



# Retail Liquor Store Handbook

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[aglc.ca](http://aglc.ca)

# Retail Liquor Store Handbook

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## Table of Contents

### 1. GENERAL INFORMATION

- 1.1 Introduction
- 1.2 Definitions
- 1.3 Contacting AGLC
- 1.4 Legislation and Board Policies
- 1.5 Licensee's Responsibilities
- 1.6 ProServe Liquor Staff Training
- 1.7 Staff Training Sessions
- 1.8 *Section deleted February 2021*

### 2. APPLICATIONS

- 2.1 Licence Fees
- 2.2 Application Review
- 2.3 Objection to an Application
- 2.4 Conversion from Class D Retail Liquor Store *(Added Mar 2021)*

### 3. BUSINESS/FACILITY REQUIREMENTS

- 3.1 Separate Business Requirements
- 3.2 Facility Requirements
- 3.3 Store Name and Signs
- 3.4 Structural Changes
- 3.5 Change of Status (Sale, Assignment, Transfer or Closure)
- 3.6 Distance Requirements for General Merchandise Liquor Stores  
*(Added Mar 2021)*
- 3.7 Business and Facility Requirements for General Merchandise Liquor Stores *(Added Mar 2021)*

### 4. PREMISES MANAGEMENT

- 4.1 Hours of Liquor Service
- 4.2 Liquor Products and Pricing
- 4.3 Non-Liquor Products

- 4.4 Minors
- 4.5 Intoxicated Persons
- 4.6 Staffing Requirements
- 4.7 Security
- 4.8 Gift Baskets/Gift Certificates
- 4.9 Charitable Activities/Campaigns
- 4.10 Liquor/Food Service
- 4.11 Delivery Service
- 4.12 Collection of Personal Information

## **5. LIQUOR PURCHASES AND RETURNS**

- 5.1 General Information
- 5.2 Purchases from AGLC (CLS Inc)
- 5.3 Purchases from Class E Manufacturers
- 5.4 Purchases from Class D Retailers
- 5.5 Purchases from a Private Party or Estate
- 5.6 Absolute Alcohol
- 5.7 Liquor Cost and Payment
- 5.8 *Section deleted December 2020*
- 5.9 Refunds for Faulty Product
- 5.10 Empty Container Returns
- 5.11 Customer Returns
- 5.12 Product Returns
- 5.13 Personal Importation of Liquor
- 5.14 Futures

## **6. ADVERTISING**

- 6.1 General Information
- 6.2 Advertising by Class D Licensees and Duty Free Stores
- 6.3 *Section deleted December 2020*
- 6.4 *Section deleted December 2020*
- 6.5 Sponsorships
- 6.6 Trade Shows

6.7 *Section deleted December 2020*

6.8 *Section deleted December 2020*

**7. PRODUCT PROMOTION**

7.1 General Information

7.2 Prohibited Inducements and Benefits

7.3 Buy/Sell Agreements (BSA)

7.4 Licensee Promotions

7.5 Liquor Tastings

7.6 *Section deleted February 2021*

7.7 *Section deleted February 2021*

7.8 General Product Promotions

7.9 Added-Value Product Promotions

**8. SPECIAL EVENT LICENCES**

*Section deleted May 2018*

**9. INSPECTIONS**

9.1 General Information

9.2 Liquor Seizure and Analysis

**10. LICENSEE DISCIPLINE**

10.1 Incident Reports

10.2 *Section deleted November 2019*

10.3 *Section deleted November 2019*

**SUBJECT: INTRODUCTION**

**POLICIES**

1.1.1 The Alberta Gaming, Liquor and Cannabis Commission (AGLC) is established under the *Gaming, Liquor and Cannabis Act* (GLCA) and is governed by the requirements of the *Criminal Code*, the GLCA and the Gaming, Liquor and Cannabis Regulation (GLCR). (Amended July 2018)

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 the 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 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 Retail Liquor Store Handbook, which is available on AGLC's website at [aglc.ca](http://aglc.ca).

1.1.7 *(Deleted Dec 2020)*

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.

**GUIDELINES**

1.1.9 The Retail Liquor Store Handbook may be accessed on AGLC's web site at [aglc.ca](http://aglc.ca).



**SECTION: GENERAL INFORMATION**  
**NUMBER: 1.1**

**RETAIL LIQUOR STORE HANDBOOK**

**PAGE 2 OF 2**

**SUBJECT: INTRODUCTION**

1.1.10 The GLCA and GLCR may be accessed on the Queen’s Printer web site at [www.qp.alberta.ca](http://www.qp.alberta.ca).

DATE ISSUED: December 14, 2020

AUTHORITY: Original signed by Len Rhodes

**SUBJECT: DEFINITIONS**

**POLICIES**

1.2.1 In this handbook,

- a) "AGLC" means Alberta Gaming, Liquor and Cannabis Commission.
- b) "Board" means the Board of AGLC.
- c) "Common Carrier" means a business that provides merchandise transportation services to the general public in compliance with all applicable laws and regulations governing commercial transportation in Alberta. Examples of business that would be considered common carriers include, but are not necessarily limited to, national courier companies, postal services, and shipping companies. Examples of businesses that would not meet the definition of common carrier include restaurants, flower shops, and other businesses providing delivery of their own products and services, as well as specialized businesses that focus on a specific industry, like food delivery and/or passenger transportation. (Added Feb 2021)
- d) "General Merchandise Liquor Store" refers to the specific liquor retail area associated with the primary business. (Added Mar 2021)
- e) "GLCA" means the *Gaming, Liquor and Cannabis Act*.
- f) "GLCR" means the Gaming, Liquor and Cannabis Regulation.
- g) "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.
- h) "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 storage room, lobby, hallway or other service areas used by the licensee in support of the areas where liquor may be sold or consumed.
- i) "licensee" means the individual, partnership or corporation holding a liquor licence.

**SUBJECT: DEFINITIONS**

- j) “liquor” means beverages that are intended for human consumption containing over one (1) % alcohol by volume (e.g., spirits, wine, liqueur, coolers, cider or beer).
- k) “liquor agency” means a corporation or individual who is in the business of representing a liquor supplier in the sale of the supplier’s liquor.
- l) “liquor supplier” means
  - i) a manufacturer;
  - ii) a person who operates an establishment for making liquor outside Alberta;
  - iii) a person, other than AGLC, who is a distributor of liquor; and
  - iv) any person who has a connection, as specified in the GLCR, to a manufacturer or person described in described in 1.2.1 l) ii) and l) iii) above.
- m) “municipality” means:
  - i) a city, town, village summer village, municipal district or specialized community;
  - ii) a town under the *Parks Town Act* (Alberta); or
  - iii) a municipality formed by special Act.  
(Added Mar 2021)
- n) “minor” means a person under the age of 18 years.
- o) “primary business” refers to the business with which the general merchandise liquor store is affiliated. (Added Mar 2021)
- p) “staff” means any person employed by the licensee or contracted by the licensee or a third party to perform assigned or delegated duties.





**SECTION: GENERAL INFORMATION**

**NUMBER: 1.3**

**RETAIL LIQUOR STORE HANDBOOK**

**PAGE 1 OF 1**

**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**

310, 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 1Y6	Fax: 403-331-6506

1.3.2 AGLC's web site address is: [aglc.ca](http://aglc.ca).

DATE ISSUED: June 1, 2012

AUTHORITY: Original signed by Marguerite Trussler

**SUBJECT: LEGISLATION AND BOARD POLICIES**

**POLICIES**

- 1.4.1 Licensees and their staff must comply with:
- a) the GLCA;
  - b) the GLCR;
  - 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.
- 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
  - g) the GLCR.
- 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 Subsection 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 *(Deleted Dec 2020)*

1.5.2 The operation of a licensed premises shall be carried out in a socially responsible manner (see Subsection 1.5.5).

1.5.3 *(Deleted Feb 2021)*

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 Subsection 1.3). This includes:

- a) smuggled liquor or tobacco;
- b) stolen liquor or tobacco;
- c) homemade liquor, such as moonshine, wine or beer;
- d) tobacco not marked for sale in Alberta; and
- e) illegal gaming devices or illegal gaming houses.

**GUIDELINES**

1.5.5 Examples of operating a premises in a socially responsible manner include:

- a) training staff to understand violations of the legislation and policies, in accordance with ProServe training as specified in Subsection 1.6; and
- b) placing a high priority on maintaining a safe premises.  
*(Amended Dec 2020)*

1.5.6 Licensees should be aware that the sale of liquor 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 office (see Section 1.6.18) 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 Mar 2019)*
    - i) licensed premises owners that are responsible for directly managing a licensed premises;
    - ii) licensed premises managers, supervisors, retailers, bartenders, servers, greeters, hosts and delivery service drivers; *(Amended Dec 2020)*
    - 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)*

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AUTHORITY: Original signed by  
Len Rhodes

**SUBJECT: PROSERVE LIQUOR STAFF TRAINING**

- d) persons registered with AGLC as a liquor agency and their employees, or a third-party agent acting on their behalf, whose duties include the sampling of liquor products. *(Amended Oct 2020)*
- 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);
- e) where liquor is provided under the authority of a Class D Sacramental Wine Resale licence; and
- f) as a volunteer at a Class B licensed premises. *(Added Jul 2021)*
- 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 1.6.2 b) and c). *(Amended Mar 2019)*
- 1.6.5 *(Deleted Dec 2020)*
- 1.6.6 *(Deleted Dec 2020)*
- 1.6.7 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. Proof of ProServe certification includes: *(Amended Dec 2020)*
- a) paper printed certification card that has a QR code; *(Amended Dec 2020)*
- b) *(Deleted Dec 2020)*
- c) a plastic card (that does not have a QR code); or

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Len Rhodes

**SUBJECT: PROSERVE LIQUOR STAFF TRAINING**

- d) clear images of either of the above (i.e. image, photograph or screen shot) saved on the staff member's mobile device/phone.

