 Upon request, Retailers should make large payouts to players by cheque.
- 10.14.7 If more than one person requires access to VLT keys, the keys should be stored in a locked area. A log is used for signing the keys in and out.
- 10.14.8 AGLC Inspectors will regularly visit a VLT premises to ensure all security standards are met and to advise the Retailer and staff on all aspects of security.

DATE ISSUED: June 21, 2015

AUTHORITY: Original signed by
Marguerite Trussler

SUBJECT: SIGNAGE, ADVERTISING AND PROMOTIONS

POLICIES

10.15.1 The following signs and informational materials provided by AGLC must be posted in the premises in clear public view, unless otherwise noted: *(Amended Apr 2016)*

- a) "This location has applied for VLTs" (prior to VLT installation);
- b) "Your games. Your choice."(VLT Rules of Play and Gaming Irregularities poster); *(Amended Apr 2016)*
- c) "If you gamble, use your GameSense" (Responsible Gambling poster); *(Added Apr 2016)*
- d) "Robbery Procedures" (for the information of staff only, to be posted in an area out of public view); and
- e) any other information AGLC may provide to a Retailer for posting.

10.15.2 Failure to post signs as directed by AGLC may result in penalties up to and including termination of the Video Lottery Retailer Agreement and the removal of the VLTs and Supplied Equipment.

10.15.3 VLT Retailer advertising must be limited to the message VLTs are available for play at the location. Any advertising or promotional materials that appear to encourage VLT play are not allowed.

10.15.4 Advertising or promotional material that refer to VLTs as slot machines or the VLT location as a casino are prohibited.

10.15.5 Proposed advertising or promotional materials must be approved in advance by AGLC. Advertising and/or promotional materials used without AGLC approval will be removed. The Retailer may also face penalties as outlined in Section 10.22.1.

GUIDELINES

10.15.6 Retailers requiring any of the signage or notices specified in Section 10.15.1 should contact AGLC's Hotline (see Section 10.23).

SUBJECT: GAME STRUCTURE

POLICIES

- 10.16.1 A variety of games are offered on VLTs. Game instructions and pay-out tables are available on each terminal.
- 10.16.2 The pay-out may vary by game and the network will average approximately 92%.
- 10.16.3 The minimum and maximum bet may vary by game.
- 10.16.4 The maximum prize that can be won in a Single Game may vary by game and will not exceed \$10,000.
- 10.16.5 When a series of individual prize awards of \$1,250 or less result in a terminal balance of \$1,250 or more, the VLT automatically produces a cash-out ticket of \$1,250.
- 10.16.6 For individual prize awards over \$1,250, the VLT automatically produces a cash-out ticket of a value equal to the individual prize award.
- 10.16.7 For both Sections 10.16.5 and 10.16.6, players will receive one (1) cash-out ticket leaving the remaining balance on the terminal until either played or cashed-out.
- 10.16.8 All game hardware and software are tested by an approved independent gaming laboratory prior to installation in the VLTs to verify the pay-out percentage conforms to the approved range.
- 10.16.9 A VLT malfunction voids all plays and all pay-outs.

GUIDELINES

- 10.16.10 Player disputes should be directed to Gaming Irregularities (see Section 10.23). AGLC investigates all complaints.

SUBJECT: PAYMENT OF VLT CASH-OUT TICKETS

POLICIES

- 10.17.1 A Retailer must keep an adequate cash float to, upon validation, pay-out all cash-out tickets of a face value less than or equal to \$1,250.
- 10.17.2 A cash-out ticket must be immediately validated and paid when presented, subject to the following conditions:
- a) A cash-out ticket with a face value less than or equal to \$1,250 must be redeemed at the location where it was issued.
 - b) A cash-out ticket with a face value in excess of \$1,250 may be redeemed at the location where it was issued or at an AGLC approved cross-validation site.
 - c) A Retailer that is not an AGLC approved cross-validation site may choose not to pay-out a cash-out ticket of a face value in excess of \$1,250. In this case, the retailer must direct the player to an approved AGLC cross-validation site for payment in full (see Section 10.18).
 - d) A cash-out ticket may be redeemed by the player for up to thirty (30) days from the date of issue (see Section 10.17.3).
- 10.17.3 A player presenting a cash-out ticket issued more than thirty (30) days prior should be directed to call Gaming Irregularities (see Section 10.23).
- 10.17.4 Failure to pay out winnings as stipulated in Section 10.17.1 may result in penalties as outlined in section 10.22.1.
- 10.17.5 To assist in ensuring prizes are paid to the person who is named on the back of the cash-out ticket , a Retailer will, for cash-out tickets originating at their site and in excess of \$1,250 that are not paid out the same day issued:
- a) Check the back of the ticket to see if the claimant name has been printed on the space provided;
 - b) If a name has been printed on the back of the ticket, ask the claimant for an acceptable form of I.D. (see Section 5.5.9 a) – d)) and confirm that the name on the back of the cash-out ticket is the same name that appears on the I.D.; and

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SUBJECT: PAYMENT OF VLT CASH-OUT TICKETS

- c) Where a discrepancy exists, the Retailer should not pay the prize and contact AGLC's Hotline (see Section 10.23) to report the incident and seek further instructions.

