

Raffle Terms & Conditions

TOTAL TICKET VALUE MORE THAN \$20,000

SECTION: 1. GENERAL INFORMATION**1.1 DEFINITIONS****1.1.1** In these terms and conditions:

- a) "Advertising" refers to the use of media (e.g., newspapers, magazines, radio, television, signage, and internet including email messaging and social media) to communicate a message to a wider audience.
- b) "AGLC" means Alberta Gaming, Liquor & Cannabis.
- c) "Background check" means a background investigation intended to determine the eligibility of an applicant, licensee, or registrant to ensure integrity and the lawful conduct of gaming.
- d) "Bearer ticket" means a consecutively-numbered ticket without the ticket purchaser's name, address, or telephone number.
- e) "Bearer ticket raffle" means a raffle conducted during a specific sports or entertainment event, where the charitable organization sells tickets and conducts the draw on the same day tickets are sold.
- f) "Board" means the Board of AGLC.
- g) "Bona fide member" means an individual who is named in the official records of the charitable organization as a current member in good standing of the charitable organization.
- h) "Charitable Gaming Policies Handbook" (or CGPH) means the set of AGLC policies, policy standards, and procedures that apply to charitable gaming licensing eligibility and use of gaming proceeds.
- i) "Discount ticket" means multiple tickets sold as a package at a price per ticket that is lower than the price charged for a single ticket (e.g., a single ticket for \$2 or three tickets for \$5).
- j) "Discrepancy Report" means a report prepared by the licensed charitable organization, registered worker, and/or volunteer regarding a breach of the raffle terms and conditions, security breach or any illegal activity while conducting a raffle.
- k) "Draw" means the approved random selection process by which a winner is determined.
- l) "Expense" means an AGLC approved direct cost incurred by a licensed charitable organization to conduct a raffle.

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- m) "Gaming worker supplier" means an entity that is paid directly or indirectly to provide one or more raffle workers to assist a licensed charitable organization with the conduct and management of its raffle.
- n) "Gross raffle revenue" means the total of all funds raised from the sale of raffle tickets.
- o) "Joint venture raffle" means a contractual agreement between two or more eligible licensed charitable organizations to conduct a raffle event jointly.
- p) "Licence" means a licence issued by AGLC to a charitable or religious organization or the board of a fair or exhibition authorizing the organization or board to conduct one or more gaming events.
- q) "Licensed charitable organization" means the charitable or religious organization or the board of a fair or exhibition holding a valid licence issued by AGLC.
- r) "Manufacturer's suggested retail price" (or MSRP) means the cost a manufacturer assigns a product for sale by retailers.
- s) "Member of the public" means a member of the population who has no role in the conduct and management of the raffle and is not a member of the licensed charitable organization.
- t) "Minor" means a person under the age of 18 years.
- u) "Online ticket ordering" means a computer software platform that only receives ticket orders through the Internet and that may process payments in real time. The licensed charitable organization handles the ticket order(s) prior to providing the raffle ticket to the purchaser (e.g., processing the payment, confirming receipt of payment, confirming order details).
- v) "Percentage draw" means a bearer ticket raffle where the cash prize is a percentage of the gross raffle revenue (e.g., 50/50 or 60/40).
- w) "Prize" means cash, merchandise, or another item of value awarded to the winning ticket purchaser.
- x) "Proceeds" means the gross raffle revenue less the cost of raffle prizes and AGLC approved expenses.
- y) "Progressive raffle" means a scheme that allows ticket purchasers the opportunity to win a prize from one draw and potentially win a percentage of ticket sales accumulated from previous raffle ticket sales.

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- z) "Raffle" means a lottery scheme where tickets are sold for a random chance of winning a prize at a draw.
- aa) "Raffle ticket manager" (or RTM) means a person who is paid to manage a raffle. Where the authorized total ticket value of the raffle exceeds \$20,000, a paid RTM must be registered with AGLC as a raffle worker in order to perform this function.
- bb) "Raffle worker" means the class of registration for a person who is paid to perform a function specified in the person's registration in respect of a raffle where the authorized total ticket value exceeds \$20,000.
- cc) "Ticket" means a paper record provided to a ticket purchaser for a bearer ticket raffle or traditional ticket raffle.
- dd) "Ticket number" means a uniquely identifiable number that is provided to the purchaser for each draw entry purchased, and which is eligible to be selected as the winning number for a raffle.
- ee) "Ticket stub" means a paper entry with a ticket number matching that of a purchased ticket which will be used to conduct a draw.
- ff) "Total ticket value" (or TTV) means the total number of tickets approved for sale multiplied by the price(s) of the tickets. For example, if there are 25,000 tickets at \$2 and 30,000 tickets at three for \$5, the total ticket value is $[(25,000 \times \$2) + (30,000/3 \times \$5)] = \$100,000$.
- gg) "Traditional ticket raffle" means a raffle where two-part paper tickets are required, on which the ticket purchaser's name and contact information are recorded on the ticket stub. The tickets are sold for a period of time prior to the raffle draw.

1.2 LEGISLATION AND BOARD POLICIES

1.2.1 Licensed charitable organizations eligible to conduct a raffle must comply with policies in these terms and conditions, all Board policies, and the following:

- a) *Criminal Code* (Canada);
- b) *Gaming, Liquor and Cannabis Act*;
- c) Gaming, Liquor and Cannabis Regulation; and
- d) all other applicable federal, provincial, or municipal laws.

1.2.2 Conduct and management of a raffle is the responsibility of the licensed charitable organization. The licensed charitable organization must ensure administrative, operational,

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and financial governance over all activities related to the raffle, and must not delegate the conduct and management of a raffle to any other entity.