1.6.9 It is the responsibility of the licensee to ensure:

- a) *(Deleted Dec 2020)*

at least one (1) ProServe certified staff member is on shift at all times.

1.6.10 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.

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

1.6.12 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.

1.6.13 Industry workers whose appeal of the violation is unsuccessful will have 30 days from the date of the appeal outcome to recertify.

1.6.14 If an industry worker incurs three violations within a five-year period they will be ineligible for further ProServe certification.

**GUIDELINES**

1.6.15 To aid compliance with ProServe Liquor Staff Training certification requirements, it is suggested licensees keep a log of employees that are ProServe certified. The log should include the following information: *(Amended Dec 2020)*

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SECTION: GENERAL INFORMATION

NUMBER: 1.6

RETAIL LIQUOR STORE HANDBOOK

PAGE 4 OF 4

SUBJECT: PROSERVE LIQUOR STAFF TRAINING

- a) employee name as it appears on the certification card;
- b) SMART Training registration number; and
- c) expiry date.

1.6.16 *(Deleted Dec 2020)*

1.6.17 The ProServe certification program is found on the SMART Training website at [smartprograms.aglc.ca](http://smartprograms.aglc.ca). *(Amended Dec 2020)*

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Len Rhodes



**SECTION: GENERAL INFORMATION**

**NUMBER: 1.7**

**RETAIL LIQUOR STORE HANDBOOK**

**PAGE 1 OF 1**

**SUBJECT: STAFF TRAINING SESSIONS**

**GUIDELINES**

- 1.7.1 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 the operation of a licensed premise.
- 1.7.2 *(Deleted, Jan., 2018)*
- 1.7.3 To arrange a staff training session, contact your nearest AGLC office (see Subsection 1.3 for AGLC contact information).

**DATE ISSUED:** February 23, 2018

**AUTHORITY:** Original signed by  
Gael MacLeod





**SECTION: GENERAL INFORMATION**  
**NUMBER: 1.8**

**RETAIL LIQUOR STORE HANDBOOK**

**PAGE 1 OF 1**

**SUBJECT: AUDIT**

*(Deleted February 2021)*

**DATE ISSUED:** February 18, 2021      **AUTHORITY:** Original signed by Len Rhodes

**SUBJECT: LICENCE FEES**

**POLICIES**

- 2.1.1 A one-time, non-refundable fee of \$200 must be submitted with all new licence applications.
- 2.1.2 *(Deleted Feb 2021)*
- 2.1.3 No application fee is required for a new licence following expiry of the existing licence.
- 2.1.4 An annual licence fee of \$700 is due on the date of licence issue for retail liquor stores. *(Amended Mar 2021)*
- 2.1.5 An annual licence fee of \$300 is due on the date of licence issue for general merchandise liquor stores. *(Added Mar 2021)*
- 2.1.6 The licence application form and the applicable annual fee must be received by AGLC before a licence is issued.

**SUBJECT: APPLICATION REVIEW****POLICIES**

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

2.2.2 When reviewing applications, AGLC considers:

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

2.2.3 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.

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

**Reasons for Licence Refusal**

2.2.5 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 Subsection 2.2.6).

2.2.6 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 Subsection 2.2.6a i); or
- b) at any time been charged with or convicted of:

**SUBJECT: APPLICATION REVIEW**

- 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 Subsection 2.2.6b 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.

2.2.7 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.

2.2.8 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.

2.2.9 AGLC may also refuse to issue a liquor licence:

- a) if the applicant is not eligible to receive the licence; and

**SUBJECT: APPLICATION REVIEW**

- b) if the requirements of the GLCA, GLCR and Board policies have not been met.

2.2.10 An application for a retail liquor store licence will not be approved:

- a) unless the primary purpose of the retail liquor store is the sale of liquor to the general public and to licensees ; and
- b) if the primary purpose of obtaining the retail liquor store licence is to establish a warehousing and distribution system for liquor licensees.

**GUIDELINES**

2.2.11 First-time applicants should contact AGLC (see Subsection 1.3 for AGLC contact information).

2.2.12 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., delivery service);
- c) planning to renovate the premises; or
- d) planning to relocate.

2.2.13 Licensees are sent a reminder notice six to eight weeks before their existing licence expires.

2.2.14 The Board may take into account any of the following factors when making a decision respecting an application for a retail liquor store:

- a) the extent and nature of opposition from community members or groups to establishment of a retail liquor store in a particular location;
- b) the results of consultations with local authorities;
  - i) the nature of the primary business of the applicant and the clientele that frequent it; and
  - ii) whether the sale of liquor products is, in the opinion of the Board, primarily for the purpose of enhancing the sale of non-liquor products.

**SUBJECT: OBJECTION TO AN APPLICATION**

**POLICIES**

**Class A, B, C, D, E or F Premises**

2.3.1 AGLC will post all applications for the following types of licences on its website ([aglc.ca/licences](http://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.  
*(Amended Dec 2020)*

2.3.2 The following information will be posted on AGLC'S 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.

2.3.3 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)*

2.3.4 For all new premises, objections must be submitted in writing and received by AGLC within 7 calendar days from the date the application is posted on AGLC website in order for the objection to

**SUBJECT: OBJECTION TO AN APPLICATION**

be considered during the current licensing process (See Subsection 2.3.16). *(Amended Apr and Dec 2020)*

2.3.5 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.

2.3.6 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.

2.3.7 The applicant will be notified in writing of all objections received, other than those described in Section 2.4.3. *(Amended Aug 2019)*

2.3.8 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.

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

2.3.10 If no objections to the issue of a new licence are received within the 7 calendar days AGLC will continue with the licensing process. *(Amended Apr and Dec 2020)*

2.3.11 If no objections to the issue of an existing licence are received within the 90 calendar days prior to the expiration of the current licence AGLC will continue with the licensing process. *(Amended Dec 2020)*

2.3.12 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**

2.3.13 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)*

**SUBJECT: OBJECTION TO AN APPLICATION**

2.3.14 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**

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

- 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.

2.3.16 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**

2.3.17 A person requesting the floor plan/site plan of the applicant's proposed premises will be given 7 days from the date the application is posted to view the plans and to submit a written objection. *(Amended Dec 2020)*

2.3.18 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](mailto:Inspections.Mailbox@aglc.ca)





**SECTION: APPLICATIONS**  
**NUMBER: 2.3**

**RETAIL LIQUOR STORE HANDBOOK**

**PAGE 4 OF 4**

**SUBJECT: OBJECTION TO AN APPLICATION**

2.3.19 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.

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Len Rhodes

**SUBJECT: CONVERSION FROM RETAIL LIQUOR STORE TO GENERAL  
MERCHANDISE LIQUOR STORE**

**POLICIES** *(Added Mar 2021)*

- 2.4.1 An existing Class D Retail Liquor Store licence may be converted to a General Merchandise Liquor Store licence except under the following conditions:
- a) if there is more than one Class D Retail Liquor Store in the same municipality.
  - b) no written support from the municipality.
  - c) less than 15 kilometres from an existing Class D Retail Liquor Store (see Section 3.6).
  - d) less than 15 kilometres from a hotel that has a Class D General Off Sales licence (see Section 3.6).

**SUBJECT: SEPARATE BUSINESS REQUIREMENTS**

**POLICIES**

3.1.1 A retail liquor store licence will not be issued to an applicant unless the business, under which activities authorized by the licence will be carried out, is separate from any other business. The following factors are used to determine whether a retail liquor store is a separate business from any other commonly-owned or affiliated business (non-liquor store): (Amended Apr 2020)

- a) The retail liquor store is physically separate and detached [requires a minimum of five (5) metres separation] from other businesses in accordance with Schedule 2 of the GLCR. The minimum five (5) metre separation only applies to liquor stores licensed for the first time after March 16, 2011.
- b) The retail liquor store will operate as a separate viable business to make a reasonable profit for itself and will not be operated solely as a loss-leader in support of any commonly-owned or affiliated business.
- c) The retail liquor store licensee is incorporated as a separate company (unless it is a sole proprietorship, a co-operative, or is prohibited by legislation).  
**Note:** Multiple retail liquor stores may be operated by the separate company.
- d) Separate financial records are maintained for the retail liquor store.
- e) A commercial relationship exists between the retail liquor store and any other commonly-owned or affiliated business for the purposes of leasing space, purchasing equipment, product or supplies, or other necessary services.
- f) Employees are hired by, and work for, the retail liquor store.
- g) The retail liquor store has management separate from that of any other commonly-owned or affiliated business.

**Note:** For the purpose of this policy, a business would be affiliated with another business if one controls or operates the other or if they are commonly controlled or operated.

**SUBJECT: SEPARATE BUSINESS REQUIREMENTS**

3.1.2 (Deleted Apr 2020)

3.1.3 A commercial relationship must exist between the retail liquor store and any other commonly-owned or affiliated business as per Subsection 3.1.1e).

3.1.4 Applicants must have a written agreement/contract in effect clearly stating the terms and conditions between the applicant and the commonly-owned or affiliated business for the purposes of leasing space, purchasing equipment, product or supplies or any other necessary services. A copy of the written agreement/contract:

- a) must be submitted to AGLC for review if:
  - i) the liquor store is a new premises;
  - ii) the liquor store is an existing licensed premises where a new licence is required as a result of a sale, assignment or transfer of the business; and
  - iii) the existing agreement/contract has amendments.
- b) does not have to be submitted to AGLC:
  - i) for existing licensed premises when an application is being made for the issue of a new licence upon expiration of a current licence, and
  - ii) there are no changes to the existing agreement/contract.