GUIDELINES

10.17.6 As a means of providing excellent customer service, Retailers should consider maintaining an adequate cash float enabling them to pay-out all cash-out tickets presented by players.

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Marguerite Trussler

SUBJECT: CROSS-VALIDATION

POLICIES

- 10.18.1 AGLC will select and approve a number of cross-validation sites throughout the Province for the purpose of validating and paying out VLT cash-out tickets of a value exceeding \$1,250 that could not be paid at the originating retail site.
- 10.18.2 Cross-validation site selection will be based on an assessment by AGLC including, but not limited to:
- a) Market coverage to meet player needs; and
 - b) The retailer's ability to provide the services of a cross-validation site.
- 10.18.3 Cross-validation retailers must complete and submit a consent form to allow AGLC to conduct criminal and financial indices checks.
- 10.18.4 Cross-validation retailers must maintain a sufficient float to:
- a) Pay, upon validation, all cash-out tickets originating from their own retail site; and
 - b) Pay, upon validation, cash-out tickets of a value exceeding \$1,250 originating from another VLT site.
- 10.18.5 A player presenting a cash-out ticket issued more than thirty (30) days prior should be directed to call Gaming Irregularities (see Section 10.23).
- 10.18.6 To assist in ensuring prizes are paid to the person who is named on the back of the cash-out ticket, a cross-validation retailer will, for all cash-out tickets originating from another VLT site:
- a) Check the back of the ticket to see if a name has been printed on the space provided;
 - b) If a name has been printed on the back of the ticket, ask the claimant for an acceptable form of I.D. (see Section 5.5.9 a) – d)) and confirm that the name on the back of the cash-out ticket is the same name that appears on the I.D.; and
 - c) Where a discrepancy exists, the Retailer should not pay the prize and contact AGLC's Hotline (see Section 10.23) to report the incident and seek further instructions.



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SUBJECT: CASH-OUT TICKET RETENTION AND DESTRUCTION

GUIDELINES

- 10.19.1 Cash-out tickets should be retained for a period of 30 days from the date of validation, after which time they may be destroyed.
- 10.19.2 After the 30 day retention period has lapsed, the validated cash-out tickets should be destroyed. Shredding is the recommended method of destruction subject to the following standards:
 - a) Straight cut – 3mm or less; or
 - b) Cross cut – 4mm or less.
- 10.19.3 Shredded materials may then be disposed of.

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SECTION: VIDEO LOTTERY

NUMBER: 10.20

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SUBJECT: REMUNERATION

POLICY

10.20.1 Retailers are provided a commission based on a percentage of VLT net sales (cash-in less cash-out) per week. The commission rate is set by AGLC and is 15% of net sales

10.20.2 A Retailer's commission is paid weekly.

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SECTION: VIDEO LOTTERY

NUMBER: 10.21

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SUBJECT: PAYMENT TO AGLC

POLICIES

- 10.21.1 All cash received from VLTs, less winnings paid, is the property of AGLC. AGLC will provide each retailer with an invoice via the i-LINK every Monday indicating the exact amount payable. If Monday is a statutory holiday, the invoice will be provided the next business day.
- 10.21.2 The exact amount payable from the invoice must be:
- a) deposited in the retailer's designated bank account the day the invoice is received, during business banking hours; and
 - b) available for processing to AGLC.
- 10.21.3 If AGLC receives a notice of non-sufficient funds (NSF) or any other item returned by the bank, the retailer must:
- a) make payment to cover the returned item within 24 hours of being notified, in the manner requested by AGLC, or the VLTs will be disabled;
 - b) immediately provide a cash deposit or irrevocable letter of credit in an amount determined by AGLC (see Section 10.4) and in effect for at least 24 months from the date of the returned item; and *(Amended Jun 2019)*
 - c) pay any service charges determined by AGLC.
- 10.21.4 A retailer who fails to deposit the full amount payable on time may have their Video Lottery Retailer Agreement terminated and the VLTs and supplied equipment removed.
- 10.21.5 A retailer who has no further payment problems for two (2) years following an NSF notice or other returned item may request a credit evaluation to review the need for the cash deposit or irrevocable letter of credit (see Section 10.4). *(Amended Jun 2019)*
- 10.21.6 A retailer is responsible to inform AGLC Hotline of any change to their designated bank account (see Section 10.23).
- 10.21.7 A credit evaluation is based upon a review of recent banking and credit activities. AGLC requires two (2) comparative years of financial statements prepared by a third party (i.e., CA, CMA or CGA) and banking information for the most recent twelve (12) month period.

