



Commercial Bingo Handbook

aglc.ca

COMMERCIAL BINGO HANDBOOK

Table of Contents

1. GENERAL INFORMATION

- 1.1 Definitions
- 1.2 Legislation and Board Policies
- 1.3 A Good Call Bingo Staff Training
- 1.4 Alberta Gaming, Liquor and Cannabis (AGLC)
- 1.5 Contacting AGLC
- 1.6 Abandoned or Unattended Children
- 1.7 New Game Approval Process
- 1.8 Licence Objections
- 1.9 Advertising and Promotions

2. LICENSED CHARITY

- 2.1 Application Process
- 2.2 Roles, Responsibilities and Use of Proceeds

3. FACILITY LICENSEE

- 3.1 Facility Licence
- 3.2 Application Process
- 3.3 Roles and Responsibilities
- 3.4 Role of Landlord in a Licensed Facility
- 3.5 Access by AGLC
- 3.6 Minors
- 3.7 Security of Gaming Revenues/Deposits
- 3.8 Conduct of Bingo Events

4. STAFFING

- 4.1 General
- 4.2 Volunteer and Paid Positions
- 4.3 Registration of Gaming Workers
- 4.4 Conduct of Volunteers and Paid Staff
- 4.5 Volunteer Duties – Minimum Requirements
- 4.6 Paid Staff Duties – Minimum Requirements
- 4.7 Reporting Discrepancies

5. BINGO EVENTS

- 5.1 Bingo Program
- 5.2 Bingo Card and Sales
- 5.3 Prizes
- 5.4 Linked Bingo
- 5.5 Video Bingo

6. PULL TICKET SALES

- 6.1 General
- 6.2 Complying with the Pull Ticket Licence
- 6.3 Ticket Requirements
- 6.4 Sales
- 6.5 Security
- 6.6 Expenses
- 6.7 Pooling
- 6.8 Pull Ticket Financial Requirements
- 6.9 Reporting of Unit Shortages

7. KENO

- 7.1 General
- 7.2 Remuneration and Financial Obligations
- 7.4 Proceeds from KENO

8. FINANCIAL

- 8.1 Annual Budget and Event Fee
- 8.2 Expenses
- 8.3 Bingo Event Financial/Inventory Controls
- 8.4 Gaming Bank Account Operating Controls
- 8.5 Deposits, Expenses and Disbursement of Pooled Proceeds
- 8.6 Pooling
- 8.7 Records and Documents
- 8.8 Event Management System (EMS) Financial Data
- 8.9 Audit Requirements
- 8.10 Financial Statement Requirements

9. LICENSED FACILITY REQUIREMENTS

- 9.1 Basic Requirements
- 9.2 Postings and Signs
- 9.3 Bingo Equipment
- 9.4 Electronic Daubers
- 9.5 Minimum Security Standards

- 9.6 Licensed Facility Expansion or Relocation - General
- 9.7 Expansion of a Licensed Bingo Facility
- 9.8 Relocation of a Licensed Bingo Facility
- 9.9 Renovation of a Licensed Bingo Facility

10. NEW BINGO FACILITY LICENCE

- 10.1 General
- 10.2 Four Step Application Process

11. ENFORCEMENT

- 11.1 General
- 11.2 Incident Reports and Hearings

12. FORMS

- 12.1.1 Sample Manual Event Financial/Inventory Control Forms
- 12.1.2 Discrepancy Report
- 12.1.3 Sample Lease Provisions
- 12.1.4 Sample Bingo Association Annual Update
- 12.1.5 Sample Video Bingo Forms