**SUBJECT: FACILITY REQUIREMENTS**

**POLICIES**

3.2.1 *(Deleted Feb 2021)*

3.2.2 *(Deleted Feb 2021)*

3.2.3 *(Deleted Feb 2021)*

3.2.4 Retail liquor stores and general merchandise liquor stores are independent businesses that must not represent themselves as acting as agents of AGLC. *(Amended Mar 2021)*

3.2.5 Facility requirements for retail liquor stores include a retail sales area, a product receiving capability and storage for reserve stock. An area for the return and storage of empty containers is optional. *(Amended Mar 2021)*

3.2.6 Drive-through windows are prohibited.

3.2.7 Retail liquor stores must normally store their liquor products on site. The Board may approve a separate warehouse to enable a retail liquor store licensee to service multiple liquor stores operated by the licensee and other licensees. However, warehouses may not be established for the sole purpose of supplying other licensees. All liquor orders and payment for liquor orders must be made at the retail liquor store. Licensees may pick up liquor orders assembled at the warehouse. If a separate warehouse is approved by the Board, it must be controlled and operated by the licensee and must be specifically listed, by address, on the retail liquor store licence.

3.2.8 *(Deleted Feb 2021)*

3.2.9 The owner of a retail liquor store or general merchandise liquor store must not have a direct or indirect financial interest in, or be involved in the management of, or be an employee, representative or agent of:

- a) a liquor supplier or liquor agency which sells liquor to AGLC; or
- b) AGLC.

*(Amended Mar 2021)*

3.2.10 *(Deleted Feb 2021)*

**GUIDELINES**

3.2.11 Additional optional receiving/storage design considerations to be taken into account include:

- a) a loading dock area accessible to a 48-foot tractor trailer;

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**SECTION: BUSINESS/FACILITY REQUIREMENTS**  
**NUMBER: 3.2**

**RETAIL LIQUOR STORE HANDBOOK**

**PAGE 2 OF 2**

**SUBJECT: FACILITY REQUIREMENTS**

- b) a receiving door wide enough to ensure that pallets can pass through the opening;
- c) a delivery ramp, forklift or scissor lift may be appropriate; or
- d) a storage area that can accommodate palletized products.

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**SUBJECT: STORE NAME AND SIGNS**

**POLICIES**

3.3.1 Each retail liquor store must have a distinct business name which:

- a) *(Deleted Feb 2021)*
- b) is not registered by another business interest. For more information contact Alberta Registries at 780-427-7013 or [servicealberta.gov.ab.ca](http://servicealberta.gov.ab.ca).

3.3.2 Use of the term "Alberta Liquor Store" or "ALCB" is prohibited in a store name.

3.3.3 *(Deleted Feb 2021)*

3.3.4 *(Deleted Feb 2021)*

3.3.5 *(Deleted Feb 2021)*

3.3.6 Sign(s) or identification may not include graphics of:

- a) cartoon character(s) which appeal to minors;
- b) character(s) shown drinking or about to drink alcohol; or
- c) character(s) which appear to be intoxicated.

3.3.7 Signage may not include the use of liquor or non-liquor brand name(s) or logo(s), or liquor or non-liquor manufacturer's company name(s) or logo(s).

3.3.8 The licensee must post AGLC's Fetal Alcohol Spectrum Disorder poster in a prominent location in its store. The poster is available for download on AGLC website at <http://aglc.ca/responsibleliquorservice/postersandbrochures.asp>

**GUIDELINES**

3.3.9 A common business name may be used when a number of retail liquor stores are operated by the same owner.

3.3.10 There is no restriction on the size of signs.

**SUBJECT: STRUCTURAL CHANGES**

**POLICY**

- 3.4.1 The written approval of AGLC is required before making any major structural changes to a retail liquor store.
- 3.4.2 Major structural changes include:
- a) removal or relocation of the walls enclosing a licensed premises; and
  - b) renovations that result in the premises no longer meeting licensing requirements (e.g. removal of storage areas).
- 3.4.3 General merchandise liquor stores cannot be relocated without the prior approval of AGLC. *(Added Mar 2021)*

**GUIDELINES**

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



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

**POLICIES**

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

3.5.2 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.

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

- a) that is a sole proprietorship, a partnership or a corporation; or;
- b) that is a distributing corporation as defined in the *Business Corporations Act*; and
- c) under 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.

*(Amended Dec 2020)*

3.5.4 *(Deleted Dec 2020)*

3.5.5 AGLC may, with respect to a sale, assignment or transfer as per Subsections 3.5.3:

- 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.

3.5.6 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

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

- c) require a person to dispose of an interest in a licensed premises.
- 3.5.7 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.
- 3.5.8 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.
- 3.5.9 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.
- 3.5.10 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.
- 3.5.11 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.
- 3.5.12 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.
- 3.5.13 Refunds are based on the original annual licence fee less:



**SECTION: BUSINESS/FACILITY REQUIREMENTS**

**NUMBER: 3.5**

**RETAIL LIQUOR STORE HANDBOOK**

**PAGE 3 OF 3**

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

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

**GUIDELINES**

- 3.5.14 Prospective applicants wishing to purchase a licensed premises can find a list of the documents required by AGLC at [aglc.ca](http://aglc.ca).
- 3.5.15 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).

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**SECTION: BUSINESS/FACILITY REQUIREMENTS**

**NUMBER: 3.6**

**RETAIL LIQUOR STORE HANDBOOK**

**PAGE 1 OF 1**

**SUBJECT: DISTANCE REQUIREMENTS FOR GENERAL MERCHANDISE LIQUOR STORES**

**POLICIES** *(Added Mar 2021)*

- 3.6.1 A general merchandise liquor store must normally be located 15 kilometres or more from the nearest retail liquor store or hotel with a general off sales licence.
- 3.6.2 Distance will be determined by measuring, in kilometres, the shortest driving distance on existing public roads from the exact physical location of the proposed general merchandise liquor store to the exact physical location of the nearest existing retail liquor store or hotel with a general off sales licence.

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**SUBJECT: BUSINESS AND FACILITY REQUIREMENTS FOR GENERAL MERCHANDISE LIQUOR STORES**

**POLICIES** *(Added Mar 2021)*

- 3.7.1 A general merchandise liquor store is affiliated with a primary business (i.e. the sale of consumable goods and non-liquor products) which operated prior to the approval of the liquor licence. The primary business must continue to operate in the same manner as when the liquor licence was approved.
- 3.7.2 Any significant change to the type of primary business the liquor licence is affiliated with must be approved by AGLC, in advance.
- 3.7.3 Operators must keep separate sets of records for liquor sales.
- 3.7.4 A person/company may own more than one (1) general merchandise liquor store and/or other licensed premises, except for a Class E manufacturer's licence. If the other licensed premises is a Class D retail liquor store, the business under which the liquor store operates must be separate from any other business.
- 3.7.5 The general merchandise liquor store must be situated in a permanent building and be operated as originally approved.
- 3.7.6 Stores offering a self-service style of operation must merchandise liquor product from an area which is:
  - a) physically separated from the products carried in the primary business, for example on a separate shelf, or in a dedicated corner, alcove or room; and
  - b) clearly visible from and in close proximity to the main sales counter; or
  - c) staffed by an adult at all times the liquor area of the store is opened.
- 3.7.7 General merchandise liquor stores must store their liquor products on site.

**GUIDELINES**

- 3.7.8 The store may be designed to provide self-service, over-the-counter service or a combination of service styles; however, primary consideration shall be given to the control of liquor products.

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**SUBJECT: HOURS OF LIQUOR SERVICE**

**POLICIES**

- 4.1.1 The retail liquor store may set its hours of operation between the maximum allowable hours of 9:00 a.m. and 2:00 a.m., Monday through Sunday. Stores may operate reduced hours. *(Amended Dec 2020)*
- 4.1.2 *(Deleted Feb 2021)*
- 4.1.3 A Class D licensed premises must be closed:
- a) *(Deleted Dec 2019)*
  - b) at all times other than the hours endorsed for liquor sales on the licence, unless the premises is also a Class A licensed premises.
- 4.1.4 The retail liquor store licence must be prominently displayed in the liquor sales area at all times. *(Amended Feb 2021)*
- 4.1.5 On the date Daylight Savings Time takes effect or ends, liquor sales must end before clocks are adjusted and may not re-start until the next business day.

**GUIDELINES**

- 4.1.6 Municipalities will notify stores if they must remain closed during municipal elections.

**SUBJECT: LIQUOR PRODUCTS AND PRICING**

**POLICIES**

4.2.1 A retail liquor store shall not possess, keep, sell or provide any liquor product at or from the store which has not been purchased directly from AGLC or from a liquor supplier or liquor agency authorized by AGLC to warehouse and distribute its products, or from other Class D licensees.

4.2.2 *(Deleted Feb 2021)*

4.2.3 *(Deleted Feb 2021)*

4.2.4 Retail liquor stores may set their own retail prices. *(Amended Feb 2021)*

4.2.5 Retail prices must be clearly displayed.

4.2.6 Upon customer request, receipts are to be provided for liquor purchases. *(Amended Feb 2021)*

4.2.7 Liquor products must be sold in sealed containers as supplied by the liquor supplier or liquor agent. Special considerations exist for draught beer and bulk wine sales, including:

- a) the cap design should enable the purchaser to demonstrate that the container has not been opened during transportation;
- b) available quantities and related prices must be clearly displayed;
- c) disposable containers are acceptable, however, a container deposit may become necessary to ensure environmental concerns are addressed; and
- d) *(Deleted Feb 2021)*

4.2.8 Wine may only be offered for sale directly to the consumer if the container size has a net quantity of 50ml, 100ml, 200ml, 250ml, 375ml, 500ml, 750ml, 1L, 1.5L, 2L, 3L, or 4L (litres). If a licensee imports a non-standard size wine, it can only be sold to:

- a) licensees for the food service industry;
- b) special event licensees; or
- c) used for promotional purposes (this does not include on-packing or added-value promotions). *(Amended Feb 2021)*

4.2.9 *(Moved to 5.1.5 Feb 2021)*

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**SUBJECT: NON-LIQUOR PRODUCTS**

**POLICIES**

- 4.3.1 A licensee may not sell or provide any non-liquor items except for liquor related products approved by AGLC.
- 4.3.2 Retail liquor stores are prohibited from selling the following:
- a) energy drinks (beverages that contain caffeine, herbs, taurine and/or other vitamins and minerals);
  - b) herbal beverages or other similar drinks marketed as “hangover” cures; and
  - c) branded items of liquor suppliers or liquor agencies.
- 4.3.3 Non-liquor product sales will be no more than 10% of total dollar sales.