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SECTION: VIDEO LOTTERY

NUMBER: 10.21

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SUBJECT: PAYMENT TO AGLC

- a) If a retailer passes the credit evaluation, AGLC returns the cash deposit to the retailer or the irrevocable letter of credit to their financial institution. *(Amended Jun 2019)*
- b) If the credit evaluation is unsuccessful, the retailer is notified that the cash deposit must continue to be held or that the irrevocable letter of credit must stay in effect. *(Amended Jun 2019)*

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SECTION: VIDEO LOTTERY

NUMBER: 10.22

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SUBJECT: VIOLATION OF AGLC POLICIES

POLICIES

10.22.1 Violation of AGLC policies and guidelines may result in any of the following:

- a) termination of the Video Lottery Retailer Agreement by AGLC with or without cause;
- b) election to remove one or more VLTs; or
- c) suspension of the video lottery retailer's ability to operate the supplied equipment.

The retailer will receive written notice from AGLC of the violation and penalty.

10.22.2 A retailer whose Video Lottery Retailer Agreement is cancelled is ineligible to re-apply for VLTs for the same location for a minimum of one year. *(Amended Jan 2019)*

GUIDELINES

10.22.3 A retailer who has had one or more terminals removed due to a violation may ask AGLC, in writing, to return the VLTs after the penalty period has ended. After this time, AGLC may consider returning the terminals as VLTs become available.

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SECTION: VIDEO LOTTERY

NUMBER: 10.23

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SUBJECT: CONTACTS

GUIDELINES

10.23.1 For inquiries and assistance related to VLTs, call:

a) AGLC Hotline: 1-800-561-4415
Fax: 403-740-7014

b) Gaming Irregularities: 1-800-742-7818

c) Alberta Health Services
Addictions Help Line: 1-866-332-2322

10.23.2 See Section 1.3 for AGLC office contact information.

10.23.3 AGLC regular business hours are 8:00 a.m. to 4:00 p.m. - Monday to Friday, excluding statutory holidays.

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AUTHORITY: Original signed by Marguerite Trussler

SUBJECT: GENERAL INFORMATION

POLICIES

- 11.1.1 A Gaming Entertainment Centre (GEC) is considered to be a destination gaming facility with between 15 and 49 VLTs and is therefore subject to enhanced facility standards as outlined in Section 11. *(Amended Jan 2019)*
- 11.1.2 A GEC will not be located in a community that, through a plebiscite, voted to have VLTs removed from the community (see Section 10.2.14).
- 11.1.3 Unless otherwise specified, all policies related to video lottery (Section 10) and Class A Minors Prohibited licences (Section 3.2) apply to GECs (see Section 10.1 for VLT definitions).
- 11.1.4 Licensed gaming facilities may not combine the provisions of a GEC as part of their existing gaming floor.
- 11.1.5 A GEC retailer must notify AGLC immediately of any change in financial interest, operator (see Section 11.4) or key executive or staff such as the business or property manager.



SECTION: GAMING ENTERTAINMENT CENTRES

NUMBER: 11.2

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SUBJECT: ELIGIBILITY

POLICIES

- 11.2.1 AGLC will notify a VLT retailer when they are eligible to become a GEC. Eligibility is determined on an assessment of consumer demand at the location (see Section 10.5) and VLT availability.
- 11.2.2 To be eligible to become a GEC, a VLT retailer must:
- a) meet all eligibility criteria for VLT installations (see Section 10.2);
 - b) have a current Video Lottery Retailer Agreement with AGLC;
 - c) *(Deleted Jan 2019)*
 - d) meet facility standards specified by AGLC.
- 11.2.3 A background investigation and audit is conducted to verify retailer eligibility (i.e., a background/due diligence investigation, see Section 11.3).

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Gael MacLeod

SUBJECT: BACKGROUND/DUE DILIGENCE INVESTIGATION

POLICIES

11.3.1 Eligible VLT Retailers are provided with a list of requirements that must be met prior to becoming a GEC. AGLC reviews all submitted requirements for approval.

