

These Bingo Terms & Conditions govern licences issued to licensed charities that conduct bingo from their own facility, no more than three days per week.

## 1. DEFINITIONS

- 1.1 “AGLC” means Alberta Gaming, Liquor & Cannabis. AGLC is the province’s gaming authority, responsible for licensing and regulating charitable gaming activities.
- 1.2 “Bingo licence” means a licence issued by AGLC to a charity authorizing the charity to conduct one or more bingo events.
- 1.3 “Bingo prize” means cash, merchandise, or other award(s) awarded to bingo players in conjunction with an approved bingo program.
- 1.4 “Bonanza” means a special game of bingo in which numbers are pre-called, followed by a break in the calling of numbers, and the game is completed at a later time in the bingo program.
- 1.5 “Community bingo” means a licensed charity that is individually licensed to conduct bingos from its own facility, with no more than three events per week.
- 1.6 “Event” means the bingo games, bingo schemes, and promotions that are conducted by a licensed charity during a specified period of time during the day (e.g., a morning event, an afternoon event, an evening event, a late night event). Other gaming activities may be allowed during an event.
- 1.7 “Expenses” means the direct costs incurred by a licensed charity to conduct bingo. Such costs may include paid staff, supplies, advertising, services, and meal costs incurred by volunteers to work at an event, etc.
- 1.8 “Financial/inventory control system” means a system to account for all the revenues and costs of holding an event, including but not limited to the inventory, sales, prizes, giveaways to players, expenses, and proceeds of an event;
- 1.9 “Gross bingo revenue” means the funds raised in an event through the sale of bingo cards and bingo schemes;
- 1.10 “House rules” means the specific rules that are adopted by a licensed charity to govern the operation of community bingo events, and which must comply with these policies.
- 1.11 “Licensed charity” means a charitable or religious organization holding a licence that authorizes it to conduct an event.
- 1.12 “Minor” means a person under the age of 18 years.
- 1.13 “Net sales” means gross bingo revenue less bingo prizes and expenses.
- 1.14 “Pre-mark game” means a special game with separate card sales and involving a pre-call of bingo numbers either through the calling of numbers drawn from the blower (e.g., as with a bonanza) or through other predetermined criteria (e.g., odd/even) and pre-marked by players.
- 1.15 “Proceeds” means the net bingo revenue less bingo related approved expenses.
- 1.16 “Progressive jackpots” means a game of bingo or bingo scheme in which the prize accumulates until the game or scheme is won.
- 1.17 “Promotion” means any activity within a facility designed to attract new players or to maintain current player levels. Such an activity may include, but is not limited to, a contest, draw, giveaway etc., or similar promotion.
- 1.18 “Rules of play” means the rules governing the operation of the bingo program.
- 1.19 “Seeding” means using revenue from the general sales of regular and special games at a bingo event to fund the prize of another bingo game.

- 1.20 “Special events” means games of bingo played outside of the regular bingo program.
- 1.21 “Special games” means an individual game or series of games played on paper cards purchased separately from regular games.

## 2. COMPLYING WITH LICENCE

A bingo licence authorizes an eligible charitable organization to conduct a bingo event(s). Licensed charities are responsible for delivering bingo events in Alberta.

- 2.1 A licensed charity must:
- a) conduct only the approved bingo program;
  - b) pay a licensing fee of \$10 per event in advance of being issued a bingo licence when its total card sales are \$150,000 or more in annual gross bingo revenue;
  - c) follow the approved licence amendment procedure for the bingo program;
  - d) report all bingo games separately;
  - e) use a financial/inventory control system;
  - f) submit financial reports as required by AGLC; and
  - g) comply with:
    - i) the *Gaming, Liquor & Cannabis Act*;
    - ii) the *Gaming, Liquor & Cannabis Regulation*;
    - iii) Board policies; and
    - iv) all federal, provincial and municipal legislation.
- 2.2 An event must be conducted in compliance with:
- a) The approved bingo licence (attachments to the licence may show changes from the original application approved by AGLC)
  - b) the approved bingo program (including but not limited to the price of cards, number and type of game conducted, prize payouts, and bingo expenses)
  - c) these Terms & Conditions; and
  - d) any special Terms & Conditions required by AGLC; and
  - e) the licensed charity’s approved rules of play and house rules.
- 2.3 Operation of a bingo event is the sole responsibility of the licensed charity, it cannot be delegated. Only bonafide members of the licensed charity, as defined in its bylaws, must work as volunteers in the position of bingo chairperson, bonanza and/or special games controller, paymaster, cashier, or any other