**GUIDELINES**

- 4.3.4 A list of the non-liquor items a retail liquor store may sell include the following: (Items not listed are prohibited.)
- a) soft drinks, juices and water (maximum size not to exceed 2 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) portable coolers; (Added Apr 2020)
  - d) ice and ice buckets;
  - e) de-alcoholized beer, wine, coolers (products that have one (1) % alcohol by volume or less);
  - f) liquor flasks (design must not be intended to conceal the fact that they may contain liquor), wine containers, decanters, wineskins, wine racks, wine brushes and wine preservers;
  - g) beer containers, beer can holders/attachable handles;
  - h) disposable drink containers, coasters, cocktail napkins;
  - i) glassware (beer mugs, wine glasses, shot glasses);





**SECTION: PREMISES MANAGEMENT**

**NUMBER: 4.3**

**RETAIL LIQUOR STORE HANDBOOK**

**PAGE 2 OF 2**

**SUBJECT: NON-LIQUOR PRODUCTS**

- j) bottle openers, pour spouts, corkscrews, cocktail shakers, stir sticks, straws, wine stoppers, bottle tops; *(Added Apr 2020)*
- k) bottle bags, gift bags, gift boxes, gift wrapping, bottle neck greeting tags, personalized stick on bottle labels;
- l) liquor related books, magazines, and videos;
- m) bar towels; legal limit breathalysers; and
- n) other liquor related products, approved by AGLC beforehand, that are used in the sale, service and consumption of liquor.

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**SUBJECT: MINORS**

**POLICIES**

- 4.4.1 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.
- 4.4.2 No minor may enter a Class D licensed retail liquor store, a hotel off sales room, a manufacturer's off sales room, or a duty free store 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. *(Amended Dec 2020)*
- 4.4.3 No minor may work as staff in a Class D licensed retail liquor store, a hotel off sales room, a manufacturer's off sales room, a duty free store; or any other premises where a "minors prohibited" condition has been imposed on the licence.
- 4.4.4 No minor may sell liquor products in a general merchandise liquor store. *(Added Mar 2021)*
- 4.4.5 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 the Class D licensed premises unaccompanied by a parent, guardian or spouse who is an adult. If unsatisfied a person is at least 18 years of age, licensee staff must refuse entry or ask the person to leave.
- 4.4.6 For the purposes of Subsection 4.4.4, 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).

**SUBJECT: MINORS**

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

- a) have a name;
- b) be Government issued;
- c) have a unique identifier number; and
- d) include date of birth.

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

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

**GUIDELINES**

4.4.10 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
- 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).

4.4.11 *(Deleted Nov 2019)*

4.4.12 Licensee staff may telephone police whenever a minor attempts to purchase liquor, is found consuming liquor or is found in a licensed premises where minors are prohibited.

**SUBJECT: INTOXICATED PERSONS**

**POLICIES**

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

**GUIDELINES**

4.5.2 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.

4.5.3 If licensee staff is 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.

4.5.4 If an apparently intoxicated person leaves a licensed premise 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: STAFFING REQUIREMENTS**

**POLICY**

- 4.6.1 A retail liquor store must be staffed at all times it is open for business. It cannot be staffed by a person who is working in another adjacent business. *(Amended Feb 2021)*
- 4.6.2 *(Deleted Feb 2021)*
- 4.6.3 Retail liquor store owners and employees are prohibited from consuming liquor or being under the influence of alcohol while on duty.

**SUBJECT: SECURITY**

**GUIDELINES**

(Amended Jun 2021)

- 4.7.1 It is recommended licensees develop security procedures to deal with any emergency or safety issues that arise at the premises. Recommended security procedures include:
- a) maintaining an ongoing product inventory system;
  - b) placing small, easily pocketed items close to point of sale counters;
  - c) locking up high value items or placing high value items in locations where access may be restricted to patrons;
  - d) encouraging staff to greet and make eye contact with all patrons upon entry;
  - e) requesting that backpacks and bags are left at a suitable place near the entrance of the store or not allowing them in the premises;
  - f) developing training/programs for staff on armed robberies, break and enters/thefts, shoplifting, physical assault, cash handling procedures, counterfeit currency, fraudulent use of credit cards, customers short-changing clerks, and issuing of *Petty Trespass Act* notices;
  - g) having Police contact information readily available to staff and reporting all incidents to the Police;
  - h) not keeping large sums of cash in cash registers or on the premises. Large stores should also consider the use of drop safes and an armoured car service. Post signs stating this policy;
  - i) maintaining an incident log book to record incidents (thefts, intoxication, minors etc.) and action taken by staff. The log book should include the date, time, type of incident and incident details;
  - j) ensuring premises staff are easily identifiable by a bright colored shirt, jacket, vest or other suitable garment with the word Staff written across the front or back;
  - k) ensuring a minimum of two staff in the store at all times;

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**SUBJECT: SECURITY**

- l) contacting their local Police department and requesting a Crime Prevention through Environmental Design (CPTED) assessment to assist with making their premises safer. CPTED strategies aim to reduce victimization and deter offender decisions that precede criminal acts;
- m) charging all individuals apprehended for shoplifting or employees stealing product or cash. Post signs stating this policy;
- n) issuing *Petty Trespass Act* notices for all persons caught shoplifting, attempting to shoplift, loitering or being a nuisance; and
- o) conducting criminal record checks on all employees or prospective employees (provided by the Police for a fee).

4.7.2 It is recommended staff be educated about the above procedures to provide them a guideline of how to act in the event of an emergency.

4.7.3 It is recommended licensees consider installing video surveillance as follows:

- a) video surveillance recording devices and lighting at each entrance and exit of the premises, of sufficient quality to identify facial features of patrons entering the premises.
- b) video surveillance recording devices and lighting to provide complete camera/surveillance coverage of patron areas of sufficient quality to identify facial features of patrons and staff;
- c) video surveillance be in operation at all times the premises is open for business. Video surveillance recording devices display the date (including day, month, and year) and time, accurately and constantly on the frames of the recordings. The video surveillance recordings be retained for a minimum of 28 days;
- d) each video camera be installed in a manner that will prevent the power source from being tampered with;
- e) all cameras be linked to video recorders direct or via quad or matrix switchers and be recorded in real time (30 images per second); and
- f) digital recording units meet the following minimum standards:

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**SUBJECT: SECURITY**

- i) the digital video recording device (DVRD) record at 30 images per second per camera with a minimum pixel image common interchange format (CIF) recording;
- ii) the DVRD may house a built-in security data container (SDC) or utilize external storage devices or secured cloud storage services;
- iii) the DVRD archive recorded data to a CD, DVD, flash drive or a secured cloud storage service in compressed, authenticable format. A viewing or playback tool also be available to review this video, as well as a method for ensuring the authenticity of the video excerpt;
- iv) Clearly written/printed signs be prominently displayed to advise of video surveillance equipment locations. Signage be placed such that the public has reasonable and adequate warning that surveillance is, or may be in operation, before entering any area under video surveillance; and
- v) video surveillance and recordings need to meet all privacy legislative requirements any other applicable laws.

4.7.4 It is recommended additional crime deterrent measures such as the following be considered:

- a) Store access control measures that include:
  - i) a security alarm system monitored by a security alarm company;
  - ii) height markers at all entrances and exits to allow for easy determination of height of a culprit in the case of a criminal proceeding;
  - iii) entrances and exits equipped with an audible tone or pager to alert staff when someone enters the premises so they can be greeted upon entry;
  - iv) ensuring customer access to the store is limited to the store front and is visible from the street, shopping centre parking lot or mall access;



**SUBJECT: SECURITY**

- v) in buildings with neighbouring tenants, floor to ceiling solid wall construction, especially where ceiling tiles are used (to prevent access from an adjoining business);
- vi) window protective systems (aluminum shutters or bars);
- vii) using deadbolt locks; and
- viii) installing telephones and panic buttons in the cash register area and issuing remote panic buttons to staff;
- b) ample windows and interior/exterior lighting to allow surveillance from the street. It is strongly recommended that licensees keep windows clear of coverings (including exterior landscaping and foliage) to allow clear visibility into the premises;
- c) all customer parking areas be in front of buildings and be well lit;
- d) public telephones and benches are not located in or near stores as they may attract loiterers, panhandlers, juveniles, prostitutes or drug dealers;
- e) product racks not be so high as to restrict visibility and aisles remain free of any barriers that obstruct visibility;
- f) vestibule spaces are highly recommended to create an additional layer of protection;
- g) cash registers be at the front of the store. This will increase the perceived risk to an offender if he/she is greeted by the clerk immediately;
- h) loading bays :
  - i) be constructed at truck deck (as opposed to ground) height to prevent forced entry; or
  - ii) have eight inch diameter cement filled steel tubes strategically placed around loading areas and areas where glass windows extend below truck deck height; and
  - iii) have steel (not wood) drop bars behind all loading doors to deter entry by prying;

**SUBJECT: SECURITY**

- i) theft prevention signage that displays:
  - i) security prevention methods in place;
  - ii) commitment to prosecute all thefts; and
  - iii) possible fines and sanctions.
- j) identification entry systems:
  - i) using a magnetic lock entry system with an ID scanner at the front entrance vestibule to allow only people with valid ID to enter would assist with:
    - incidents of theft, violence or otherwise unacceptable behavior, in or around the licensed premises.
    - attempts by minors to enter the licensed premises.

Note: The Office of the Privacy Commissioner of Alberta (OIPC) has established guidelines for collecting personal information. 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 [www.oipc.ca](http://www.oipc.ca) or contact the OIPC at 403-297- 2728 or 1-888-878-4044.