11.3.2 A thorough background/due diligence investigation is conducted to verify the eligibility of:

- a) a VLT Retailer who meets the criteria in Section 11.2.2, has been notified by AGLC they are eligible for a GEC and applies in writing. The applicant must be:
 - i) an adult proprietor or partner who is at least 18 years of age and a Canadian citizen or lawfully admitted to Canada for permanent residence;
 - ii) 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 (a corporation includes the officers and directors of the corporation); or
 - iii) a partner in a partnership registered in Alberta under the Partnership Act (the background of each partner will be investigated);
- b) a new operator of a location with an existing GEC;
- c) a person or entity that has acquired a financial interest in an existing GEC location [a financial interest less than five (5)% may be exempt]; and/or
- d) any other key person associated with or connected to the retailer/applicant, as determined by AGLC, such as:
 - i) the operations manager of the GEC;
 - ii) the property manager of the GEC;
 - iii) staff working at the location;
 - iv) an individual holding any position related to the retailer/applicant's business, as specified by AGLC;
 - v) in the case of a proprietor or partnership applicant:

SUBJECT: BACKGROUND/DUE DILIGENCE INVESTIGATION

- their spouse or any other person living with them in an inter-dependent relationship;
- any person related to the applicant or their spouse who is living in the same household;
- any corporation controlled by the retailer/applicant; the corporation's officers and directors and any person or entity that has a financial interest in the corporation (see Section 11.3.11);
- any corporation affiliated with a corporation controlled by the retailer/applicant, the affiliated corporation's officers and directors, and any person or entity having a financial interest in the affiliated corporation (see Section 11.3.11).

vi) in the case of a corporation applicant, or a partnership applicant where one or more of the partners is a corporation:

- any other corporation affiliated with the retailer/applicant corporation, the affiliated corporation's officers and directors; and
- any person or entity that has a financial interest in the affiliated corporation.

11.3.3 The retailer/applicant must ensure all information and documents requested by AGLC are provided within the specified timeframe, or the application may be denied.

11.3.4 A applicant must meet all requirements for a GEC (legislative, regulatory, policy and municipal or local) to be approved. See Reasons for Refusal, below.

11.3.5 A GEC Retailer must notify AGLC immediately of any change in financial interest, operator or key executive or staff, such as the business or property manager.

Reasons for Refusal

11.3.6 AGLC may refuse to allow a VLT Retailer to have a GEC if the applicant or any of their staff or associates fails to pass a records check (see Section 11.3.13).

SUBJECT: BACKGROUND/DUE DILIGENCE INVESTIGATION

11.3.7 AGLC may refuse to allow a VLT Retailer to have a GEC and may terminate the Video Lottery Retailer Agreement if satisfied the VLT Retailer, any of their staff or associates, or any person or entity connected to the VLT Retailer:

- a) has not acted or may not act lawfully, with honesty and integrity or in the public interest, based on their past conduct;
- b) would jeopardize the integrity or lawful conduct of provincial gaming, lottery or liquor activities;
- c) has a background, reputation and/or associations that may cause adverse publicity for the gaming or liquor industry in Alberta; or
- d) has, within the five (5) years prior to being notified of eligibility for a GEC, contravened:
 - i) the GLCA or the GLCR;
 - ii) a predecessor of the GLCA or the GLCR; or
 - iii) a condition imposed on a licence or registration issued or made under the GLCA or a predecessor of the GLCA.

11.3.8 AGLC may refuse to allow a VLT Retailer to have a GEC if, within the five (5) years prior to being notified of eligibility for a GEC, the VLT Retailer, any of the retailer's staff or associates that was issued a licence or registration under the GLCA, a predecessor of the GLCA or a foreign authority has had the licence or registration cancelled by the issuing authority. Further, AGLC may cancel the Video Lottery Retailer Agreement.

11.3.9 Notwithstanding Sections 11.3.6 – 11.3.8, AGLC may refuse to allow a VLT Retailer to have a GEC.

GUIDELINES

11.3.10 AGLC conducts background/due diligence investigations to prevent criminal interests or any person who would jeopardize the integrity of lawful gaming and liquor in Alberta from becoming involved in operating or benefiting from a GEC.

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

SUBJECT: BACKGROUND/DUE DILIGENCE INVESTIGATION

- a) the person or entity controls, either directly or indirectly (but not by security only), securities representing more than 50% of the votes required to elect the directors of the corporation, and the votes are sufficient to elect a majority of the directors; or
- b) the person or entity has a direct or indirect influence on the corporation which, if exercised, would result in control (in fact) of the corporation.