- 1.2.3 Non-compliance with federal, provincial, or municipal laws or Board policies may result in disciplinary action such as a fine, suspension of gaming licence, revocation of gaming licence, repayments, and/or a directive to donate remaining gaming proceeds to other eligible charitable organizations.
- 1.2.4 Licensed charitable organizations must ensure raffle events are conducted and managed completely within the province of Alberta.
- 1.2.5 Pursuant to Section 14 of the Western Canada Lottery Agreement, AGLC may “not licence any lottery scheme which, because of its prize structure or game similarity (for example scratch and win tickets), would have a material detrimental effect on the sale of lottery schemes managed, conducted or operated by the Western Canada Lottery Corporation.”
- 1.2.6 Changes to a licence may only be made through an amendment approved by AGLC. Requests for approval to amend a licence must be signed by two executive officers of the licensed charitable organization and submitted in writing to AGLC. If the approved amendments affect the awarding of prizes, the licensed charitable organization must:
- a) advise ticket holders by way of advertising; and
 - b) amend unsold tickets.
- 1.2.7 AGLC may approve draw date amendments if the licensed charitable organization can demonstrate extraordinary circumstances. If a draw date is amended and a ticket purchaser requests a ticket price refund, the licensed charitable organization must issue a full refund to the ticket purchaser.
- 1.2.8 Each licensed charitable organization involved in a joint venture raffle must:
- a) be eligible for a licence;
 - b) be licensed by AGLC;
 - c) share responsibility for the costs/liabilities of the raffle; and
 - d) complete a Joint Venture Agreement specifying the liabilities and distribution of revenues and submit a copy to AGLC.
- 1.2.9 A licensed charitable organization must not transfer or assign its raffle licence.
- 1.2.10 The maximum total ticket value of any raffle is \$20 Million.
- 1.2.11 The period for a raffle licence must not exceed two years.

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- 1.2.12 Prior to issuing a licence, AGLC may restrict the total prize value of the raffle.
- 1.2.13 Raffle tickets must not be sold to a person under 18 years of age.
- 1.2.14 Progressive raffles are not permitted where the total ticket value exceeds \$20,000.
- 1.2.15 All raffles may be monitored by an AGLC inspector.

1.3 GUIDING PRINCIPLES OF GAMING

- 1.3.1 The guiding principles adopted by AGLC's Board for gaming are as follows:
 - a) The integrity of gaming is paramount.
 - b) Gambling policies will reflect a commitment to social responsibility.
 - c) Gaming policies reflect the views and priorities of Albertans.
 - d) Albertans and their communities are the primary beneficiaries of gaming activities.
 - e) Access to charitable gaming revenue is fair and equitable and reflects charitable organizations' financial needs to deliver programs to Albertans.
 - f) Gaming activities will provide gaming entertainment value to consumers.
 - g) The generation and use of gaming revenue is transparent to Albertans.

1.4 ELIGIBILITY GUIDELINES

- 1.4.1 A charitable organization applying for a raffle licence must meet the eligibility standards specified in the Charitable Gaming Policies Handbook, which may be accessed at aglc.ca.
- 1.4.2 A charitable organization applying for a raffle licence with a total ticket value greater than \$100,000 must provide evidence that it has delivered a charitable program or service to the community in the 12 months preceding the application.

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SECTION: 2. RAFFLE REQUIREMENTS**2.1 RAFFLE RULES**

2.1.1 Licensed charitable organizations must establish and maintain rules to govern the conduct of the raffle. Rules must comply with these Terms & Conditions and must be made available upon request.

2.1.2 At a minimum, raffle rules must include:

- a) ticket purchasers must be 18 years of age or older, and the name of a minor must not be written on the ticket;
- b) any persons prohibited from purchasing tickets (e.g., licensed charitable organization members, raffle ticket managers, consultants, their immediate family members, etc.);
- c) minimum number of tickets that must be sold before requesting a draw date extension or a cancellation of the raffle. A draw date extension or cancellation may not be approved if the breakeven point is passed (i.e., if enough tickets are sold to cover prize costs and expenses);
- d) date and exact location of the draw(s) and that the draw(s) is open to the public;
- e) draw procedures and, if applicable, a statement acknowledging that some winning tickets may be eligible for more draws of that raffle;
- f) order in which prizes will be awarded and whether prize winning tickets will be returned to the draw to be eligible for other identical prizes;
- g) cash alternatives for any of the prizes;
- h) requirements or restrictions to prize claims (e.g., when prize trips must be taken, when prizes must be claimed, which products may be purchased with gift certificates, any prize delivery transportation costs that are the responsibility of the prize winner, etc.);
- i) condition of prizes (e.g., new, used, requiring repair, etc.);
- j) procedure if a winner cannot be contacted within the time limit for claiming a prize;
- k) procedure if a ticket purchaser requests to cancel a raffle ticket for a refund;
- l) if more than one name is written on a winning ticket stub, that the prize will be awarded to only one of the individuals named on the ticket stub. Neither the licensed charitable organization nor AGLC is responsible for any disputes among the individuals whose names are written on the ticket stub; and
- m) contact name and telephone number in the event of a complaint or dispute.

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- 2.1.3 In addition to the raffle rules required under Subsection 2.1.2, licensed charitable organizations conducting a bearer ticket raffle must also include:
- a) date and time of the draw(s);
 - b) purchase price of each ticket;
 - c) value of prize(s) (i.e., MSRP or, if a percentage draw, the actual percentage of the gross raffle revenue to be awarded as a prize);
 - d) the method by which the draw(s) will be announced, and the location of the announcement;
 - e) number of tickets printed for each licence;
 - f) method of prize payment;
 - g) time limit for the purchaser of the winning ticket to claim a prize (the winner(s) must have a minimum of 10 minutes and up to, but no more than, 30 days to claim the prize); and
 - h) procedure for identifying an alternate prize winner if a winner cannot be contacted within the time limit for claiming a prize.

2.2 TICKET REQUIRMENTS AND SALES

- 2.2.1 A copy of each ticket type printed must be provided to AGLC, if requested.
- 2.2.2 The licensed charitable organization must print only the number of tickets approved in the licence or its approved amendment.
- 2.2.3 The licensed charitable organization must sell tickets only at the price(s) approved in the licence or its approved amendment.
- 2.2.4 The licensed charitable organization may place ticket purchase restrictions on licensed charitable organization members, raffle ticket managers, consultants, and their immediate family members. The licensed charitable organization must include details of any ticket purchase restrictions in the raffle rules.
- 2.2.5 Tickets may be purchased by more than one person; however, if more than one name is written on a winning ticket stub, the prize(s) will be awarded to only one of the individuals named on the ticket stub. Neither the licensed charitable organization nor AGLC is responsible for any disputes among the individuals whose names are written on the ticket stub.