position requiring access to the cashier’s cage area. As an option, the licensed charity may use outside help (non-members) on a volunteer basis to fill other positions as required, or continue to use only members in all positions. A licensed charity that has members with a disability may accept outside volunteer help for all positions.

The above is intended to allow licensed charities more flexibility in raising proceeds to support approved charitable objectives. It is not intended to provide opportunities for groups who are not licensed to work a bingo event in return for a donation. When using non-members to work as volunteers, the individual(s) must be known to the licensed charity.

- 2.4 Licence amendments including uses of gaming proceeds must be submitted by two executive officers, in writing for AGLC approval.
- 2.5 Community bingo applications are required 30 days prior to the proposed start date.
- 2.6 If a licensed charity’s bingo licence expires, is suspended, or cancelled by the Board of AGLC, the licensed charity must stop conducting events.

## 3. GENERAL

- 3.1 The licensed charity must post in a predominant place in the facility the approved bingo licence, bingo program, house rules and rules of play.
- 3.2 A valid liquor licence is required by a licensed charity for liquor to be sold and consumed in its facility where bingo is conducted. If the licensed charity and landlord is not the same entity, a written agreement between the landlord and licensed charity is required for the sale and consumption of liquor in the facility.
- 3.3 Minors, accompanied by an adult, may play bingo for a cash prize (excluding special games) if the:
- a) licensed charity has less than \$150,000 in annual gross bingo revenue;
  - b) regular game prize board do not exceed \$1,000 (based on \$1 per card); and
  - c) prizes do not exceed \$50.
- 3.4 Licensed charities that conduct pull ticket sales refer to the Pull Tickets Terms & Conditions.

### 3.5 **Seeding**

- a) Seeding of a bingo game prize is permitted for regular and special games. Prior AGLC approval is not required.
- b) Licensed charities may seed the prize for any game or scheme in its approved bingo program. The method of seeding of a game or scheme must be consistent from event to event repeating daily.

3.6 For media bingo, the licensed charity must ensure that all bingo event(s) are conducted and managed completely within Alberta, and all players must be within the province.

### 3.7 **Media Bingo Application Guideline**

For licensed charities conducting a media bingo event, the supporting documentation for a community bingo licence should incorporate the following information with the application:

- a) the method of distribution and selling media bingo product;
- b) a defined sales period;
- c) Sales Agent Agreement;
- d) the method of disposing and tracking unsold media bingo product;
- e) the schedule for re-circulation of product, if applicable;
- f) the method of collecting and recording receipts;
- g) the amount of commissions, if any, paid to sales agents or retailers;
- h) the administrative expenses;
- i) any markings intended to be used on the media bingo product;
- j) the bingo event location;
- k) the radio station that will broadcast the bingo event;
- l) the form of medium used;
- m) equipment supplier;
- n) how to obtain a record of the bingo numbers;
- o) criteria to be eligible to win a game and age verification;
- p) method and time limit to declare a possible winner, and claim the prize; and
- q) procedure for handling any media bingo transmission failures.

## 4. CONDUCT OF BINGO

### 4.1 **Bingo Program Events**

4.1.1 No bingo program may have more than 75 games. A game is defined as a letter/number combination for which a prize is awarded.

4.1.2 No more than two bingo events will be licensed in the same facility on any day.

4.1.3 A licensed charity may conduct the following without AGLC approval:

- a) one special event per calendar month; and
- b) a special anniversary program, to coincide with its new licence period.