11.3.12 A corporation is affiliated with another corporation if:

- a) one (1) of the corporations controls the other; or
- b) both of the corporations are controlled by the same person or entity.

11.3.13 A person will fail to pass a records check if the person has:

- a) 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 described in Section 11.3.13a i);

that, in AGLC's opinion, is sufficiently serious to detract from the integrity of lawful gaming, lottery and/or licensed liquor activities in Alberta; or

- b) within the five (5) years prior to the application date, been in prison serving a term of three (3) years or more.

SUBJECT: CHANGE IN FINANCIAL INTEREST OR OPERATOR

POLICIES

11.4.1 A GEC Retailer with an existing Video Lottery Retailer Agreement that proposes to allow another person or entity to acquire a financial interest [as defined in Section 1(1)(e) of the GLCR] in the retailer's legal entity, business or GEC through an arrangement other than a sale, transfer or assignment must obtain AGLC approval in advance. AGLC may:

- a) approve the proposal without conditions;
- b) approve the proposal subject to conditions;
- c) approve the proposal subject to changes to existing conditions;
or
- d) refuse to approve the proposal.

Where AGLC refuses to approve the proposal and the GEC Retailer proceeds with the arrangement, AGLC may cancel the Video Lottery Retailer Agreement.

11.4.2 The existing Video Lottery Retailer Agreement is terminated on the day the liquor licence is cancelled due to a change of operator.

11.4.3 Where a sale, transfer or assignment of 5% or greater interest in the part of a GEC Retailer's business (as authorized by the liquor licence) results in a change of operator, AGLC may approve the new operator to remain as a GEC. The new operator must:

- a) meet all GEC Retailer eligibility requirements; and
- b) undergo a thorough background/due diligence investigation (see Section 11.3).

11.4.4 When the new operator is approved, AGLC may adjust the number of VLTs.

11.4.5 New operators are responsible for the cost associated with the due diligence investigation.

SUBJECT: VLT ALLOCATION

POLICIES

(Amended Jan 2019)

- 11.5.1 The allocation of VLTs to eligible GEC retailers is determined in order to achieve maximum optimization of AGLC's limited VLT network (see Subsection 10.5.3).
- 11.5.2 A GEC retailer, based on its most recent assessments of consumer demand (see Section 10.5) may:
- a) be provided additional VLTs subject to availability and the capacity of the GEC; or
 - b) have VLTs removed if it is assessed as having insufficient consumer demand three times within four quarterly assessments.

SUBJECT: PHYSICAL LAYOUT AND OPERATING REQUIREMENTS

POLICIES

11.6.1 A VLT Retailer must submit design plans for a GEC to AGLC Gaming Products and Services Division for approval in advance.

11.6.2 A GEC must have:

- a) a designated VLT gaming area;
- b) a cashier area;
- c) a bar;
- d) a dining area with table service that meets the food service requirements of a Class A Minors Allowed licence (see subsection 5.4). Full-menu dining service must be available to patrons until 11 p.m.;
- e) an entrance area;
- f) closed-circuit television (CCTV) cameras;
- g) a secured CCTV monitoring area/room;
- h) a secured CCTV DVR storage area/room;
- i) washrooms (preferably located within the GEC or next to it); and
- j) at least three (3) other types of entertainment for patrons that comply with the Entertainment and Games Schedule or are otherwise approved by AGLC (e.g., billiards, television viewing, amusement games, etc.; see subsection 5.10).

11.6.3 The floor area of a GEC must be allocated as follows:

- a) at least 2.3 sq. metres (25 square feet) for each VLT within the VLT gaming area; and
- b) At least 60 % of total usable floor space for public use outside the VLT gaming area (i.e., dining area, bar, entrance, cashier area, etc.).

Note: Do not include hallways, kitchen(s), washrooms and any other "back of house" areas in this calculation.

11.6.4 Additional structural requirements for a GEC are:

SUBJECT: PHYSICAL LAYOUT AND OPERATING REQUIREMENTS

- a) minimum of 4.5 metres (15 feet) between a VLT and the nearest Automated Teller Machine (ATM);
- b) minimum ceiling height of three (3) metres (10 feet) above the VLT gaming area;
- c) electrical requirements for VLTs and Supplied Equipment are outlined in section 10.3.14; these electrical outlets must not be accessible to players or other patrons ;
- d) adequate lighting for the safety of players and staff and to ensure proper viewing by security cameras;
- e) kitchen in the same facility as the GEC (not necessarily within the GEC itself) and accessible to GEC dining staff;
- f) VLT gaming area in plain view of the entrance and cashier area; and
- g) easily accessed, clearly marked entrance to the GEC from the outside and/or the building lobby.