**SECTION: PREMISES MANAGEMENT**  
**NUMBER: 4.8**

**RETAIL LIQUOR STORE HANDBOOK**

**PAGE 1 OF 1**

**SUBJECT: GIFT BASKETS/GIFT CERTIFICATES**

**POLICIES**

- 4.8.1 A retail liquor store may offer gift baskets for sale provided the contents of the baskets are limited to liquor and authorized non-liquor product items.
- 4.8.2 A retail liquor store may offer gift certificates for sale.
- 4.8.3 *(Moved to 7.4.4 Feb 2021)*
- 4.8.4 *(Deleted Feb 2021)*

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**SUBJECT: CHARITABLE ACTIVITIES/CAMPAIGNS**

**POLICIES**

4.9.1 A retail liquor store may allow charitable organizations to conduct fund raising activities within the premises (premises includes areas where liquor is sold and stored, entrances, exits, hallways, etc.) as follows:

- a) the selling of non-food items, which are recognized as part of a large national campaign, either through honour boxes or personal attendant supplied by the organization, such as:
  - i) Royal Canadian Legion Poppy Fund;
  - ii) Salvation Army Christmas Kettles;
  - iii) daffodil sales by Cancer Society; and
  - iv) S.P.C.A. lapel pins;
- b) displaying cash boxes for cash donations;
- c) food and gift bank depositories; and
- d) the selling of raffle tickets by a personal attendant of the organization.

4.9.2 (Deleted May 2020)

**GUIDELINES**

4.9.3 A retail liquor store may allow all types of charitable activity to take place outside the store premises.

**SUBJECT: LIQUOR/FOOD SERVICE**

**POLICIES**

- 4.10.1 A retail liquor store operator must not permit free liquor to be offered or given to a customer except for sealed bottles of liquor as a prize (see Subsection 7.4.1) or for legitimate tasting purposes (see Subsection 7.5).
- 4.10.2 Apart from tastings of liquor the only other occasion at which liquor may be served or consumed in a retail liquor store is during customer appreciation, anniversary or grand opening of the retail liquor store. The liquor may only be served to customers of legal drinking age.
- 4.10.3 A retail liquor store must not set aside an area in the liquor store to be presented as a place where liquor may be consumed in a leisurely manner (for example, as a bar or lounge).
- 4.10.4 Food, snacks or other edible products may only be offered in a retail liquor store:
- a) during a customer appreciation, anniversary or grand opening of the retail liquor store; or
  - b) as part of a liquor tasting. The Class D licensee must provide, solely at its cost, the allowed food items (see Subsection 7.5).  
*(Amended Mar 2018)*
- 4.10.5 *(Moved to 7.5.11 Feb 2021)*
- 4.10.6 *(Moved to 7.5.12 Feb 2021)*
- 4.10.7 *(Deleted Feb 2021)*
- 4.10.8 *(Moved to 4.2.8 Feb 2021)*

**SUBJECT: DELIVERY SERVICE**

**POLICIES**

4.11.1 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 and either be: *(Amended Dec 2020)*
  - i) the licensee;
  - ii) staff of the licensee, including contracted staff, whose actions are the responsibility of the licensee; *or (Amended Dec 2019)*
  - iii) the licensee and a common carrier (see Section 1.2.1); in addition to conducting its own deliveries, the licensee may use a common carrier; *or (Added Feb 2021)*
  - iv) 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 a licence is in effect.
- c) *(Deleted Feb 2021)*
- 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 Subsection 4.4.). *(Amended Dec 2019)*

4.11.2 *(Deleted Dec 2019)*

4.11.3 A liquor order must leave the retail liquor store during the maximum hours of operation, (9:00 a.m. to 2:00 a.m.); however, an additional 30 minutes is permitted for delivery. *(Amended Dec 2020)*

4.11.4 *(Deleted Dec 2019)*

**GUIDELINES**

4.11.5 Retail liquor store operators may provide a delivery service.

4.11.6 A fee may be charged for delivery services.

4.11.7 The store may deliver more than one order at a time.



**SECTION: PREMISES MANAGEMENT**  
**NUMBER: 4.11**

**RETAIL LIQUOR STORE HANDBOOK**

**PAGE 2 OF 2**

**SUBJECT: DELIVERY SERVICE**

4.11.8 Delivery services exclusively to other licensees may commence at 7:00 a.m., any day of the week.

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**SUBJECT: COLLECTION OF PERSONAL INFORMATION**

**POLICIES**

- 4.12.1 Pursuant to Section 69.2(1) of the GLCA, a licensee may, but is not required to, collect a patron's name, age and photograph. No other information may be collected.
- 4.12.2 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.
- 4.12.3 *(Deleted Dec 2020)*
- 4.12.4 Licensees must comply with the guidelines established by the Office of the Information and Privacy Commissioner (OIPC) (see Subsection 4.12.6).

**GUIDELINES**

- 4.12.5 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.
- 4.12.6 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 condition of allowing them to enter the licensed premises: Personal Information Protection Act (PIPA).



**SUBJECT: COLLECTION OF PERSONAL INFORMATION**

- 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.

4.12.7 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 [www.oipc.ca](http://www.oipc.ca) or contact the [oipc.ca](http://oipc.ca) at 403-297-2728 or 1-888-878-4044.

**SUBJECT: GENERAL INFORMATION**

**POLICIES**

5.1.1 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) 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).

5.1.2 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.

5.1.3 *(Deleted Dec 2020)*

5.1.4 Two (2) 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 (1) licence number and be shipped on one (1) 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.
- 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.

**Non-Beverage Liquor Products**

5.1.5 A retail liquor store may sell cooking wines, cooking liquors, stomach bitters and herbal beverages provided the products are purchased as stated in 5.1.6 and 5.1.7 below. *(Amended Feb 2021)*

5.1.6 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;

**SUBJECT: GENERAL INFORMATION**

- 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.

5.1.7 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.

5.1.8 *(Deleted Dec 2020)*

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

**GUIDELINES**

5.2.1 Connect Logistics Services Inc. (CLS) operates an order desk at the St. Albert warehouse for licensees.

5.2.2 To place an order, or for information about order days, minimum order quantities, product pickup and delivery, contact CLS during regular business hours:

Hours: 6 a.m. – 2: 30 p.m. Monday through Friday  
8 a.m. – 2:30 p.m. Sunday

Phone: 1-800-661-8943 toll-free across Alberta, or  
780-458-4504 in the Edmonton area

Fax: 1-800-727-8960 toll-free across Alberta, or  
780-458-4515 in the Edmonton area

5.2.3 Orders may also be placed through the CLS website ([www.liquorconnect.com](http://www.liquorconnect.com)). To register for online services, call CLS at 1-800-265-6784.

5.2.4 The following information is required to place an order:

- a) name of licensed retail outlet;
- b) AGLC licence number;
- c) 6-digit product code for each item ordered (see the Liquor Wholesale Price list); and
- d) quantities required (full case).

5.2.5 CLS will confirm pickup or delivery arrangements at the time of ordering.

5.2.6 Product pricing information is available on AGLC'S website ([aglc.ca](http://aglc.ca)). To register for online access, contact [liquorlicensing@aglc.ca](mailto:liquorlicensing@aglc.ca); or fax at 780-447-8911. Prices are posted daily and show a rolling schedule of 13 days prior and 13 days after the price effective date. Liquor agencies may change their prices weekly, every Friday.

5.2.7 *(Deleted Feb 2021)*

**SUBJECT: PURCHASES FROM CLASS E MANUFACTURERS****GUIDELINES**

5.3.1 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 403-279-2337

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)*

5.3.1.1 Licensees may also order product from Class E breweries, wineries and distilleries. Manufacturers' contact information can be located using the following link on AGLC's website: [aglc.ca/liquor/liquor-provider-search](http://aglc.ca/liquor/liquor-provider-search). Select 'Licence Class', 'Class E' and 'Search'.. *(Added Mar 2017)*

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



**SECTION: LIQUOR PURCHASES AND RETURNS**

**NUMBER: 5.4**

**RETAIL LIQUOR STORE HANDBOOK**

**PAGE 1 OF 1**

**SUBJECT: PURCHASES FROM CLASS D RETAILERS**

**GUIDELINES**

- 5.4.1 Retail Liquor Stores may sell to or purchase liquor from any authorized Class D retailer.
- 5.4.2 Prices and quantities purchased are negotiable between the purchaser and the retailer.
- 5.4.3 Ordering, payment and pick-up or delivery conditions are set by the retailer.

**DATE ISSUED:** February 16, 2012

**AUTHORITY:** Original signed by  
Marguerite Trussler



**SECTION: LIQUOR PURCHASES AND RETURNS**

**NUMBER: 5.5**

**RETAIL LIQUOR STORE HANDBOOK**

**PAGE 1 OF 1**

**SUBJECT: PURCHASES FROM A PRIVATE PARTY OR ESTATE**

**POLICIES**

- 5.5.1 In exceptional circumstances, a retail liquor store may purchase liquor products from a private party or an estate. The retail liquor store licensee must obtain approval in writing from AGLC before making the purchase.
- 5.5.2 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 16, 2012

AUTHORITY: Original signed by  
Marguerite Trussler



**SECTION: LIQUOR PURCHASES AND RETURNS**

**NUMBER: 5.6**

**RETAIL LIQUOR STORE HANDBOOK**

**PAGE 1 OF 1**

**SUBJECT: ABSOLUTE/ETHYL ALCOHOL**

**POLICIES**

5.6.1 *(Deleted Feb 2021)*

5.6.2 Retail liquor stores are not permitted to stock or sell absolute alcohol or ethyl alcohol. *(Amended Feb 2021)*

**GUIDELINES**

5.6.3 Inquiries received at a retail liquor store for the purchase of absolute alcohol are to be referred to AGLC. *(Amended Feb 2021)*

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AUTHORITY: Original signed by  
Len Rhodes



**SUBJECT: LIQUOR COST AND PAYMENT****POLICIES**

- 5.7.1 Liquor cost to a licensee must be based on product prices at the time the order is placed.
- 5.7.2 Payment must be warehouse-specific, with a separate transaction for each order placed under a specific licence number.
- 5.7.3 Payment must be confirmed before an order is released to a licensee. The following forms of payment are acceptable:
- a) *(Deleted Feb 2021)*
  - b) certified cheque;
  - c) bank draft;
  - d) bank money order;
  - e) uncertified cheque or interactive voice response (IVR), if provided with a bank guarantee letter (see Subsection 5.7.4); or
  - f) direct deposit through an approved financial institution if:
    - i) authorized by AGLC; or
    - ii) direct deposit set-up was initiated by AGLC; or
    - iii) Third Party Payment Processor (TPP) listed by AGLC. *(Added Feb 2021)*
- 5.7.4 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.
- 5.7.5 No form of credit is extended.
- 5.7.6 If for any reason a cheque (including an IVR "draw cheque") is returned by the bank:
- a) any outstanding orders will not be released to the licensee, nor will the licensee be allowed to place any further orders until



SECTION: LIQUOR PURCHASES AND RETURNS

NUMBER: 5.7

RETAIL LIQUOR STORE HANDBOOK

PAGE 2 OF 2

SUBJECT: LIQUOR COST AND PAYMENT

the amount owing is paid by certified cheque or bank money order; and

b) the licensee must pay any service charges determined by AGLC.