4.1.4 Access to the secured area where cash is stored (cash cage) during a bingo event is limited to the bingo chairperson, cashiers, controllers, and other volunteers during the period their specific job duties require their presence.

### 4.2 **Card Sales**

#### 4.2.1 **Bingo Card Sales**

- a) Only AGLC may approve gaming supplies (excludes normal office supplies), equipment, and devices to be used in the conduct of bingo and pull ticket games. Any proposals for bingo gaming equipment and supplies must be made by the gaming supplier directly to AGLC for AGLC's approval. Costs associated with the approval process may be the responsibility of the gaming supplier.
- b) Only cash, debit cards, or gift certificates issued at the facility will be accepted for admission and bingo card sales. Granting credit or accepting cheques are prohibited.
- c) Cashier(s) may exchange the following for Canadian funds:
  - i) Canadian or U.S. travellers cheques; and

ii) U.S. funds. The exchange rate must be within one per cent of the current bank rate, and must be clearly posted. All foreign currency must be deposited into the licensed charity's approved bank account.

d) Bingo cards for pre-mark games, bonanza games and media bingo, must be sealed (stapled, folded, and glued) at the time of sale. This ensures that sales are conducted in a random manner, and that staff, players, and sellers do not know the card layout before the cards are sold.

4.2.2 All bingo cards not controlled by volunteers or paid staff, must be kept securely stored. The bingo paper/inventory storage area must be accessible from the cash cage area with strictly controlled access.

4.2.3 Bingo sales or schemes must not be advertised or promoted to persons located outside Alberta.

#### 4.3 Prizes

4.3.1 All prizes in the bingo program must be awarded.

4.3.2 Players win only if they have the correct card pattern for the game of bingo and, in the case of a bingo scheme, if the correct bingo card pattern was complete as specified in the rules of play. A player with a valid winning card(s) must be paid a prize.

4.3.3 Both cash and non-cash prizes must be funded only by admission charges and card/sheet sales. These must be collected only at the event during which the prize is awarded. Donated prizes must be identified on financial control forms.

4.3.4 If non-cash prizes are awarded:

- a) they must not be provided, in any way, by suppliers of equipment, services, supplies, or premises;
- b) prize value must be the retail value;
- c) the licensed charity must pay all prize costs; and

d) when completing financial reports, the actual prize costs must be recorded under Prizes. Donated prizes must be separately identified.

4.3.5 The financial return to eligible licensed charities from charitable gaming should be maximized for the benefit of the charitable and religious organization, the programs or activities they deliver, and the communities in which those programs or activities are undertaken.

4.3.6 At the end of each yearly financial reporting period, the licensed charity should show positive proceeds from the conduct of its community bingo events.

4.3.7 Progressive jackpots can have a minimum or guaranteed prize. Prize payouts for these games should ensure licensed charities receive a financial benefit. All progressive jackpots must be awarded at least once during each year of the licence period. This includes fixed number jackpots. If not awarded earlier, the jackpot must be awarded at the last event of each year of the licence period. Jackpots that are awarded regularly can be carried over into the next licence period. If a group ceases bingo, the jackpot must be awarded at the last event.

4.3.8 For all progressive games, when the progressive prize is won and eligibility of the winner(s) confirmed, the bingo chairperson (or designate) must present the cheque and/or cash representing the progressive prize to the winner(s); if the prize is cash, then it must be physically counted in front of the winner. The winner(s) must be required to sign (provide their signature and print their name, address and phone number) on the progressive prize pool control sheet or on a separate receipt confirming the winning player(s) has received the prize. The bingo chairperson must also ensure that, if a cheque with the prize amount is awarded, the cheque number and amount are recorded on the progressive prize pool control sheet.

4.3.9 If a licensed charity intends to revise the structure (any aspect) of a progressive bingo game or scheme, the licensed charity must notify AGLC before implementing the change. In addition the:

- a) licensed charity must play off an existing accumulated prize pool before implementing any proposed changes to an existing game or scheme with a progressive element; and
- b) AGLC will provide a new progressive game or scheme ID number to track the accumulating prize pool.