11.6.5 VLTs must not be readily visible from outside the GEC.

11.6.6 There must be no direct access to a GEC from an adjacent licensed premise.

11.6.7 The physical layout of a GEC must also comply with Class A Minors Prohibited licence requirements (see subsection 3.2).

11.6.8 The written approval of AGLC is required for all new construction or renovation to a VLT location (see subsection 10.8). Any construction or renovation undertaken without AGLC approval or before the retailer background/due diligence investigation is completed (see subsection 11.3) is done at the retailer's own risk.

GUIDELINES

11.6.9 If the approved physical layout is changing due to renovation plans, the GEC Retailer will be required to submit renovation design plans to AGLC for approval prior to commencing the renovations (see Section 10.8).



SECTION: GAMING ENTERTAINMENT CENTRES

NUMBER: 11.7

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SUBJECT: HOURS OF OPERATION

POLICIES

- 11.7.1 A GEC must be open to the public for a minimum of 14 hours per day, Monday through Sunday, except statutory holidays. Maximum hours are the same as for a VLT location (see subsection 10.11).
- 11.7.2 Any change in operating hours must be approved in advance by AGLC.

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Marguerite Trussler



SECTION: GAMING ENTERTAINMENT CENTRES

NUMBER: 11.8

LICENSEE HANDBOOK

PAGE 1 OF 1

SUBJECT: STAFFING REQUIREMENTS

POLICIES

11.8.1 At least one (1) staff member must be available to pay VLT cash-out tickets during operating hours to serve VLT players and non-gambling patrons.

GUIDELINES

11.8.2 VLT staff training requirements are described in Section 10.12.

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Marguerite Trussler

SUBJECT: SECURITY STANDARDS

POLICIES

- 11.9.1 A GEC Retailer must have a surveillance plan which includes:
- a) a floor plan of the gaming and cashier area of each location, showing the placement of all surveillance equipment; and
 - b) a description of the surveillance equipment and its capabilities for each location, including the types of activities that are recorded and the periods of time for which the recordings of activities are kept.
- 11.9.2 A GEC Retailer must notify AGLC's Hotline (see Section 10.23) 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 GEC;
 - d) passing of counterfeit currency;
 - e) any breach of security or procedures; or
 - f) other activity which is inconsistent with or in violation of the Video Lottery Retailer Agreement.
- 11.9.3 Any video or digital recordings related to the activities listed in Section 11.9.2 must be retained until directed otherwise by an AGLC Investigator/Inspector.

Closed Circuit Television (CCTV) System Requirements - General

- 11.9.4 The GEC Retailer shall provide a colour CCTV (closed circuit television system) that has:
- a) A closed circuit colour TV camera system with all cameras linked to a secure area such as a secure office or lockable cabinet. Other links within the GEC can only be made to this secure area with AGLC approval.
 - b) Each video camera shall be installed in a manner that will prevent it from being readily obstructed, tampered with or disabled.
 - c) All cameras dedicated to the VLT gaming area must be enclosed in ceiling domes;

SUBJECT: SECURITY STANDARDS

d) All cameras must be linked to video recorders direct or via quad or matrix switchers and be recorded in real time (30 images per second) with date and time generation. Digital recording units must meet the following minimum standards:

- the digital video recording device (DVRD) shall record at 30 images per second per camera with a minimum pixel image common interchange format (CIF) recording;
- the DVRD shall provide for seven (7) days continuous storage for each and all cameras attached to it in the VLT gaming floor area;
- the DVRD may house a built-in Security Data Container (SDC) or utilize external storage devices such as a Network Attached Storage (NAS) device or Redundant Array of Independent Disks (RAID) attached storage; and
- the DVRD shall be capable of archiving information data to a CD, DVD or Flash Drive in compressed, authenticable format. A viewing or playback tool must also be available to review this video, as well as a method for ensuring the authenticity of the video excerpt.

11.9.5 The use of a Wi-Fi network within the GEC must be approved by AGLC. This network must be for non-gaming purposes, such as in the administrative office (e.g. staff use a wireless network for laptops, printers, scanners etc.).

11.9.6 Cameras dedicated to the VLT gaming area must be capable of being viewed full screen on a 19 inch or larger colour monitor. No public viewing is allowed.

11.9.7 All equipment must be maintained and be in proper working order. AGLC must be notified if CCTV coverage falls below these minimum standards.

Camera Requirements

11.9.8 The minimum ratio of cameras to VLTs in a GEC is one (1) camera per three (3) VLTs, unless otherwise authorized by AGLC.