SUBJECT: DEFINITIONS

POLICY

1.1.1 General definitions in these policies:

- a) “accredited testing facility” (ATF) means a test facility or laboratory approved and registered by AGLC for the purpose of gaming supply testing;
- b) “advertising” means the use of media (e.g., newspapers, magazines, radio, television, signage, internet including e-mail messaging) to communicate a message to a wider audience;
- c) “AGLC” means Alberta Gaming, Liquor and Cannabis;
- d) “AGLC expenses” means the designated costs incurred by AGLC to provide KENO to the KENO retailer;
- e) “applicant” means an individual, corporation or other entity applying for a licence, registration or approval, pursuant to Section 9 of the Gaming, Liquor and Cannabis Regulation;
- f) “applicant’s associates” means an individual, corporation or other entity that has a financial interest in the applicant, in the applicant’s business or in the facility or premises to which the application relates, pursuant to Section 9 of the Gaming, Liquor and Cannabis Regulation;
- g) “association executive” means the volunteer executive members of a bingo association;
- h) “background check” means an inquiry or investigation, including records check, intended to determine the suitability of an applicant or any person associated with the applicant, licensee or registrant to hold a licence or be registered or continue to hold a licence or be registered, to ensure the integrity of gaming, financial, history, and that the involvement of the applicant or associated person(s) is not a detriment to the lawful conduct of gaming;
- i) “bingo association” means an incorporated, not-for-profit entity that represents or acts as the agent for its members, which are licensed charities. A bingo association is a facility licensee and coordinates activities related to bingo and, if

SUBJECT: DEFINITIONS

- applicable, pull ticket sales, on behalf of or as agent for all of the licensed charities conducting events in its licensed facility;
- j) “bingo event worker” means a subclass of registration that includes any of the positions listed in Subsection 4.3.2 f);
 - k) “bingo facility applicant” means:
 - i) an eligible bingo association that has applied for a bingo facility licence; or
 - ii) an existing bingo facility licensee that is applying for a reissued bingo facility licence;
 - l) “bingo facility licence” (or “facility licence”) means a licence that authorizes a facility licensee to operate a bingo facility where gaming activities that are authorized by a gaming licence and provincial lotteries may be conducted;
 - m) “bingo facility licensee” (or “facility licensee”) means the entity that holds a bingo facility licence issued by AGLC;
 - n) “bingo hall” means the lands and buildings, or area in the lands and buildings, located at the address listed on the bingo facility licence; it is a term also used in the Lottery Ticket Centre Retailer Agreement(s) involving licensed facilities that offer KENO;
 - o) “bingo licence” means a licence issued by AGLC to a charitable or religious organization authorizing the organization to conduct one or more bingo events;
 - p) “Board” means the Board of AGLC;
 - q) “bona fide member” means an individual who is listed or named in the licensed charity’s official records as a current member in good standing of the licensed charity;
 - r) “Charitable Gaming Policies Handbook” means AGLC’s set of policies that apply to gaming licensing eligibility and the use of gaming proceeds by licensed charities;
 - s) “Commercial Bingo Handbook” means AGLC’s set of policy requirements that apply to events held in a licensed facility. The primary purpose of the Commercial Bingo Handbook is to

SUBJECT: DEFINITIONS

- help facility licensees, licensed charities and registered gaming workers to ensure the integrity of gaming;
- t) “Discrepancy Report” means a report prepared by a facility licensee, licensed charity, registered worker and/or volunteer regarding a breach of policy, security breach, discrepancy, irregularity or any illegal activity;
 - u) “event” means the bingo games, bingo schemes, promotions and giveaways that are conducted by a licensed charity in a licensed facility 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, such as pull ticket sales and KENO;
 - v) “full-time equivalent” means the number of scheduled hours of work in a week that equals one full-time employee;
 - w) “*Gaming, Liquor and Cannabis Act*” means the provincial legislation governing gaming, liquor and cannabis activities in the Province of Alberta;
 - x) “Gaming, Liquor and Cannabis Regulation” means the provincial regulation that governs gaming, liquor and cannabis activities in the Province of Alberta under the authority of the *Gaming, Liquor and Cannabis Act*;
 - y) “gaming stream” means bingo or pull ticket sales;
 - z) “inspector” means an inspector of AGLC or someone designated by AGLC as an inspector under the *Gaming, Liquor and Cannabis Act*;
 - aa) “KENO” means a provincial lottery ticket gaming product in which Western Canada Lottery Corporation (WCLC) draws are held every five minutes. Players pick from one to ten numbers from a field of one to 80. Twenty winning numbers are drawn and displayed in playing locations;
 - bb) “KENO retailer” means the service provider named in the preamble of a Lottery Ticket Centre Retailer Agreement who has agreed to supply certain services to AGLC in its conduct and management of KENO in the bingo hall, subject to the terms and conditions of the agreement;