#### 4.4 Promotions

4.4.1 Promotions must comply with the following:

- a) the licensed charity must conduct the promotion;
- b) no purchase is necessary;
- c) items can be provided by registered suppliers of equipment, services, supplies, or premises in accordance with a written agreement between the licensed charity and supplier;
- d) the actual cost of all items are recorded under expenses on financial reports;
- e) only players present at the event during which the promotion takes place may receive any item;
- f) total retail value of all items must not be more than \$50 for each one hundred persons, or portion of that, attending the event. The value can be accumulated to offer one promotion per event. For example, if 350 players are in attendance, the retail value of the promotional items cannot exceed \$200. This could be one item of \$200, or a series of items with a total retail value of up to \$200; and
- g) promotions do not include food, beverages or other merchandise sold on a regular basis at the concession, and given free or at a reduced cost to players by concession operators. The licensed charity cannot subsidize concession items, other than provided for in (f) above.

#### 4.5 Bingo Equipment

4.5.1 Paragraph 207(4)(c) of the Criminal Code provides that a lottery scheme offered under 207 (1) (b) of the Code (which in Alberta includes bingo) may not be operated on or through a computer, video device, or slot machine Equipment that may be affected by this condition must be submitted for review by AGLC. It must be approved before it is used at a licensed bingo event. All bingo equipment must be kept in good repair.

4.5.2 All bingo equipment and bingo paper must be supplied by or purchased from a registered gaming supplier, with the following exception:

- a) licensed charities with \$20,000 and less in annual gross bingo revenue, are not required to purchase bingo equipment or paper from a registered gaming supplier.

### 5. Rules-of-Play

5.1 Only games using the following format must be licensed:

- a) a ball is randomly selected from 75 ping pong type balls. Each ball is printed with a letter from the word BINGO, and a number from "1" to "75," as follows:

B	I	N	G	O
1	16	31	46	61
to	to	to	to	to
15	30	45	60	75

- b) Players must use cards, or sheets printed with one or more cards. Each having five vertical columns, with five rows in each column. One letter from the word *BINGO* appears over each column. All squares must have a number as above, except the free centre square. The player must mark each square as the letter/number on it is called.
- c) Bingo balls must be of equal weight and size, and be in good condition. Each letter group must be a different colour.
- d) Before an event begins the bingo chairperson, caller, and a player must check the bingo equipment to ensure:
  - i) the bingo equipment is operating properly;
    - a) the bingo blower must be fully functioning during all events, the manual drawing of balls from the bingo blower is strictly prohibited

- ii) all 75 bingo balls are in play; and
  - iii) no light bulbs are burnt out in boards.
- e) Only players with proof of admission may play. Proof of admission must be visible at all times. The licensed charity may request this proof before allowing a player to continue to play or claim a prize.
- f) Only cards bought or issued at the event may be played. An exception is allowed for cards awarded by the licensed charity to players at the event.
- g) Where a pre-call of numbers occurs for a game that is not video/audio recorded, a volunteer worker must:
- i) be present on the stage to verify letter and number of ball as it is drawn and called; and
  - ii) complete a Ball Verification Sheet which must be kept as part of the event records.
- h) A ball is considered "called" when the letter/number combination of the ball has been announced by the caller.

#### 5.2 When Bingo is declared:

- a) The caller must:
- i) stop play by announcing a bingo has been declared, and that no more numbers will be called;
  - ii) where the blower is turned off to verify a bingo, the ball next inline in the cradle/chute (i.e., the next number to be called) must remain there and be the next number called;
  - iii) announce the type of game being checked;
  - iv) describe the requirement for valid bingo, the procedure to verify the bingo, and the formula or method by which multiple winners are awarded both cash and non-cash prizes;
  - v) announce the number of bingos recognized, their approximate location in the facility, and ask (the first time) if there are any other bingos. It is a player's responsibility to make themselves heard by the caller to stop the game;
  - vi) ask (a second time) whether there are any more bingos and pause (at least three to four seconds) to recognize any; and
  - vii) announce the number of bingos which have been recognized, state that only these are eligible for prizes, and that

the game is closed.