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- 2.2.6 If a licensed charitable organization conducts more than one raffle concurrently, ticket purchasers must be given the option of purchasing a ticket for only one of the raffle licences. Ticket purchaser must not be obligated to purchase tickets for multiple raffle licences.
- 2.2.7 Ticket purchasers must be given the option of purchasing single tickets. In addition to selling single tickets, the licensed charitable organization may also sell multiple tickets at a discounted price (e.g., three tickets for \$5).
- 2.2.8 Discount tickets (e.g., three for \$5) must:
- a) be of a different colour for each price category; or
 - b) have a separate number series printed on each ticket for each price category (e.g., for tickets at \$2 each, Series A (ticket number) and for tickets priced at three for \$5, Series B (ticket number)).
- 2.2.9 When a series of draws occurs on a set schedule (e.g., cash calendar raffles), the following conditions apply:
- a) the ticket prize may be reduced based on the percentage of prize value remaining (e.g., for a cash calendar raffle, the ticket price may be reduced by 1/12th each month);
 - b) the licensed charitable organization must include the discount procedure in the raffle rules; and
 - c) at time of sale, each ticket must state the reduced price and the eligible draw date(s).
- 2.2.10 Licensed charitable organizations must not require members to purchase or sell raffle tickets as a condition of membership or continued participation in the programs or services the licensed charitable organization offers.
- 2.2.11 Tickets must be numbered consecutively.
- 2.2.12 Traditional raffle tickets must be in two parts, as follows:
- a) the stub kept by the licensed charitable organization must identify:
 - i) name, address, and telephone number of the ticket purchaser;
 - ii) ticket number; and
 - iii) raffle licence number.
 - b) the ticket given to the ticket purchaser must identify:
 - i) name and address of the licensed charitable organization;

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- ii) raffle licence number;
 - iii) ticket number;
 - iv) ticket price;
 - v) total number of tickets printed;
 - vi) date and exact location of draw(s);
 - vii) description and value of prize(s);
 - viii) prize restrictions (if applicable);
 - ix) cash alternatives (if applicable); and
 - x) notice that the ticket purchaser must be at least 18 years of age.
- 2.2.13 Tickets may be purchased with cash, cheque, money order, or any PCI compliant payment method. The licensed charitable organization is responsible for ensuring that the revenue from ticket sales is received. Where a payment processor is used, the licensed charitable organization cannot retain the information collected by the payment processor application. This includes bank account information, credit card numbers, and card verification value (CVV) numbers. The licensed charitable organization may retain the purchaser's name, address, phone number, and email address for verification and contact purposes. (Also see Subsection 2.4.2 b))
- 2.2.14 Licensed charitable organization websites and applicable software or hardware that stores or receives personal information of ticket buyers must comply with the [National Institute of Standards and Technology \(NIST\) Guidelines for Securing Public Webservers](#). (Also see Subsection 2.4.2 c))
- 2.2.15 The licensed charitable organization must ensure ticket orders are not accepted from, solicited to, or processed for persons located outside Alberta. Ticket requests by telephone must only be processed if the call originates in Alberta. If a licensed charitable organization maintains a previous customer list from previous raffles and there are individuals on the list with addresses outside Alberta, a ticket application form must not be mailed or electronically transmitted to these individuals.
- 2.2.16 Ticket sales must take place within Alberta. Persons visiting from out of province may purchase a ticket if the entire transaction of payment and receipt of ticket occurs while the person is in Alberta.

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2.2.17 Websites may be used to receive orders (also see Subsection 2.4) for the purchase of tickets if:

- a) the website is used only to accept orders to purchase tickets; and
- b) the address of the potential ticket purchaser is confirmed to be within Alberta.

2.2.18 Bearer Ticket Raffles

Bearer tickets are allowed only under the following circumstances:

- a) ticket sales are limited to the time period surrounding a specific entertainment event;
- b) sales must occur at the venue in which the entertainment event takes place;
- c) tickets must be numbered consecutively;
- d) if daily draws occur on consecutive days, different coloured tickets must be used on consecutive days;
- e) appropriate ticket inventory control sheets must be used for each draw to ensure all sold tickets are entered into each draw;
- f) ticket and cash reconciliation must be completed in a secure location;
- g) the draw must be announced to the public and occur before the end of the entertainment event when ticket purchasers are likely to be present to claim the prize;
- h) after the draw of the winning ticket(s) is announced, the winner(s) must have a minimum of 10 minutes to claim the prize. The licensed charitable organization has the option to allow up to, but no more than, 30 days for the winner(s) to claim the prize;
- i) a procedure must be specified in the raffle rules for awarding the prize on the last draw date of the licence period; and
- j) if a prize is not claimed by the specified deadline, the licensed charitable organization may carry over the prize total to a future draw on the same raffle licence. If the prize is not claimed on the last approved draw date of the licence period, the licensed charitable organization may, subject to AGLC approval:
 - i) carry over the prize total to a future raffle the licensed charitable organization conducts; or
 - ii) donate the prize to a charitable beneficiary approved by AGLC.

2.2.19 Sports Drafts - Separate Sports Drafts Terms & Conditions are in effect.

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SECTION: 2. RAFFLE REQUIREMENTS**2.3 OPERATION AND PAYMENT**

2.3.1 The licensed charitable organization must be responsible for the conduct and management of the raffle. The operation of the raffle must not be delegated to another organization or person.

2.3.2 A financial control plan must be submitted with the raffle application, and must specify:

- a) procedures for the:
 - i) secure storage of ticket inventory;
 - ii) distribution of tickets to sellers including signature confirming sellers have received tickets;
 - iii) return of sold and unsold tickets; and
 - iv) secure receipt and deposit of revenues.
- b) frequency of revenue deposits; and
- c) name(s) of person(s) responsible for:
 - i) collection of sold and unsold tickets;
 - ii) payment collection; and
 - iii) deposit of ticket revenue.

2.3.3 The licensed charitable organization must establish a separate raffle bank account. If more than one raffle licence is conducted simultaneously, a separate bank account must be opened for each raffle licence. All raffle revenue must be deposited to the raffle account established for that raffle and all expenses must be paid from the same account. All payments from the raffle account must be made in accordance with approved methods of payment outlined in Section 4.4 of the Charitable Gaming Policies Handbook.