5.7.7 Repeated payment problems may result in licence suspension.

**GUIDELINES**

5.7.8 *(Deleted Feb 2021)*

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Len Rhodes



SECTION: LIQUOR PURCHASES AND RETURNS

NUMBER: 5.8

RETAIL LIQUOR STORE HANDBOOK

PAGE 1 OF 1

SUBJECT: REFUNDS FOR DELIVERY PROBLEMS

*(Deleted Dec 2020)*

***Please see the Connect Logistics Services Retail Handbook for information regarding refunds for delivery problems.***

DATE ISSUED: December 14, 2020

AUTHORITY:

Original signed by  
Len Rhodes

**SUBJECT: REFUNDS FOR FAULTY PRODUCT**

**POLICIES**

- 5.9.1 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.
- 5.9.2 AGLC validates all faulty product claims.
- 5.9.3 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).
- 5.9.4 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.
- 5.9.5 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)*
- 5.9.6 Faulty bottles, and cases that are missing bottles, must be kept by the licensee until AGLC approves disposition.
- 5.9.7 Faulty products approved for credit by AGLC must immediately be destroyed. The product must not be made available for resale. *(Amended Jun 2018)*
- 5.9.8 Refund amounts are based on the original wholesale price paid by the licensee to AGLC.
- 5.9.9 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.

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Len Rhodes

**SUBJECT: REFUNDS FOR FAULTY PRODUCT**

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

5.9.11 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.

5.9.12 *(Deleted Dec 2020)*

5.9.13 When AGLC issues a product recall, the licensee must immediately suspend sales of these products and remove them from store shelves. *(Amended Dec 2020)*

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

**GUIDELINES**

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

5.9.16 *(Deleted Dec 2020)*

5.9.17 *(Deleted Dec 2020)*

5.9.18 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)*

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SECTION: LIQUOR PURCHASES AND RETURNS

NUMBER: 5.9

RETAIL LIQUOR STORE HANDBOOK

PAGE 3 OF 3

SUBJECT: REFUNDS FOR FAULTY PRODUCT

- 5.9.19 Product analysis by AGLC for faulty product claims may be required.
- 5.9.20 If a product listed on a Faulty Product Claim Request is ineligible for refund, AGLC will advise the licensee and explain why. *(Amended Dec 2020)*
- 5.9.21 Dry breaks (no product spilled) should not be reported on a Faulty Product Claim Request form. Compensation for dry breaks is automatically processed each year, based on the licensee's purchases the previous year. Compensation for less than \$5 and compensation to terminated licensees will not be issued. *(Amended Dec 2020)*

**Products Causing Illness**

- 5.9.22 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, Liquor and Cannabis  
50 Corriveau Avenue  
St. Albert, Alberta T8N 3T5  
Attention: Product and Pricing  
Telephone: 780-447-8832  
Email: [Product@aglc.ca](mailto:Product@aglc.ca)

DATE ISSUED: December 14, 2020

AUTHORITY:

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Len Rhodes

**SUBJECT: EMPTY CONTAINER RETURNS**

**POLICIES**

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

**GUIDELINES**

5.10.2 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.

5.10.3 *(Deleted Dec 2020)*

5.10.4 *(Deleted Dec 2020)*

5.10.5 *(Deleted Dec 2020)*

5.10.6 *(Deleted Dec 2020)*

5.10.7 *(Deleted Dec 2020)*

5.10.8 *(Deleted Dec 2020)*

5.10.9 For information 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

[bcmb.ab.ca](http://bcmb.ab.ca)

*(Amended Dec 2020)*

**SUBJECT: CUSTOMER RETURNS****POLICIES**

- 5.11.1 A retail liquor store must accept full resalable containers of liquor returned for refund by a special event licensee, if the product was purchased at that retail liquor store. The customer must present a copy of the Special Event Licence (SEL) used at the event. A restocking fee may be charged. *(Amended Nov 2017)*

**GUIDELINES**

- 5.11.2 Retail liquor stores may accept full resalable containers of liquor sold to the general public and returned for refund.
- 5.11.3 Retail liquor stores may use the following as a guide for determining whether or not a returned product is in sellable condition:
- a) closures are not weak, loose or damaged;
  - b) seal strips are intact;
  - c) label on bottle is intact; or
  - d) bottle is not cracked.

**Note:** This list is not exhaustive and store operators may use their discretion in determining whether the product is sellable or may have been damaged or tampered with



**SUBJECT: PRODUCT RETURNS****POLICIES**

5.12.1 Product Returns are allowed for the following reasons:

- a) recalled product (either issued by the Canadian Food Inspection Agency, AGLC or the liquor agency);
- b) stale-dated product (**Note:** stale-dated product refers to a product that has surpassed a “best before” date or “stale-date” indicated on the product label and/or container. Stale-dated does not refer to older/out-dated vintages of wine); or
- c) faulty product.

5.12.2 Return of inventory to CLS for reasons other than outlined in 5.12.1 will not be allowed.

**GUIDELINES****Returns to CLS:**

5.12.3 The agency is responsible for approving all product returns from licensees. If the liquor agency approves a return, the agency must provide written authorization to CLS Customer Service. The authorization must specify which party (either the liquor agency or the licensee) will be responsible for the freight and re-stocking charges. Re-stocking charges apply even if the product will be returned to the supplier or destroyed. *(Amended Feb 2021)*

5.12.4 Once the agency has provided written authorization, CLS Customer Service will make arrangements for completion of a CLS Product Return Authorization form and the actual return of the product.

**Returns from Other Warehouses**

5.12.5 The supplier is responsible for approving all product returns from licensees.

5.12.6 Licensees must comply with each supplier’s specified procedures.

**SUBJECT: PERSONAL IMPORTATION OF LIQUOR****GUIDELINES**

5.13.1 Pursuant to section 89 of the Gaming, Liquor and Cannabis Regulation, an adult may import liquor purchased in a province or territory other than Alberta for personal use and consumption in Alberta in accordance with this policy:

- a) An adult may bring liquor into Alberta from another province or territory in any quantity for personal use if the liquor is:
  - i) in the direct possession of the individual; or
  - ii) as part of the individual's baggage, where the individual and individual's baggage are being carried on board the same vehicle, aircraft, boat, or other conveyance.
- b) An adult may cause liquor to be brought into Alberta from another province or territory in any quantity in the following manner:
  - i) contact a Class D (Retail Liquor Store) licensee and request that the product be brought into Alberta and the quantity desired; or
  - ii) contact a registered liquor agency and request that the product be brought into Alberta and the quantity desired.

**Note:** There are no minimum or maximum quantity requirements.

5.13.2 For the purposes of Subsection 5.13.1b) i) above, a Class D licensee, requested by an adult to bring a product into Alberta may contact a registered liquor agency to arrange for the importation, or refer the adult to another retail liquor store licensee or directly to an agency to make the arrangements.

5.13.3 Product imported pursuant to Subsections 5.13.1b) i) or 5.13.1b) ii) may be picked up from, or delivered by, the retail liquor store licensee to the adult who ordered it.

5.13.4 *(Deleted Feb 2021)*

**SUBJECT: FUTURES****POLICIES**

- 5.14.1 In this section, Futures are defined as liquor products which are purchased by a liquor agency a minimum of 12 months prior to being bottled. Liquor Agency Futures Deposits (LAFD) are the deposits received from licensees for payments made by agencies to liquor manufacturers, or their representatives, for Futures products.
- 5.14.2 Licensees may pay a LAFD amount to an agency for Futures.
- 5.14.3 When registering the Futures product the agency must provide an invoice price which includes the LAFD received from the licensees. Due to the nature of Futures products, price changes will be allowed to be made as required, rather than on the normal bi-weekly basis.
- 5.14.4 When registering the Futures product, the agency must provide AGLC with a list of the LAFDs paid by all licensees for each product code. The following information is required by licensee:
- a) licence number;
  - b) product code;
  - c) number of cases of each product code allocated to this licensee;
  - d) LAFD amount per case for each product code, which must be in whole dollars; and
  - e) total LAFD amount for each licensee for each product code [must agree to c) and d) above].
- 5.14.5 As is standard procedure, licensees will pay AGLC for the product when purchased. The payment will equal the wholesale amount less the LAFD paid to the agency.
- 5.14.6 Through the consignment payment process, AGLC will pay the agency its price, less the LAFD paid by each licensee.
- 5.14.7 The onus is on the agency to provide complete and accurate data on the LAFD received from licensees. AGLC will not be responsible for assuming any financial liability due to incomplete or inaccurate submissions. Any disagreements in the amount of the deposits paid by the licensee or received by the agency must be resolved between the two parties.