SUBJECT: DEFINITIONS

- cc) “licensed charity” means a charitable or religious organization holding a licence that authorizes it to conduct an event within a licensed facility;
- dd) “licensed facility” means a licensed bingo facility whose facility licence is held by a bingo association, where events may be conducted;
- ee) “minor” means a person under the age of 18 years;
- ff) “paid staff” means registered gaming (bingo) workers pursuant to the Gaming, Liquor and Cannabis Regulation;
- gg) “player” means a person who has paid to play bingo or other gaming activity (e.g., pull tickets) in a licensed facility;
- hh) “policy” (“or policies”), unless stated otherwise, means the policy (or policies) of the Commercial Bingo Handbook approved by the Board of AGLC and signed by its chair on behalf of the Board;
- ii) “promotion” means any activity within a licensed facility designed to attract players or to maintain player levels (e.g., contests, draws, giveaways, reward points program, etc.);
- jj) “pull ticket” means a type of instant-win ticket, that may have an additional game component, sold separately from bingo cards under a pull ticket licence issued by AGLC;
- kk) “pull ticket licence” means a licence issued by AGLC to licensed charities authorizing the licensed charities within a licensed bingo facility to conduct pull ticket sales during their events. A single pull ticket licence is issued in the name of all the licensed charities conducting pull ticket sales in the licensed facility;
- ll) “QR code” means Quick Response code;
- mm) “registered gaming worker” means a person registered with AGLC to perform a function(s) specified in the registration;
- nn) “remuneration” means the KENO commission rate set by AGLC;
- oo) “retailer agreement” means the Lottery Ticket Centre Retailer Agreement between the retailer, AGLC and the Western Canada Lottery Corporation (WCLC);

SUBJECT: DEFINITIONS

- pp) “volunteer” means an individual who works without being paid at an event for a licensed charity or on the board of a bingo association; and
- qq) “witness” (includes “witnessing” and “witnessed”) means to be present at a transaction so as to be able to testify to its having taken place.

1.1.2 Bingo definitions in these policies:

- a) “account play” means:
 - i) a purchase(s) made by a player who uses an e-dauber to play bingo. Account play is initially in the form of a currency deposit made to an electronic account that the player will use to purchase electronic images of bingo card faces on the e-dauber during an event; and
 - ii) prize payments made to a player’s account balance from each win of a bingo game on an e-dauber;
- b) “A Good Call” means a social responsibility training program designed to educate facility licensees and their staff on how to recognize the differences between responsible and problem gambling behaviour and appropriately respond to someone who may have a problem with his or her gambling;
- c) “BIN” means the Bingo Information Network, a web-based bingo communications portal provided by AGLC;
- d) “bingo” means a game of chance, authorized by AGLC, played on a paper card or electronic image of a card face having 25 numbered squares (5 rows/columns with 1 free space) corresponding to numbered balls drawn at random and won by achieving a specified pattern on the card;
- e) “bingo game” means a game that is counted as a unit of play with a prize offering (one game of bingo);
- f) “bingo program” means the elements or aspects that are used or required to deliver events in a licensed facility;
- g) “bingo scheme” means play that is tied to a bingo game but which has its own criteria to win an additional or separate prize;