- b) In circumstances where there is no bingo verification system used, the licensed charity must verify all declared bingos using a manual call back. The verification procedure to be used must be identified in the licensed charity's house rules.
- c) Where a bingo verification unit is used, the call back must be conducted as follows, the seller/checker:
  - i) identifies the declared bingo(s) to the caller and
  - ii) for regular games, verbally provide the caller with the card number(s), and the card colour level; and
  - iii) for special games, the seller/checker must verbally give the caller the card face number(s).
  - iv) For any game in which the single bingo prize is \$500 or more, or a pre-call is done, the seller/checker must take the paper card(s) to the caller for verification. The caller must inspect the cards(s) for any obvious signs of tampering and/or alterations prior to the prize being awarded.
  - v) The caller must enter the card number(s) into the verifier to display the card face on the TV monitor.
  - vi) The seller/checker will compare the player's card to that displayed on the monitor, confirming both the card face and card number.
  - vii) All verified bingo cards must be displayed on the TV monitor for at least three seconds.
  - viii) Caller must record all prize payouts.
- d) Cards may be used for a single game, or for two or more successive games in a series. Called balls must remain in the ball pocket tray until the final game in a series is done. After all bingos are checked and verified, the caller must clearly state that the game series is closed and return balls to the blower.
- e) If the games' prize value exceeds \$500; or there is a pre-call the paymaster or checker will record the name, address, and telephone number of each winner on the back of the winning card, and attach it to the proper control sheet.

5.3 In addition to the standard Rules of Play, media bingo Rules of Play must also contain the following information:

- a) how to obtain a recap of bingo numbers;
- b) the criteria attached to winning of any game prize;
- c) the method and time limit to declare a possible winner;
- d) the method and time limit to claim the prize; and
- e) the procedure for handling any media transmissions or telephone failures.

## 6. BINGO VERIFICATION UNIT

- 6.1 An AGLC approved unit must be used, and the unit must be owned or rented by the licensed charity.
- 6.2 The unit must only be used with an audio/video recording system. The event must be audio/video recorded with the approved system. A copy of the recording must be kept for 14 days after the event.
- 6.3 The licensed charity must submit for approval a testing procedure that ensures the unit is in proper working condition. A record showing when, and by whom, the check is done, must be maintained. The check confirms the unit's manufacturer's seals have not been tampered with, and the wiring harness is secure.
- 6.4 Before the start of the bingo, the unit must be checked by the bingo chairperson or a bonafide member of the licensed charity and the caller, to ensure it is working properly.
- 6.5 The caller must:
  - a) operate the unit according to these Terms & Conditions; and
  - b) describe the verification procedures that will be used for the event to the players.

## 7. STAFFING

- 7.1 Volunteer members of the licensed charity must not be paid. This includes, but is not limited to:
  - a) payment for working gaming events;
  - b) providing services to the licensed charity; and
  - c) receiving money, goods, or services for personal use, from individuals that provide the facility, services, equipment, or supplies to events sponsored by that volunteer's licensed charity.

7.2 The licensed charity, through its volunteer bingo chairperson, must:

- a) decide upon all matters relating to conduct of the event;
- b) in case of a dispute or discrepancy determine the winners; and
- c) verify prize amounts and ensure all prizes are paid.

7.3 The licensed charity must ensure all volunteer and paid staff sign an attendance form before starting work and confirm that the identity and source of all volunteers is known to the licensed charity, and volunteers are assigned to positions for which they are qualified.

7.4 Paid bingo workers may not play bingo at any time during the event they are working. Volunteer workers may play bingo only after all duties related to that event are completed.

7.5 With the exception of sellers/checkers in 7.7 e), volunteer and paid staff must work one position at a time. If a volunteer is to fill a second position, the accounting procedures for the first position must be completed and verified before filling the second position.