2.3.4 Other approved charitable organizations may be paid a commission to sell tickets, providing that:

- a) funds are used only for approved purposes in accordance with Sections 4 and 5 of the Charitable Gaming Policy Handbook;
- b) copies of the ticket selling contracts including proposed use of funds are submitted to AGLC with the raffle licence application; and
- c) if the approved charitable organization holds a gaming licence with AGLC, funds must be deposited into a gaming bank account.

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- 2.3.5 Licensed charitable organizations may pay a commission or handling fee to a commercial outlet to sell raffle tickets, providing that:
- the commission or handling fee plus applicable GST cannot exceed five per cent of the gross raffle revenue generated by the outlet;
 - copies of ticket selling contracts which specify all services and fees provided must be submitted to AGLC with the raffle application; and
 - signed copies of the ticket selling contracts must be submitted to AGLC.
- 2.3.6 Any suspected cheating or other irregularities must be reported immediately to AGLC at 1-800-742-7818 (24 hours).
- 2.3.7 All lost or stolen tickets/ticket stubs must be reported to AGLC immediately. A Discrepancy Report must be submitted to AGLC within three days of discovering the loss or theft of tickets/ticket stubs. The Discrepancy Report must specify:
- the total number and ticket numbers of the lost or stolen tickets/ticket stubs; and
 - a detailed explanation of how the tickets/ticket stubs were lost or stolen.
- 2.3.8 If the tickets were lost or stolen before they were sold, the licensed charitable organization must advertise in the market area where the tickets were lost or stolen that these tickets will not form part of the draw and will not be eligible for prizes. In addition, on the draw date, at the exact location of the draw, the licensed charitable organization must announce prior to the draw that the lost or stolen tickets will not form part of the draw.
- 2.3.9 If the ticket stubs were lost or stolen after the tickets were sold, the licensed charitable organization must advertise in the market area that:
- tickets with the affected ticket numbers were lost or stolen and will not form part of the draw; and
 - anyone holding such a ticket should contact the licensed charitable organization so that another ticket can be issued or a refund provided.
- 2.3.10 Where gross raffle revenues or raffle proceeds are missing due to suspected theft or fraud, the licensed charitable organization must not initiate any civil action against, or enter into any repayment agreements or other agreements with persons suspected of being responsible for the missing revenue or proceeds. AGLC must be notified immediately.

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SECTION: 2. RAFFLE REQUIREMENTS**2.4 ONLINE TICKET ORDERING**

2.4.1 The eligibility to use electronic raffle components and the conduct of electronic raffles are governed by the Electronic Raffle Handbook.

2.4.2 Licensed charitable organizations conducting a traditional ticket raffle governed by these Raffle Terms & Conditions may incorporate the use of online ticket ordering only, as an electronic component, subject to the following conditions:

- a) The licensed charitable organization is responsible for ticket sales and for the administration of the payment processing platform;
- b) The transaction and payment processing platform, or the ticket sales provider used by the licensed charitable organization for processing online ticket orders must meet current Payment Card Industry (PCI) Security Standards Council requirements. In addition, the online transaction and payment processing platform must not retain payment information, including debit card information, credit card information, and/or banking information;
- c) Websites and applicable software or hardware that store or receive personal information of ticket purchasers must comply with the [National Institute of Standards and Technology \(NIST\) Guidelines on Securing Public Web Servers](#);
- d) Receipts for online ticket order payments may include ticket numbers, provided the receipt includes a disclaimer that the receipt is not an official ticket.
- e) Licensed charitable organizations selling tickets using online ticket ordering must distribute tickets on paper by mail to the customer;
- f) Licensed charitable organizations selling tickets using an online ticket ordering platform that generates tickets for printing, must not also sell preprinted tickets;
- g) Licensed charitable organizations using online ticket ordering must conduct a paper ticket draw by retaining paper ticket stubs at the time of sale; and
- h) The licensed charitable organization must have a mechanism to verify that the ticket purchaser is:
 - i) 18 years of age or older; and
 - ii) located within the province of Alberta at the time of purchase.

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SECTION: 3. RAFFLE TICKET MANAGERS AND GAMING WORKER SUPPLIERS**3.1 RAFFLE TICKET MANAGERS**

3.1.1 An RTM is an individual that a licensed charitable organization may choose to hire to manage a raffle. Where the authorized total ticket value (TTV) of the raffle exceeds \$20,000, a paid RTM must be registered with AGLC in order to perform all or part of these duties. An individual being paid to manage a raffle where the authorized TTV is \$20,000 or less does not require AGLC registration.

3.1.2 Duties and responsibilities of an RTM may include, but are not limited to:

- a) preparation of the raffle:
 - i) draft budget;
 - ii) develop and organize prize structure;
 - iii) develop and implement marketing strategy;
 - iv) procure prizes; and
 - v) prepare documentation to obtain raffle licence including service agreements.
- b) coordination with the licensed charitable organization:
 - i) negotiate contracts between vendors and the licensed charitable organization;
 - ii) attend key stakeholder meetings with, and on behalf of, the licensed charitable organization;
 - iii) receive and verify invoices from vendors and submit them to the licensed charitable organization for payment;
 - iv) monitor revenues and expenditures, and obtain prior approval from the licensed charitable organization for all expenses and changes to budget;
 - v) report on banking and accounting procedures; and
 - vi) assist in preparing proposed amendments to the licence, if required.
- c) raffle ticket processing:
 - i) receive ticket orders by mail, telephone, online, and from vendor sales locations;
 - ii) process payments;
 - iii) issue tickets;
 - iv) enter ticket order data;

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- v) respond to customer service inquiries;
 - vi) prepare bank deposits for all payment methods;
 - vii) balance and reconcile deposits to bank statements and data entry reports;
 - viii) process refunds, if necessary; and
 - ix) reconcile and return sold ticket stubs and unsold ticket inventory to the licensed charitable organization.
- d) prize draw:
- i) assist the licensed charitable organization to organize and conduct the prize draw(s);
 - ii) ensure all processed ticket stubs are present in draw container;
 - iii) record prize draw(s);
 - iv) coordinate prize delivery; and
 - v) catalogue and store unclaimed prizes.
- e) documentation and reports:
- i) cooperate with AGLC inspectors by providing documents upon request;
 - ii) prepare raffle documents required for the licensed charitable organization (see Raffle Records); and
 - iii) assist the licensed charitable organization in preparing the financial report regarding revenues and expenses of the raffle event for submission to AGLC.
- 3.1.3 RTM fees for service including any applicable GST cannot exceed five per cent of the actual gross raffle revenue.
- 3.1.4 The raffle management contract must specify:
- a) all services provided by and fees paid to the RTM;
 - b) a business plan for the raffle; and
 - c) a schedule by which the RTM must provide updates required by the licensed charitable organization related to raffle revenue and expenses.
- 3.1.5 A draft copy of the raffle management contract must be provided with the raffle application for review by AGLC. A final copy must also be submitted once the contract is ratified and signed.