**SUBJECT: GENERAL INFORMATION**

**POLICIES**

6.1.1 For all of Section 6,

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; 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)*

6.1.2 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-t and Telecommunications Commission (CRTC) and any other regulator with jurisdiction.

6.1.3 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).

6.1.4 Advertising must not:

a) be targeted at minors (see Subsection 6.1.5);

**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.

**6.1.5 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.

**6.1.6** A product endorsement by well-known personality or look-a-like should not imply that drinking liquor contributed to their success.

**6.1.7** *(Deleted Feb 2021)*

**6.1.8** 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.

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

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

**6.1.11** *(Deleted Dec 2020)*

**SUBJECT: GENERAL INFORMATION**

**GUIDELINES**

- 6.1.12 Advertising which promotes the responsible consumption of liquor (i.e., legal, moderate and safe) is highly recommended and supported by AGLC.
- 6.1.13 *(Deleted Dec 2020)*
- 6.1.14 References to brand advertising do not apply to Special Event licensees.
- 6.1.15 Corporate or brand identification may be used in public service or community advertising.
- 6.1.16 *(Deleted Dec 2020)*
- 6.1.17 A licensee and a manufacturer of non-liquor products may advertise jointly, as long as the advertising complies with Section 6 policies.

**SUBJECT: ADVERTISING BY CLASS D LICENSEES AND DUTY FREE STORES**

**POLICIES**

6.2.1 *(Deleted Feb 2021)*

6.2.2 Comparative price advertising is allowed. *(Amended Feb 2021)*

6.2.3 Brand advertising is acceptable, with the following conditions:

- a) the licensee must receive permission in advance from the liquor supplier (or whoever owns/controls the brand identification) to use the brand logo, typeset or trademark; and
- b) the licensee may not request or receive any benefit (money or other) from a liquor supplier for advertising its brands.

6.2.4 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) with the exception of loyalty programs. *(Amended Feb 2021)*

6.2.5 *(Deleted Dec 2020)*

6.2.6 The restrictions of Subsection 6.2.4 also apply to any retail liquor store which uses the trade mark name of another business or company not owned or operated by the licensee.

6.2.7 Class D liquor delivery service advertising must not promote the use, sale or consumption of liquor.

6.2.8 *(Deleted Feb 2021)*



SECTION: ADVERTISING

NUMBER: 6.3

RETAIL LIQUOR STORE HANDBOOK

PAGE 1 OF 1

SUBJECT: ADVERTISING BY SPECIAL EVENT LICENSEES

*(Deleted Dec 2020)*

***Please see the Special Event Licence Policies and Guidelines at [aglc.ca](http://aglc.ca) for policies regarding Advertising by Special Event Licensees.***

DATE ISSUED: December 14, 2020

AUTHORITY:

Original signed by  
Len Rhodes





**SECTION: ADVERTISING**  
**NUMBER: 6.4**

**RETAIL LIQUOR STORE HANDBOOK**

**PAGE 1 OF 1**

**SUBJECT: ADVERTISING CONTENT RESTRICTIONS**

(Deleted Dec 2020)

*Please see the Liquor Agency Handbook and Section 6.1 of the Retail Liquor Store Handbook for Advertising Content Restrictions.*

DATE ISSUED: December 14, 2020 AUTHORITY: Original signed by Len Rhodes

**SUBJECT: SPONSORSHIPS****POLICIES**

- 6.5.1 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)*
- 6.5.2 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.
- 6.5.3 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 7.7.1
- 6.5.4 *(Deleted Feb 2021)*
- 6.5.5 A sponsored event held on-campus at an educational institution must have the prior approval of the institution's administration.
- 6.5.6 Corporate or brand names and logos may:
- 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).
- 6.5.7 A corporate or brand name and logo may be displayed on a corporate vehicle and the vehicle may appear at a sponsored event.
- 6.5.8 A liquor agency, supplier or licensee may own a sports franchise.

**SUBJECT: SPONSORSHIPS**

6.5.9 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 6 and 7.

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

**GUIDELINES**

6.5.11 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](mailto:inspections.mailbox@aglc.ca)

6.5.12 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**

6.6.1 Participation in a trade show may be undertaken with a display booth. The following conditions apply: *(Amended Feb 2021)*

- a) Participation in a trade show may be advertised. *(Amended Feb 2021)*
- b) The display booth may advertise liquor and related products and staff may wear promotional clothing. Promotional and educational materials may be given away.
- c) Tastings may be sold or provided as long as the conditions specified in Sections 7.5.1 and 7.5.2 are followed. *(Amended Feb 2021)*
- d) *(Deleted Feb 2021)*

6.6.2 A retail liquor store 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.

**GUIDELINES**

6.6.3 A licensee participating in a trade show must also comply with the trade show operator's requirements for display booths and liquor tastings.

6.6.4 *(Deleted Feb 2021)*



SECTION: ADVERTISING

NUMBER: 6.7

RETAIL LIQUOR STORE HANDBOOK

PAGE 1 OF 1

SUBJECT: MARKET RESEARCH

(Deleted Dec 2020)

*Please see the Liquor Agency Handbook at [aglc.ca](http://aglc.ca) for policies regarding Market Research.*

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Len Rhodes



SECTION: ADVERTISING

NUMBER: 6.8

RETAIL LIQUOR STORE HANDBOOK

PAGE 1 OF 1

SUBJECT: HOSTING NO SALE FUNCTIONS

(Deleted Dec 2020)

*Please see the Liquor Agency Handbook at [aglc.ca](http://aglc.ca) for policies regarding Hosting No Sale Functions.*

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**SUBJECT: GENERAL INFORMATION****POLICIES**

- 7.1.1 For all of Section 7:
- 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)*
- 7.1.2 A product promotion must not encourage the irresponsible use, consumption or service of liquor.
- 7.1.3 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 Subsection 7.5) and sampling (see Subsection 7.6).
  - b) The promotion must take place in a licensed premise.
- 7.1.4 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.
- 7.1.5 A product promotion may be co-sponsored by a third party.
- 7.1.6 Product promotions not specifically addressed in Section 7 require the prior approval of AGLC.

**SUBJECT: PROHIBITED INDUCEMENTS AND BENEFITS****POLICIES**

- 7.2.1 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.
- 7.2.2 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.
- 7.2.3 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.
- 7.2.4 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.
- 7.2.5 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.
- 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.
- 7.2.6 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 7.6; 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 7.2.9.1);
  - iii) refrigeration or dispensing equipment (except refrigerators noted in Subsection 7.2.9.1; dispensing equipment noted in 7.2.9.2 and tap handles noted in 7.2.10) or
  - iv) *(Deleted Feb 2021)*
  - v) other items considered essential to operating a licensed premises (see Subsection 7.2.10).

7.2.6.1 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).

7.2.7 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.

7.2.8 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 7.2.5 or any other costs for the licensee, their staff or agents to attend a seminar, convention, meeting or exhibition outside Alberta.

7.2.9 *(Deleted Dec 2020)*

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**SUBJECT: PROHIBITED INDUCEMENTS AND BENEFITS**

7.2.9.1 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.

7.2.9.2 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;
- c) not utilized as the licensee's primary dispensing method; and

**SUBJECT: PROHIBITED INDUCEMENTS AND BENEFITS**

d) services associated to the equipment, including power or any other installation, must be the sole responsibility of the licensee.

*(Added Feb. 2018)*

7.2.9.3 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.

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

- |   |   |
|---|---|
| · aprons or hats for staff  | · glasses and mugs                              |
| · bar towels  | · ice buckets                                   |
| · bottle openers and corkscrews   | · inflatables                                   |
| · interior branded signs (must not contain or display the licensee's business name) | · lapel pins                                    |
| · clocks  | · mirrors                                       |
| · coasters  | · napkins                                       |
| · condiment caddies   | · patio umbrellas                               |
| · draught tap handles   | · place mats                                    |
| · drip mats   | · posters                                       |
| · flags, pennants and banners   | · promotional fridges (see subsection 7.2.9.1a) |
| · fruit slicers   | · promotional racks (see subsection 7.2.9.1b)   |
|   | · sandwich boards                               |
|   | · serving trays                                 |
|   | · tent cards and inserts                        |

*(Amended Apr 2016)*

7.2.11 The following conditions apply to the non-essential items listed in subsection 7.2.10:

- 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
- c) they cannot be sold to customers.

**GUIDELINES**

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**SECTION: PRODUCT PROMOTIONS**  
**NUMBER: 7.2**

**RETAIL LIQUOR STORE HANDBOOK**

**PAGE 5 OF 5**

**SUBJECT: PROHIBITED INDUCEMENTS AND BENEFITS**

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

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**SUBJECT: BUY/SELL AGREEMENTS (BSA)****POLICIES**

- 7.3.1 "BSA" means a document establishing the terms and conditions under which a liquor agency will provide a licensee with promotional items in exchange for the licensee promoting a specific brand(s) of liquor.
- 7.3.2 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 7.5) and added-value items for existing inventory (see Section 7.9). 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.
    - 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.
  - 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 supplier/agency;
    - ii) name, licence number and class of licensed premises;
    - iii) duration of agreement (maximum 12 months);
    - iv) list of promotional items and/or services provided and their retail value; and

**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).

7.3.3 A true 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 true copy of the BSA must be kept:

- a) at the liquor agency's head office; and
- b) on every licensed premises.

7.3.4 *(Deleted Feb 2021)*

7.3.5 A BSA must be kept for a minimum of two years after the expiry of the agreement.

**GUIDELINES**

7.3.6 *(Deleted May 2018)*

7.3.7 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.