7.6 Only the caller (one) and cashier(s) (up to two) may be paid, for their services at a bingo event. Gift certificates must not be used as a form of payment for paid staff. A bingo coordinator may be a paid position when the licensed charity generates \$150,000 or more in annual gross bingo revenue.

- a) Members of the licensed charity (with signing authority) can work these positions but are not permitted to be paid.

### 7.7 Staffing Guidelines

Licensed charities may use the job descriptions listed below as a guide. The cashier, seller/checker, and bingo chairperson cannot be the same individual.

- a) **Bingo Chairperson.** A volunteer position that is responsible for the bingo operation. This includes: supervising all staff, assigning duties to volunteer staff, secure handling of cash; complying with financial/inventory controls, and notifies AGLC of any cheating, or other problem (refer to 3.9). b) **Bingo Coordinator.** May be a volunteer or

paid position, and reports to the voluntary executive. This position coordinates all bingo events, coordinates volunteers and paid staff, orders and manages bingo products and supplies, conducts event reconciliations, ensures bank deposits are completed, and engages with AGLC and completed financial reports when required. Only one person maybe paid for this position.

- c) **Paymaster.** A volunteer position that supervises the awarding of prizes.
- d) **Bonanza Controller.** A volunteer position that supervises card sales for games with separate sales (bonanzas). Calculates prize payouts.
- e) **Seller/Checker.** A volunteer position that sells cards to players. This position accounts for cash from sales, exchanges regular paper cards, and verifies winning cards. Ensuring proper inventory and financial controls are in place, and with prior AGLC approval, may sell up to two kinds of bingo cards at one time.
- f) **Cashier.** May be a volunteer or paid position that reports to the bingo chairperson. The position's duties must be identified in the licensed charity's job description. A maximum of two persons per event may be paid for these duties.
- g) **Caller.** May be a volunteer or paid position that reports to the bingo chairperson. The position conducts the approved bingo program and only one person per event may be paid for this position.

## 8. FINANCIAL

### 8.1 Expenses

8.1.1 A separate community bingo bank account is required for all licensed charities who are licensed for community bingos with greater than \$20,000 in annual gross bingo revenue.

8.1.2 Licensed charities must verify and record all bingo expenses and retain original supporting documentation for the expenses. (Including receipts, invoices, etc.)

8.1.3 Expenses (excludes facility rent, utilities, and

insurance) must not exceed 10 per cent of annual gross bingo revenue and are charged on a cost per event basis according to the approved bingo program. The following expenses can be paid:

- a) The equipment or facility rental rate must not be calculated as a percentage of revenue; rates based on a sliding attendance scale may be approved. Rent expenses may include:
  - i) bingo equipment;
  - ii) furnishings;
  - iii) janitorial services; and
  - iv) utilities and insurance.

A licensed charity may not claim rent for its own facility.

- b) Payment of approved hired staff must be paid by cheque or electronic funds transfer. Only the licensed charity may pay these staff
- c) Purchase of bingo cards/paper.
- d) Advertising to describe activities in a bingo facility includes newspapers, magazines, radio, television, bill boards, signs, posters, flyers, and internet including email messaging and social media. Advertising does not include promotions, which are included in Section 4.4.
- e) Cost of bonding hired or volunteer staff, if applicable.
- f) Volunteer meals or refreshments at the facility concession. Concession expenses incurred by volunteers at the event must be supported by a receipt and the amount cannot be used to subsidize the concession.
- g) Volunteers' out-of-pocket expenses that are incurred to work bingo must be reimbursed to the volunteer through the licensed charity. A voucher or receipt, such as a taxi receipt, must be provided to and retained by the licensed charity.

### 8.2 Proceeds

8.2.1 All bingo net sales must be deposited into the licensed charity's approved bank account within three banking days of the bingo event. All expenses must be paid from this account in accordance with AGLC's approved methods of payment outlined in Section 4.4 of the Charitable



Gaming Policies Handbook including transfers to any other active gaming account.