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- 3.1.6 Where a licensed charitable organization engages the services of an RTM pursuant to a raffle management contract, the RTM assumes joint responsibility with the licensed charitable organization for ensuring all contracted services comply with Board policies.
- 3.1.7 RTMs, while providing services to assist a licensed charitable organization in the conduct and management of a raffle, must ensure that they and the services they provide comply with the *Gaming, Liquor and Cannabis Act* (GLCA), the Gaming, Liquor and Cannabis Regulation (GLCR), Board policies, and the terms and conditions of registration. Failure to do so may result in disciplinary action up to and including the suspension or cancellation of the registration.
- 3.1.8 RTMs must:
- a) ensure registration with AGLC is current;
 - b) maintain the integrity of gaming; and
 - c) notify AGLC immediately of any conduct, activity or incident that may contravene or contravenes the *Criminal Code of Canada*, the GLCA, the GLCR, or Board policies.
- 3.1.9 RTMs, their employees, and members of their immediate family (a spouse, parent, son, daughter, brother, sister, or the spouse of any of these individuals) are not eligible to purchase raffle tickets or receive raffle prizes for raffles the RTM is contracted to manage.
- 3.1.10 Only an individual is eligible to be registered as an RTM. A business or company may not be registered as an RTM.
- 3.1.11 To be eligible to be registered to perform the duties of an RTM, the applicant must:
- a) be at least 18 years of age; and
 - b) be a Canadian citizen or a landed immigrant, or a citizen of a foreign country who has received a work visa from federal authorities to work in a paid position as an RTM. The appropriate documents from federal authorities must be provided as part of the registration process.
- 3.1.12 Eligibility to hold an RTM registration is subject to a background check conducted on the applicant. The background check ensures the integrity and lawful conduct of gaming.
- 3.1.13 The Registration Application Package for a RTM consists of the following:
- a) Personal Applicant Disclosure (Form 5561); and
 - b) deposit of a specified amount to cover the cost of the background check.

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SECTION: 3. RAFFLE TICKET MANAGERS AND GAMING WORKER SUPPLIERS**3.2 GAMING WORKER SUPPLIERS**

- 3.2.1 Registered gaming worker suppliers, while providing gaming workers to assist a licensed charitable organization in the conduct and management of a raffle, must ensure that they and the gaming workers that they provide comply with the *Gaming, Liquor and Cannabis Act* (GLCA), the Gaming, Liquor and Cannabis Regulation (GLCR), Board policies, and the terms and conditions of registration. Failure to do so may result in disciplinary action up to and including the suspension or cancellation of the registration.
- 3.2.2 Registered gaming worker suppliers must:
- a) ensure registration with AGLC with current;
 - b) maintain the integrity of gaming; and
 - c) notify AGLC immediately of any conduct, activity or incident that may contravene or contravenes the *Criminal Code of Canada*, the GLCA, the GLCR, or Board policies.
- 3.2.3 Where a licensed charitable organization engages a gaming worker supplier, the gaming worker supplier assumes joint responsibility with the licensed charitable organization for ensuring all contracted services comply with Board policies.
- 3.2.4 Eligibility to hold a gaming worker supplier registration is subject to a background check conducted on the applicant, the applicant's associates, and any key employees. The background check ensures the integrity and lawful conduct of gaming.
- 3.2.5 The Registration Application Package for a gaming worker supplier consists of the following:
- a) Applicant Disclosure (Form 5553);
 - b) Associated Applicant Disclosure (Form 5554);
 - c) Personal Applicant Disclosure (Form 5561); and
 - d) deposit of a specified amount to cover the cost of the background checks.
- 3.2.6 A registrant must notify AGLC immediately after being charged with or convicted of an offence under:
- a) the *Criminal Code* (Canada);
 - b) the *Excise Act* (Canada);
 - c) the *Food and Drug Act* (Canada);
 - d) the *Income Tax Act* (Canada);

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- e) the *Controlled Drugs and Substances Act* (Canada);
- f) a foreign Act or Regulation that is substantially similar to an offence referred to in clause a), b), c), d) or e) above;
- g) the GLCA; or
- h) the GLCR.

3.2.7 Any changes to the personal information of a registrant must be reported immediately to gaming.registrations@aglc.ca or 1-800-272-8876.

3.2.8 Registration may be renewed only by re-applying. If approved, the original registration number will continue to be used.

3.2.9 If a registrant has misled the Board, failed to provide information or provided inaccurate information, the Board may take disciplinary action including, but not limited to, suspension or cancellation of the registration.

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SECTION: 4. ADVERTISING**4.1 ADVERTISING**

- 4.1.1 It is the responsibility of the licensed charitable organization to ensure all forms of advertising are accurate, verifiable, and comply with the terms and conditions.
- 4.1.2 Licensed charitable may use various forms of advertising, including, but not limited to:
- a) radio;
 - b) television;
 - c) print (e.g., signage, newspapers, magazines, etc.); or
 - d) internet (e.g., email messaging and social media).
- 4.1.3 All forms of advertising must include the:
- a) name of the licensed charitable organization;
 - b) licence number;
 - c) date of the draw(s); and
 - d) notice that tickets must only be purchased or sold within Alberta.
- 4.1.4 In addition to the requirements listed above, print and internet advertising must include the:
- a) location of the draw(s);
 - b) description and manufacturer's suggested retail price (MSRP) of all prizes, or reference to a website where ticket purchasers may access information regarding all prizes;
 - c) cash alternative to prizes, if applicable;
 - d) total number of tickets printed; and
 - e) ticket price(s).
- 4.1.5 Licensed charitable organizations may advertise the odds of winning provided:
- a) the method of calculating the odds is accurate and verifiable;
 - b) all advertising must clearly identify the category of prize to which it is referring, (e.g., the odds of winning any prize or the odds of winning a gift basket);
 - c) if applicable, it is clearly disclosed if the odds of winning are dependent on the number of tickets sold; and

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d) information on the odds of winning is submitted to AGLC at the time of application.