**SUBJECT: LICENSEE PROMOTIONS**

**POLICIES**

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

- a) *(Deleted Feb 2021)*
- 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) The time, date and place of the draw must be clearly displayed on the premises. *(Amended Feb 2021)*

7.4.2 *(Deleted Feb 2021)*

**GUIDELINES**

7.4.3 *(Deleted Feb 2021)*

7.4.4 Retail liquor stores may give away merchandise, other than liquor or food, to promote the store (for example, key chains, baseball caps, ashtrays, etc.) provided the merchandise identifies the store and is not given to the store by liquor suppliers or liquor agencies.

**SUBJECT: LIQUOR TASTINGS**

**POLICIES**

- 7.5.1 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)*
- 7.5.2 Maximum tasting sizes are as follows:
- a) beer and ciders - 112 ml (4 oz.); *(Amended Mar 2018)*
  - b) refreshment beverages (e.g. coolers/premixed) - 112 ml (4 oz.);  
*(Amended Mar 2018)*
  - c) wine - 56 ml (2 oz); *(Amended Mar 2018)*
  - d) spirits - 28 ml (1 oz); and *(Amended Dec 2020)*
  - e) liqueurs - 28 ml (1 oz). *(Amended Dec 2020)*
- 7.5.3 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)*
- 7.5.4 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.

7.5.5 Tastings by liquor agencies must not be conducted outside of the licensed premises (for example, on a patio outside the store, in a tent outside the store, etc.).

7.5.6 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 be involved in the tasting; and *(Amended Dec 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)*

7.5.7 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) *(Deleted Apr 2020)*

7.5.8 Allowable food items in a Class D premises must be snack-sized portions that complement the liquor being tasted. Full course meals (catered or otherwise) are not permitted. *(Amended Apr 2020)*

7.5.9 Liquor tastings may be conducted by the retail liquor store operator to private groups, on an invitational basis, for educational purposes on or off the liquor store premises. For example, tasting by the glass during a training session at a private club is allowed if a qualified applicant obtains a Private Resale Special Event licence; (for more information, contact the Regulatory Division in St. Albert at 780-447-8837. Training sessions in the retail liquor store may only be conducted in licensed areas of the store.

7.5.10 *(Deleted Oct 2020)*

7.5.11 Off-premises liquor tastings (no mixed drinks) may be offered by a Class D Licensee at the retail store providing:

- a) tasting sizes do not exceed maximum size limits set out in Subsection 7.5.2;
- b) the liquor is in a sealed, tamper-proof/tamper-evident container;
- c) tastings are not packaged in a manner that resembles a retail liquor product; and
- d) information for each of the tasting products is provided to the consumer in a manner that clearly identifies:
  - i) the percentage of alcohol, volume and brand of liquor; and
  - ii) the ingredients/contents of each product provided.

*(Added Dec 2020)*

7.5.12 Off-premises liquor tastings may be delivered. For information on delivery requirements, please see Subsection 4.11.1. *(Added Dec 2020)*



SECTION: PRODUCT PROMOTION  
NUMBER: 7.6

RETAIL LIQUOR STORE HANDBOOK

PAGE 1 OF 1

SUBJECT: PRODUCT SAMPLING FOR LICENSEES

*(Deleted Feb 2021)*

***Please see the Liquor Agency Handbook at [aglc.ca](http://aglc.ca) for policies regarding Product Sampling For Licensees.***

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SECTION: PRODUCT PROMOTION  
NUMBER: 7.7

RETAIL LIQUOR STORE HANDBOOK

PAGE 1 OF 1

SUBJECT: PRODUCT SAMPLING FOR PUBLIC

*(Deleted Feb 2021)*

***Please see the Liquor Agency Handbook at [aglc.ca](http://aglc.ca) for policies regarding Product Sampling For Public.***

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**SUBJECT: GENERAL PRODUCT PROMOTIONS****POLICIES**

7.8.1 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 agency. 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 agency 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 agency).

7.8.2 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 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. 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.

7.8.3 *(Deleted Feb 2021)*

DATE ISSUED: February 18, 2021

AUTHORITY: Original signed by  
Len Rhodes

**SUBJECT: GENERAL PRODUCT PROMOTIONS**

7.8.4 *(Deleted Dec 2020)*

**GUIDELINES**

7.8.5 There is no limit to prize value.

7.8.6 A licensee may reduce the price of one or more products as part of a promotion.

7.8.7 *(Deleted Feb 2021)*

7.8.8 *(Deleted Dec 2020)*

**SUBJECT: ADDED-VALUE PRODUCT PROMOTIONS**

**POLICIES**

7.9.1 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.

7.9.2 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. A licensee may not deface or remove the label or tag.  
*(Amended Feb 2021)*

iii) The liquor provided as an added-value item may not exceed the 15% maximum value allowed under Subsection 7.9.4b), unless otherwise approved in writing by AGLC. *(Amended Feb 2021)*

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); and

d) Objects of nominal value (e.g. corkscrew, bottle opener, wine glass, beer mug, shot glass, key ring, golf ball decal, figurine, CD, etc). *(Amended Feb 2021)*

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

a) On-Pack

**SUBJECT: ADDED-VALUE PRODUCT PROMOTIONS**

A liquor on-pack item must be attached to the liquor product with a plastic ring, elastic band, shrink wrap or similar method by:

- i) the liquor agency, at its plant;
- ii) the liquor agency's employee;
- iii) Connect Logistics Services Inc., at the Liquor Distribution Centre in St. Albert (a fee is charged for this service); or
- iv) 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.

7.9.4 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.
- 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



**SUBJECT: ADDED-VALUE PRODUCT PROMOTIONS**

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.

- 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 Subsection 7.9.10).
- 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.

7.9.5 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) *(Deleted Feb 2021)*
- c) The items may identify the licensee's premises; and.
- d) Money-off coupons for liquor purchases are acceptable.

7.9.6 Tobacco products are prohibited as an added-value item.

7.9.7 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).

7.9.8 Added-value promotions which do not comply with all of the policies in this section require the prior approval of AGLC.

7.9.9 AGLC reserves the right to set limits on the quantity of liquor provided to a licensee for an added-value promotion.

7.9.10 *(Deleted Feb 2021)*



**SECTION: SPECIAL EVENT LICENCES**  
**NUMBER: 8.1**

**RETAIL LIQUOR STORE HANDBOOK**

**PAGE 1 OF 1**

**SUBJECT: GENERAL INFORMATION**

*(Deleted May 2018)*

**PLEASE SEE [AGLC.CA](http://AGLC.CA) FOR INFORMATION REGARDING SPECIAL EVENT LICENCES**

DATE ISSUED: May 15, 2018 AUTHORITY: Original signed by Gael MacLeod

**SUBJECT: GENERAL INFORMATION**

**POLICIES**

9.1.1 *(Deleted Dec 2020)*

9.1.2 *(Deleted Dec 2020)*

9.1.3 *(Deleted Dec 2020)*

9.1.4 When an AGLC Inspector finds a licensee in contravention of the GLCA, the GLCR or Board policy, the Inspector may request the licensee to take appropriate steps to comply with the legislation or policy.

9.1.5 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 Subsection 10.1).

**GUIDELINES**

9.1.6 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.

9.1.7 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.

DATE ISSUED: December 14, 2020

AUTHORITY: Original signed by  
Len Rhodes



**SECTION: INSPECTIONS**

**NUMBER: 9.1**

**RETAIL LIQUOR STORE HANDBOOK**

**PAGE 2 OF 2**

**SUBJECT: GENERAL INFORMATION**

9.1.8 *(Deleted Dec 2020)*

9.1.9 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.

9.1.10 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: December 14, 2020

AUTHORITY: Original signed by  
Len Rhodes

**SUBJECT: LIQUOR SEIZURE AND ANALYSIS**

**POLICIES**

- 9.2.1 Unauthorized or illegal liquor is not permitted in a licensed premise.
- 9.2.2 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.
- 9.2.3 Any unauthorized or illegal liquor products found in a licensed premise will be seized immediately.
- 9.2.4 An Inspector will submit an Incident Report (see Subsection 10.1) which may result in disciplinary action up to and including suspension or cancellation of licence.

**GUIDELINES**

- 9.2.5 *(Deleted Dec 2020)*
- 9.2.6 The liquor may be analyzed to confirm it has not been adulterated.



**SECTION: LICENSEE DISCIPLINE**

**NUMBER: 10.1**

**RETAIL LIQUOR STORE HANDBOOK**

**PAGE 1 OF 1**

**SUBJECT: INCIDENT REPORTS**

**GUIDELINES**

- 10.1.1 An AGLC Inspector who observes an alleged violation may prepare an Incident Report detailing the circumstances. *(Amended Dec 2020)*
- 10.1.2 The President & Chief Executive Officer or delegate may propose a penalty or refer the Incident Report to the Board for review and decision where circumstances warrant.
- 10.1.3 On reviewing an Incident Report, the Board may decide to impose a penalty with or without a hearing.

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AUTHORITY: Original signed by  
Len Rhodes



SECTION: LICENSEE DISCIPLINE  
NUMBER: 10.2

RETAIL LIQUOR STORE HANDBOOK

PAGE 1 OF 1

SUBJECT: NOTICE OF ADMINISTRATIVE SANCTION

*(Deleted Nov 2019)*

**PLEASE SEE THE BOARD HEARING PANEL RULES AND PROCEDURES DOCUMENT AT [aglc.ca](http://aglc.ca) FOR INFORMATION ON NOTICE OF ADMINISTRATIVE SANCTION.**

DATE ISSUED: November 28, 2019 AUTHORITY: Original signed by Len Rhodes



SECTION: LICENSEE DISCIPLINE

NUMBER: 10.3

RETAIL LIQUOR STORE HANDBOOK

PAGE 1 OF 1

SUBJECT: BOARD HEARINGS

*(Deleted Nov 2019)*

**PLEASE SEE THE BOARD HEARING PANEL RULES AND PROCEDURES DOCUMENT AT [aglc.ca](http://aglc.ca) FOR INFORMATION ON BOARD HEARINGS.**

DATE ISSUED: November 28, 2019

AUTHORITY:

Original signed by  
Len Rhodes