- a) Proceeds must be spent only on uses approved by AGLC.
- b) Proceeds must be left in the gaming account until spent on the approved uses. If not required right away:
  - i) proceeds in the gaming account may be put into a separate interest-bearing account or accounts, or be used to purchase guarantee deposit certificates;
  - ii) the financial institution, account, branch/transit number, or deposit number, and total value of the proceeds, shall be identified on financial reports;
  - iii) all interest earned becomes part of gaming revenue; and
  - iv) proceeds, including interest earned, must be transferred back to the bingo account, when needed.

### 8.3 **Bingos with \$20,000 and less in annual gross bingo revenue**

- 8.3.1 The financial summary received with the original licence must be submitted to AGLC within 60 days following the end of the licence period. Additional reporting may be required as determined by AGLC.
- 8.3.2 A designated gaming bank account is not required for bingos with \$20,000 or less in annual gross bingo revenue.
- 8.3.3 If a licensed charity only conducts bingo \$20,000 and less in annual gross bingo revenue, the bingo net sales may be deposited into a non-gaming bank account.
- 8.3.4 If the licensed charity conducts other types of charitable gaming (not including raffles \$20,000 and less) in addition to bingo \$20,000 and less, the bingo net sales must be deposited into an existing gaming bank account at the end of the licence period, to be spent on approved use of proceeds.

## 9. FINANCIAL RECORDS & REPORTS

- 9.1 For bingo with gross annual sales \$20,000 or more, AGLC forwards gaming financial reports to

licensed charities who have 60 days from the mail out date to complete and return the reports.

- 9.2 Bingo records must be kept by the licensed charity for two years after the financial report is submitted.

### 9.3 **Financial Guidelines**

9.3.1 The licensed charity should maintain the approved financial/inventory control system to account for all revenue and expenses for holding events. All transactions should be recorded on the control forms and/or a copy from an approved set of community bingo forms.

9.3.2 The financial control system for bingo event cash management includes the following:

- a) all cash handled by paid staff and volunteers should be counted, witnessed, recorded, and signed off by the chairperson;
- b) segregation of duties should be implemented to ensure the security of gaming funds. Each individual should sign for their step in the process. Related individuals should not be responsible for verification;
- c) all entries on the financial and inventory control forms should be completed in non-erasable ink (pencil should not be used);
- d) amendments/corrections to figures on control forms should be made by striking through the original entry ("white out" should not be used) and writing the corrected amount beside the original entry; and
- e) all amendments/corrections made to the event financial and inventory control forms should be verified by a physical cash count that is witnessed, recorded, and signed off.

9.3.3 The inventory control system for bingo cards and supplies includes:

- a) all transfers of bingo card proceeds between paid staff and/or volunteers should be verified with a physical count, witnessed, recorded, and signed off by the chairperson;
- b) for supplier full bundles, a count of each full bundle is acceptable;

- c) for supplier partial bundles (previously opened), a physical count of each individual card should be conducted; and
- d) bingo card inventory should be kept in a locked area and access should be strictly controlled by the licensed charity.

## 10. CONTACTING AGLC

10.1 The licensed charity must immediately notify the AGLC hotline (1-800-561-4415-) if it suspects or has evidence of the following:

- a) cheating at play;
- b) theft by players, patrons, volunteers or paid staff;
- c) robbery or attempted robbery;
- d) passing of counterfeit money;
- e) any breach of security or procedures; or
- f) any other activity which is inconsistent with, or in contravention of these policies.

10.2 Written communication may be addressed to any of the following:

**Regulatory Services**

50 Corriveau Avenue  
 St. Albert, Alberta  
 T8N 3T5 Fax: 780-447-8989

**Regulatory Services**

310 Deerfoot Atrium  
 6715 - 8 Street N.E.  
 Calgary, Alberta  
 T2E 7H7 Fax: 403-292-7302

**Regulatory Services**

6910 - 50 Avenue  
 Stettler, Alberta  
 T0C 2L0

10.3 The following is a list of Regulatory Services, Compliance Branch telephone numbers.

St. Albert	780-447-8600
Calgary	403-292-7300
Stettler	403-740-7050