SUBJECT: DEFINITIONS

- h) “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;
- i) “drop-in bingo” means a bingo program format that entitles customers to purchase a partial number of bingo cards or electronic images of card faces per event; these are cards or card faces purchased by individual regular game series/page or by special game series/page rather than the full bingo program;
- j) “electronic dauber” (or “e-dauber”) means any electronic unit that, upon a player’s activation, assists a player to play bingo during an event by electronically: marking or daubing bingo card faces; monitoring the card faces purchased by the player against the bingo patterns in play; and notifying the player of a potential win(s);
- k) “electronic dauber system” (or “e-dauber system”) means all the equipment, components and elements that enable e-daubers to function in a licensed facility and which records all the card faces played using e-daubers during an event;
- l) “event management system” (or “EMS”) means an on-site computer system owned and operated by a facility licensee and that also includes the computer software used in the operation and recording of an event;
- m) “game” means a game of bingo in which the player pays to play and for which a prize is awarded;
- n) “gaming floor” means the area in a licensed facility that is dedicated to the conduct of gaming; it is distinct from non-gaming areas such as the concession area and lottery booth;
- o) “gaming worker” means a person who is paid, and therefore must be registered, to assist either a gaming licensee in the conduct or management of a gaming activity, or a facility licensee in the operation of a licensed facility;
- p) “house rules” means the specific rules that are adopted by a facility licensee to govern the operation of a licensed facility and events, and which must comply with these policies;

SUBJECT: DEFINITIONS

- q) “linked bingo” means a game of bingo played simultaneously by participants at different locations (i.e., subscribing licensed facilities) in which the locations are linked by a communication system;
- r) “linked game” means a linked bingo game during an event conducted by a licensed charity;
- s) “loonie pot” (or “loonie pot scheme”) means a progressive scheme played with regular bingo games in a bingo program;
- t) “network studio” means the studio from which linked bingo is transmitted to subscribing bingo locations;
- u) “package sales” means the sale of multiple game cards (singles or strips) for a specified price;
- v) “PIN” means personal identification number selected by an e-dauber player and entered on the EMS PIN pad at the time of purchase;
- w) “POS” means point of sale;
- x) “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;
- y) “progressive” (or “progressive game”) means a game of bingo or bingo scheme in which the prize accumulates until the game or scheme is won;
- z) “regular games” means a series of games played on a booklet of paper cards or electronic image of card faces purchased as admission to a bingo event;
- aa) “rules of play” means the rules governing the operation of the bingo program, and which must comply with these policies;
- bb) “seeding” means using revenue from the general sales of regular games and special games at an event to fund the prize of another bingo game or scheme;
- cc) “special event” means games of bingo played outside of the regular bingo program; and

SUBJECT: DEFINITIONS

dd) “special game” means an individual game or series of games played on paper cards or electronic image of card faces purchased separately from regular games.

1.1.3 Financial definitions in these policies:

a) “allocated common expenses” means the expenses that are deemed by AGLC to be common to the provision of bingo and pull tickets included in the annual budget and allocated as stated in Subsection 8.1.5;

b) “bingo float” means the funds provided to a licensed charity by a facility licensee at the beginning of the licensed charity’s event; the funds are due to the facility licensee immediately following the event;

c) “bingo prizes” means cash, merchandise or other award(s) given to players in a licensed facility in conjunction with an approved bingo program;

d) “deficit” means the amount by which actual expenses exceed the event fee;

e) “event fee” means the bingo association’s fee charged to a licensed charity for providing it with the space and services to conduct its event; the event fee may be in the form of an advance to be applied against approved expenses ;

f) “exclusive expenses” means the expenses that are unique to a single gaming stream (bingo or pull ticket sales) and may only be allocated to the applicable gaming stream. In the case of pull ticket sales, the unit costs and licence fees will be calculated on actual costs by event;

g) “expenses” means the direct costs incurred by a licensed charity to conduct bingo and pull ticket sales. Such costs may include paid staff, rent, supplies, advertising, services such as linked bingo, meal costs incurred by volunteers to work at an event, etc.;

h) “facility reserve fund” means monies collected and accumulated to cover significant future costs of the gaming-related portion of facility upgrades and renovations, or to replace or maintain bingo-related equipment and furniture; the