4.1.6 Raffle tickets must not be advertised or promoted to persons located outside Alberta.

4.1.7 Licensed charitable organizations that conduct more than one raffle concurrently must clearly advertise all raffle events as separate licences. Consecutive raffle licences may be advertised as a range of licence numbers (e.g., raffle licence #49110 to #49115).

4.1.8 All prizes must be advertised and awarded in accordance with the descriptions and MSRP values described in the raffle licence or in approved amendments to the licence.

4.1.9 If applicable, raffle advertisements must explicitly state that some raffle tickets are eligible for more draws than other tickets. Advertisements may state that tickets purchased prior to a specific cut-off date are eligible for early bird draws.

4.1.10 Licensed charitable organizations are not required to advertise a list of prize winners. A list of winners must be kept with the raffle records and, if requested, the following must be provided at no cost to any ticket purchaser:

- a) name of the winner(s);
- b) winning ticket number(s); and
- c) prize(s) won.

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SECTION: 5. DRAW PROCEDURES**5.1 DRAW PROCEDURES**

- 5.1.1 The licensed charitable organization must ensure that all eligible tickets form part of the draw. Prior to the draw, the licensed charitable organization must reconcile the number of sold tickets and unsold tickets, as indicated in the raffle ticket sales record, with the number of ticket stubs in the draw container.
- 5.1.2 All draws must be open to the public. At least two executive members of the licensed charitable organization (or delegates) must be present to witness each draw. Contact information (name and telephone number) of both draw witnesses must be documented and maintained in the raffle records.
- 5.1.3 Licensed charitable organizations must create an audiovisual recording of all raffle ticket draws with an approved total ticket value greater than \$20,000 and must retain the recording with the raffle records for two years after the last draw date
- 5.1.4 Tickets must be manually drawn from a container that is transparent or constructed with mesh so that tickets can be seen from the outside.
- 5.1.5 Tickets must be manually drawn from the container in a random manner. Tickets cannot be randomly drawn by a computer or other random number-generating device.
- 5.1.6 Previous supporter draws that exclude tickets sold to first time raffle ticket purchasers are prohibited. Early bird draws are permitted as long as all ticket purchasers, not just ticket purchasers of previous raffles, are eligible for the draw. Appreciation for previous support may be shown through early or advance advertising of the raffle to ticket purchasers of previous raffles.
- 5.1.7 The ticket stub of each sold ticket must be placed in the draw container and must be eligible for each non-identical prize. The licensed charitable organization, if stated in its raffle rules, may exclude a winning ticket stub from other draws for an identical prize. For example, if a raffle licence is offering 100 identical televisions as prizes, the licensed charitable organization may exclude the winning ticket stub of one television prize winner from winning any further identical televisions. However, a winning ticket stub must be placed back into the draw container prior to conducting draws for other prizes.
- 5.1.8 AGLC may approve alternate draw procedures that vary from Subsection 5.1.7. Licensed charitable organizations must submit a detailed description of the alternate draw procedures with the raffle licence application, which must be approved prior to implementation. Examples of alternate draw procedures include separate draws for different prizes (i.e., ticket stubs placed in separate draw containers for non-identical prizes); or draws with a second element of chance where every ticket drawn is guaranteed

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a prize (i.e., a final prize draw is conducted with ticket stubs drawn from preliminary draws, where the number of ticket stubs in the final draw equals the number of available prizes).

- 5.1.9 Prior to each ticket draw for non-identical prizes, the ticket container must be rotated, or the container contents agitated, a minimum of three times. Prior to each ticket draw for identical prizes, the ticket container must be rotated, or the container contents agitated, at least once. Anti-static spray may be used to facilitate the rotation of tickets.
- 5.1.10 The draw can be made by any person who does not own a ticket or a share of a ticket in the draw.
- 5.1.11 The arm of the person making the draw must be bare below the elbow and, immediately prior to making the draw, the person must exhibit the draw arm and both sides of the open hand to the draw witnesses.
- 5.1.12 Only the person making the draw may put their arm in the draw container.
- 5.1.13 When selecting winning tickets, the person making the draw must look away from the container in the direction of the witnesses.
- 5.1.14 A record of each ticket drawn must be made indicating the:
- a) ticket number;
 - b) name, address, and phone number of the prize-winner; and
 - c) time and date the ticket was drawn.
- 5.1.15 Winning tickets must be immediately exhibited to witnesses and held open for inspection until the end of the draw or until returned to the draw container to be eligible for additional prizes.
- 5.1.16 The licensed charitable organization must retain all tickets with the raffle records for two years after the last draw date.
- 5.1.17 If a draw occurs and the licensed charitable organization later determines not all eligible ticket stubs were placed into the draw container, AGLC is to be notified immediately. A Discrepancy Report must be submitted by an executive member of the licensed charitable organization to AGLC within three days of discovering not all eligible tickets were placed into the draw container. The Discrepancy Report must specify the total number of affected tickets and an explanation for how the problem occurred. Normally, the licensed charitable organization will have to conduct a second draw with all eligible ticket stubs and award another set of prizes equivalent to the original list of approved prizes.

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- 5.1.18 If the licensed charitable organization determines that more than one ticket with the same number was placed in the draw container, the licensed charitable organization must notify AGLC immediately. An executive member of the licensed charitable organization must submit a Discrepancy Report within three business days of discovering that more than one ticket with the same number was placed in the draw container. The Discrepancy Report must specify the total number and serial numbers of the affected tickets and an explanation for how the problem occurred. If a draw occurs, the licensed charitable organization must normally award another set of prizes equivalent to the original list of approved prizes for every ticket with the same winning number.