11.9.9 Cameras must:

- a) have a minimum of 480 lines resolution; and

SUBJECT: SECURITY STANDARDS

- b) be positioned to:
 - i) provide surveillance of all VLT machines;
 - ii) avoid any blind spots (areas without surveillance) in the VLT gaming area; and
 - iii) allow clear identification of staff, players and other patrons.

11.9.10 A dedicated camera must be installed so there is complete full time coverage of each entry/exit (not required for “emergency only” exits) with sufficient clarity to identify the individuals entering or leaving the premise.

11.9.11 A dedicated camera is required overhead of the cashier’s area and supplemented by one or more secondary cameras to capture an unobstructed view that allows for clear identification of the patrons.

11.9.12 Cameras may be recorded with time lapse or with motion sensitive activation (minimum of 15 images per second) when the GEC is not open.

SUBJECT: SIGNAGE, ADVERTISING AND PROMOTIONS

POLICIES

11.10.1 A GEC must be clearly identified at each entrance/exit with signs provided by AGLC.

11.10.2 A GEC Retailer must post the following signs provided by AGLC:

- a) "Responsible Gambling";
- b) VLT Rules of Play";
- c) "Video Surveillance" poster;
- d) "Robbery Procedures" (for the information of staff only, to be posted in an area out of public view);
- e) height markers at each entrance/exit, for security purposes; and
- f) any other information AGLC may provide to a Retailer for posting.

11.10.3 A GEC Retailer must provide and post the following signs:

- a) "Minors Prohibited" (at all entrances/exits);
- b) Hours of Operation ; and
- c) Cashier area.

11.10.4 Failure to post signs as directed by AGLC may result in penalties up to and including termination of the Video Lottery Retailer Agreement and the removal of the VLTs and Supplied Equipment.

11.10.5 Proposed advertising or promotional materials must be approved in advance by AGLC. GEC Retailer advertising must be limited to the message VLTs are available for play at the location. Any advertising or promotional materials that appear to encourage VLT play are not allowed.

11.10.6 Advertising or promotional material that refer to VLTs as slot machines or the GEC as a casino are prohibited.

11.10.7 Advertising and/or promotional materials used without AGLC approval will be removed. The GEC Retailer may also face penalties up to and including termination of the Video Lottery Retailer Agreement and the removal of the VLTs and Supplied Equipment.



SECTION: GAMING ENTERTAINMENT CENTRES

NUMBER: 11.10

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SUBJECT: SIGNAGE, ADVERTISING AND PROMOTIONS

GUIDELINES

11.10.8 GEC Retailers requiring any of the signage or notices specified in Sections 11.10.2 and 11.10.3 should contact AGLC's Hotline (see Section 10.23).

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Marguerite Trussler



SECTION: GAMING ENTERTAINMENT CENTRES

NUMBER: 11.11

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SUBJECT: VIOLATION OF AGLC POLICIES

POLICIES

11.11.1 Violation of AGLC policies and guidelines may result in any of the following:

- a) termination of the Video Lottery Retailer Agreement by AGLC with or without cause;
- b) election to remove one or more VLTs; or
- c) suspension of the video lottery retailer's ability to operate the supplied equipment.

The GEC retailer will receive written notice from AGLC of the violation and penalty.

11.11.2 A GEC retailer whose Video Lottery Retailer Agreement is terminated is ineligible to re-apply for VLTs where the violation occurred for a minimum of one year. *(Amended Jan 2019)*

11.11.3 *(Deleted Jan 2019)*

DATE ISSUED: January 1, 2019

AUTHORITY: Original signed by Gael MacLeod

SUBJECT: GENERAL INFORMATION

POLICIES

- 12.1.1 A licensee must give AGLC Inspectors full and unrestricted access to the licensed premises at any reasonable time (i.e., during regular business hours or at another time when people are present).
- 12.1.2 A licensee and their staff must not interfere in any way with AGLC Inspectors performing their duties. The licensee is required to cooperate fully, including answering all reasonable questions regarding the management and operation of the licensed premises.
- 12.1.3 A licensee must allow AGLC Inspectors and officials to examine and make copies of all liquor and gaming records, and if necessary, to remove records from the licensed premises for further review.
- 12.1.4 When an AGLC Inspector finds a licensee in contravention of the GLCA, the GLCR or Board policy, the Inspector may request the licensee take appropriate steps to comply with the legislation or policy.
- 12.1.5 Any alleged violation observed by an AGLC Inspector, or a report of potential problems received from police, fire, health, other government official or the general public, will be investigated and may result in an Incident Report (see Section 13.1).