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SECTION: 6. PRIZES**6.1 PRIZES**

- 6.1.1 All prizes described and approved in the licence application must be awarded. The licensed charitable organization is responsible for contacting the prize winner(s), and must make every reasonable effort to notify the prize winner(s).
- 6.1.2 The MSRP of all prize(s), including cash alternatives must be at least 20 per cent of the approved total ticket value. The MSRP of each individual prize must be equal to or greater than the individual ticket price.
- 6.1.3 Stated prize values must be equal to or less than the MSRP.
- 6.1.4 Cash alternatives to a prize must equal the prize value or be fully disclosed at the time of the application and stated in the raffle rules.
- 6.1.5 Licensed charitable organizations may be required to guarantee raffle prizes. If such a guarantee is required, the applicant must either:
- a) submit written documentation confirming that a secondary raffle bank account has been established where all gross raffle revenue will be deposited until sufficient revenue is generated to secure all prizes;
 - b) provide evidence of sufficient funds in a non-gaming bank account to secure prizes;
or
 - c) submit sales receipts documenting that all prizes have been paid in full.
- 6.1.6 Confirmation of the prize value (e.g., an invoice from the supplier) must be retained for all merchandise prizes with an MSRP greater than \$5,000 and for all travel prizes regardless of value.
- 6.1.7 When the MSRP of a merchandise prize exceeds \$5,000, and it is a unique prize, (e.g., custom built vehicle), the licensed charitable organization must submit with its application two independent third party appraisals from qualified appraisers stating the appraised value.
- 6.1.8 Where restored or used vehicles are offered as prizes, the licensed charitable organization must submit with its application a certified vehicle inspection certificate indicating the vehicle is road worthy. The licensed charitable organization must also submit two independent third-party appraisals from qualified appraisers stating the appraised value of the vehicle.
- 6.1.9 Where the prize is a vehicle, the licensed charitable organization must complete a transportation log detailing the date, purpose, mileage, and driver of all trips taken by the vehicle from the time the licensed charitable organization obtained the vehicle until the

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time the vehicle was awarded to the prize winner. The transportation log must be retained with the raffle records and be submitted to AGLC, if requested.

- 6.1.10 Where second hand merchandise, previously-used show home furniture, collectibles, or antiques are offered as prizes, the licensed charitable organization must submit with the application two independent, third party appraisals from qualified appraisers stating the appraised value of the prize merchandise.
- 6.1.11 For home raffles, the advertised value of the lot must reflect the average selling price of similar lots in the same subdivision or area at the time the application is submitted.
- 6.1.12 For home raffles, a complete list of appliances, furniture and decorations per room which identifies the individual cost of each item must be submitted with the application.
- 6.1.13 If the prize winner is under 18 years of age, and the prize has an MSRP of:
- a) \$10,000 or less, the licensed charitable organization must contact the Office of the Public Guardian and Trustee prior to dispensing the prize and must comply with the direction provided. The Office of the Public Guardian and Trustee may be contacted toll free at 1-877-427-4525, in Edmonton at (780)427-2744, or in Calgary at (403)297-6541; or
 - b) more than \$10,000, the licensed charitable organization must deliver the prize to the Office of the Public Guardian and Trustee.
- 6.1.14 Prizes must be immediately transferable without encumbrances on the title to the winner. No costs, including taxes, may be charged to the winner(s) for the transfer of property or title into the winner's name, except for possible prize delivery transportation costs as specified in the approved raffle rules.
- 6.1.15 Except for bearer ticket draws and for prizes described in Subsection 6.1.16, all raffle winners have one year from the date of the draw to claim the prize. The licensed charitable organization must secure unclaimed prizes for a period of one year from the draw date. If the prize remains unclaimed after one year, the prize or cash equivalent to the MSRP of the prize must be donated to a charitable beneficiary approved by AGLC.
- 6.1.16 Where houses, vehicles, travel packages, live animals, or perishable items such as food and plants are offered as prizes, the licensed charitable organization may set a deadline for the prize winner to claim the prize. If the winner does not claim the prize within the specified time, an alternative prize must be provided. AGLC must approve the deadline and alternative prize(s) and both must be listed in the raffle rules.

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- 6.1.17 For bearer ticket raffles:
- a) percentage draw prizes (e.g., 50/50) must be based solely on gross ticket sales and must be a minimum of 20 per cent of ticket sales (e.g., 20/80);
 - b) percentage draw prizes cannot be based on cash retained by ticket sellers or additional funds the licensed charitable organization or any other entity contributed to enhance the prize amount (i.e., seeding the pot); and
 - c) fixed value prizes (e.g., merchandise, cash, trips, etc.) must have a minimum MSRP value of 20 per cent of the total ticket value of the licence.
- 6.1.18 Licensed charitable organizations are prohibited from offering cannabis as a raffle prize. (Cannabis means any part of a cannabis plant, including the phytocannabinoids produced by, or found in, such a plant, regardless of whether that part has been processed or not.)
- 6.1.19 The licensed charitable organization must submit a list of unclaimed prizes to AGLC with the Raffle Financial Report.

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SECTION: 7. RAFFLE REVENUE**7.1 EXPENSES**

7.1.1 Only approved expenses may be deducted from raffle revenue. Raffle expenses that may be approved include:

- a) raffle licence fee;
- b) ticket printing;
- c) advertising;
- d) registered raffle ticket manager (RTM) fee;
- e) commercial outlet handling fee;
- f) commission paid to other charitable organizations to sell tickets;
- g) prize appraisal fee;
- h) food and refreshments consumed by volunteers during activities related to the raffle event; and
- i) other expenses related to the conduct and management of the raffle that have received prior approval (e.g., draw drum rental, venue rental, camera rental, credit card charges, security and armoured services, bank charges/fees, postage expenses, etc.).

7.1.2 Expenses including applicable GST must not exceed 30 per cent of the approved total ticket value. Any expenses exceeding this limit must be paid from non-gaming funds. The following expenses are excluded from this 30 per cent calculation:

- a) RTM fee; and
- b) commissions paid to other charitable organizations to sell tickets.