GUIDELINES

- 12.1.6 AGLC Inspectors visit licensed premises to:
- a) check for compliance with the GLCA, GLCR and Board policies;
 - b) confirm no structural changes have been made to the premises affecting compliance with the licence;
 - c) advise licensees who want to apply for a new class of licence, a licence endorsement or a licence extension;
 - d) investigate complaints;
 - e) conduct audits on licensee books and records;
 - f) conduct training seminars; and
 - g) respond to licensee concerns about the operation of the licensed premises.



SECTION: INSPECTIONS

NUMBER: 12.1

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SUBJECT: GENERAL INFORMATION

- 12.1.7 Inspections provide licensees with an opportunity to discuss with AGLC Inspectors:
- a) proposed structural changes;
 - b) sale of the licensed premises;
 - c) change in shareholders or management; and/or
 - d) any questions they might have about the GLCA, the GLCR and Board policies.
- 12.1.8 All AGLC Inspectors carry photo identification while on duty. A licensee may ask to see an Inspector's identification before providing any information.
- 12.1.9 AGLC Inspectors are available to meet with licensees to assist them in the interpretation of legislation and Board policies; however, Inspectors may report any violations they observe to the Board.
- 12.1.10 AGLC supports and encourages police "walk through" programs. Every police officer is considered an Inspector under the GLCA, and licensees and their staff are required to cooperate fully with police officers who enter the licensed premises.

DATE ISSUED: February 11, 2010

AUTHORITY:

Original signed by
Marguerite Trussler

SUBJECT: LIQUOR SEIZURE AND ANALYSIS

POLICIES

- 12.2.1 Unauthorized or illegal liquor is not permitted in a licensed premise.
- 12.2.2 Unauthorized or illegal liquor includes, but is not limited to, liquor that has been:
- a) obtained from an unauthorized source;
 - b) Adulterated (diluted with water or mixed with another liquor product or substance not requested by a patron);
 - c) re-labelled by a licensee; or
 - d) provided to a licensee as an added-value item then offered for sale.
- 12.2.3 Any unauthorized or illegal liquor products found in a licensed premise will be seized immediately.
- 12.2.4 An Inspector will submit an Incident Report (see Section 13.1) which may result in disciplinary action, up to and including suspension or cancellation of licence.

GUIDELINES

- 12.2.5 Seized liquor is noted by the Inspector on a Liquor Seizure Receipt form (REG/5154) and removed from the licensed premises. The licensee is required to witness the form.
- 12.2.6 The liquor may be analyzed to confirm it has not been adulterated and that "short pouring" of mixed drinks is not taking place.
- 12.2.7 An Inspector may occasionally take liquor samples from a licensed premise for analysis. If tests suggest the liquor has been adulterated, additional samples will be taken.

SUBJECT: INCIDENT REPORTS

GUIDELINES

- 13.1.1 An AGLC Inspector who observes an alleged violation may prepare an Incident Report detailing the circumstances.
- a) The Incident Report will be dated when all evidence has been obtained and the investigation is finalized.
 - b) A copy of the Incident Report will be hand-delivered or mailed to the licensee within 17 working days of the date it is finalized.
 - c) If a licensee or manager is not on the licensed premises when an Inspector observes the alleged violation, or when a covert undercover (secret) inspection is carried out, the Inspector will attempt to notify the licensee, manager or employee in charge within two (2) working days of completing the Incident Report.
- 13.1.2 The Chief Executive Officer or delegate may propose a penalty or refer the Incident Report to the Board for review and decision where circumstances warrant (see Section 13.2).
- 13.1.3 On reviewing an Incident Report, the Board may decide to impose a penalty with or without a hearing (see Sections 13.2 and 13.3).



SECTION: LICENSEE DISCIPLINE

NUMBER: 13.2

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SUBJECT: NOTICE OF PENALTY

(Deleted Nov 2019)

PLEASE SEE THE BOARD HEARING PANEL RULES AND PROCEDURES DOCUMENT AT aglc.ca FOR INFORMATION ON NOTICE OF PENALTY.

DATE ISSUED: November 28, 2019

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Len Rhodes



SECTION: LICENSEE DISCIPLINE
NUMBER: 13.3

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SUBJECT: BOARD HEARINGS

(Deleted Nov 2019)

PLEASE SEE THE BOARD HEARING PANEL RULES AND PROCEDURES DOCUMENT AT aglc.ca FOR INFORMATION ON BOARD HEARINGS.

DATE ISSUED: November 28, 2019 **AUTHORITY:** Original signed by Len Rhodes