7.1.3 The RTM fee must be a fixed fee amount, including applicable GST, that does not exceed five per cent of the gross raffle revenue.

7.1.4 Ticket revenue may not be spent on raffle expenses and approved use of proceeds until sufficient funds are available to pay for the raffle prizes. However, until raffle prizes are secured, approved raffle expenses may be paid from non-gaming funds (i.e., funds that have not been generated from a gaming event). Once the prizes are secured, revenue from the raffle account may be used to reimburse the expenses paid from non-gaming funds. The source of the non-gaming funds must be disclosed at the time of application.

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SECTION: 7. RAFFLE REVENUE**7.2 PROCEEDS**

- 7.2.1 The policies established by the Board for the use, disbursement, and retention of raffle proceeds are contained in the Charitable Gaming Policies Handbook, which may be accessed at aglc.ca.
- 7.2.2 Raffle proceeds may be transferred to another gaming bank account, such as a consolidated, casino or bingo account, and must be spent on approved use of proceeds.
- 7.2.3 The licensed charitable organization is required to disburse all raffle proceeds within 24 months, which begins on the date of the last draw.
- 7.2.4 Gaming proceeds must not be used to cover gaming losses or expenses from other gaming licences unless approval is granted by AGLC.

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SECTION: 8. RAFFLE CANCELLATION**8.1 CANCELLATION PROCEDURES**

- 8.1.1 Requests to cancel a raffle must be signed by two executive members of the licensed charitable organization and submitted in writing to AGLC stating:
- a) reasons for cancellation;
 - b) confirmation of the number of tickets that have been sold;
 - c) total cash received from ticket sales; and
 - d) total expenses, including cost of prizes, incurred up to the date of the request for cancellation.
- 8.1.2 If the cancellation of a raffle is approved, the licensed charitable organization must publicly advertise that the raffle has been cancelled and that the ticket price will be refunded.
- 8.1.3 With the exception of bearer ticket draws, when determining if a cancellation will be granted, AGLC will review if:
- a) the raffle has reached the break-even point;
 - b) any draws have already taken place; or
 - c) any prizes have been awarded.
- 8.1.4 The licensed charitable organization must refund the total ticket price to all ticket purchasers within three months of the raffle cancellation. The licensed charitable organization must demonstrate a reasonable effort to provide refunds to all ticket purchasers. Ticket purchasers may choose to donate the cost of the ticket to the licensed charitable organization. Proceeds that are not refunded must be documented, retained in a gaming bank account, and spent in accordance with the approved use of proceeds.
- 8.1.5 The licensed charitable organization must send a letter to AGLC signed by two executive members stating that all refunds have been made within three months of the raffle cancellation.
- 8.1.6 The licensed charitable organization must provide additional reporting, including but not limited to, copies of bank statements and cheque images that show refunds have cleared the raffle account.
- 8.1.7 AGLC will refund licence fees upon receipt of all required information.

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SECTION: 9. REPORTS AND RECORDS**9.1 FINANCIAL REPORTS**

- 9.1.1 Licensed charitable organizations are required to complete financial reports regarding the revenues, expenses, and proceeds generated during their raffle event(s). For this purpose, AGLC will send financial report forms to the licensed charitable organization. Yearly raffle reports will be required until the proceeds are spent or transferred to another gaming account.
- 9.1.2 Licensed charitable organizations must submit the completed financial report(s) within 60 days from the mail-out date, along with the supporting documents as indicated in the report.
- 9.1.3 Licensed charitable organizations have the option of hiring a professional accountant to prepare raffle financial reports. Raffle proceeds may be used to pay for the preparation of these reports if prepared by a Chartered Professional Accountant (CPA) in good standing.
- 9.1.4 For more information regarding financial reports, consult the Charitable Gaming Policies Handbook or contact the Financial Review Section of AGLC by e-mail at financial.review@aglc.ca or by telephone at 780-447-8600 during regular business hours.

9.2 RAFFLE RECORDS

- 9.2.1 The licensed charitable organization must keep a record of all ticket numbers. The record must show the distribution of ticket stubs and cash or unsold tickets. It should show enough detail to account for all tickets and cash and to reconcile totals after the raffle is completed.
- 9.2.2 All raffle records must be kept for a minimum of two years after the last draw date. Other reporting bodies may require records to be retained for longer. These records include, but are not limited to:
- a) bank statements;
 - b) cheques that cleared the bank account/digital image cheques;
 - c) invoices/receipts;
 - d) ticket inventory control sheets;
 - e) list of prize winners;
 - f) all unsold tickets (if applicable);
 - g) all ticket stubs of sold tickets;

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- h) contact information of the executive members (or delegates) that witnessed the raffle draw;
- i) letter of agreement with commercial outlet (if applicable);
- j) contract with registered raffle ticket manager (if applicable);
- k) letter of understanding or memorandum of agreement with other charitable organizations (if applicable);
- l) audiovisual recording of the raffle ticket draw;
- m) prize appraisals (if applicable);
- n) prize vehicle transportation logs (if applicable);
- o) payroll records (if applicable); and
- p) all business and financial records of any entity (including but not limited to societies, non-profit organizations, associations, community leagues, corporations, partnerships, limited partnerships, joint ventures, proprietorships, etc.) that receives any of the licensed charitable organization's gaming proceeds either directly, indirectly, or through a series of transactions.

9.2.3 Licensed charitable organizations, registered raffle ticket managers, and their employees must ensure that, at all reasonable times, AGLC inspectors have access to all records. AGLC inspectors may copy or temporarily remove records at their discretion. Inspectors and officials of AGLC must provide a receipt for any items removed at the time of removal or as soon as possible after the removal.

9.3 AUDIT REQUIREMENTS

9.3.1 The books and records of licensed charitable organizations are subject to review and/or audit by AGLC and must be maintained in a manner acceptable to AGLC.

9.3.2 In addition to the raffle records listed in Subsection 9.2.2, the areas normally subject to audit will include, but not be limited to:

- a) books of original entry (including computerized records);
- b) inventory control forms;
- c) contracts, agreements, or similar documents;
- d) tax returns;

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- e) minutes of annual general meetings, and meetings of general membership, board, and executive;
- f) working paper files of external accountants/auditors; and
- g) annual (audited) financial statements.

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