SUBJECT: DEFINITIONS

- collecting of such monies must be within the amount allowed for the event fee;
- i) “FGRS” means Financial Gaming Reporting System, a gaming reporting system used by AGLC;
 - j) “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;
 - k) “gross bingo revenue” means the funds raised in an event through the sale of bingo cards and bingo schemes;
 - l) “net bingo revenue” means gross bingo revenue less bingo prizes and expenses;
 - m) “operating reserve fund” means the monies collected and accumulated to pay for any shortfall due to unplanned or unforeseen circumstances. Monies for this fund are collected within the event fee;
 - n) “pool” means the proceeds held by a licensed facility according to a pooling agreement approved by AGLC. The funds in the pool include net bingo revenue, net pull ticket revenue, and charity commission from KENO;
 - o) “pooling account” means the bank account into which the proceeds of a pool are deposited;
 - p) “proceeds” means the net revenue after payment of approved prizes and expenses to licensed charities from the conduct of bingo and pull ticket sales; proceeds include commissions paid to licensed charities from KENO;
 - q) “sales receipt” means the EMS receipt that is issued to a player who has paid to play bingo; and
 - r) “surplus” means the amount by which the event fee or advance exceeds actual expenses.

SUBJECT: LEGISLATION AND BOARD POLICIES

POLICY

- 1.2.1 Facility licensees, licensed charities, registered gaming workers, registered gaming suppliers, and registered gaming worker suppliers must operate in accordance with the *Gaming, Liquor and Cannabis Act*, the Gaming, Liquor and Cannabis Regulation, Board policies established under the legislation, including the policies of the Commercial Bingo Handbook, the Charitable Gaming Policies Handbook, and all federal, provincial and municipal requirements.
- 1.2.2 Board policies related to bingo, pull ticket and facility licence activities are conditions of the licence. This includes policies that are approved or amended after the bingo licence, pull ticket licence or facility licence is issued.
- 1.2.3 Any activity not specifically permitted in these policies is prohibited.
- 1.2.4 Non-compliance with the legislation, Board policies or federal, provincial, or municipal requirements may result in disciplinary action up to and including suspension or cancellation of licence or registration.

SUBJECT: A GOOD CALL BINGO STAFF TRAINING

POLICY

- 1.3.1 Facility licensees must meet A Good Call Bingo Staff Training certification requirements. Equivalency will not be granted for certificates issued by other provinces.
- 1.3.2 A Good Call Bingo Staff Training certification is mandatory for all registered gaming workers, with the exception of bookkeepers, working full-time or part-time in a licensed facility (see Section 4.3.2).
- 1.3.3 Persons requiring A Good Call Bingo Staff Training certification must be certified within 30 days of their employment start date (available at smartprograms.aglc.ca).
- 1.3.4 A Good Call Bingo Staff Training certificate must be maintained by successfully repeating the training program (including passing the exam) before the certificate expires.
- 1.3.5 Staff must provide proof of A Good Call Bingo Staff Training certification at the request of an AGLC inspector. Proof of certification includes:
- a) a paper printed certificate that has a QR code; or
 - b) a clear digital image (e.g., screen shot) of the certificate saved on the staff member's mobile device.
- 1.3.6 It is the responsibility of the facility licensee to ensure that at least one staff member with A Good Call Bingo Staff Training certification is on shift at all times the facility is open to the public.



SECTION: GENERAL INFORMATION

NUMBER: 1.4

COMMERCIAL BINGO HANDBOOK

PAGE 1 OF 1

SUBJECT: ALBERTA GAMING, LIQUOR AND CANNABIS (AGLC)

POLICY

- 1.4.1 Facility licensees, licensed charities and registered gaming workers:
- a) are responsible for becoming familiar with, and operating in compliance with, the legislation and the policies referred to or contained in the Commercial Bingo Handbook;
 - b) must ensure that all records, reports, and financial/inventory control system forms as required by AGLC or its representatives are completed and accurate; and
 - c) must ensure that all communications (written or oral) with AGLC or its representatives are accurate.
- 1.4.2 The facility licensee must ensure that all bingo association executive members, licensed charities, volunteers and registered gaming workers understand their respective roles and responsibilities.

DATE ISSUED: April 6, 2023

AUTHORITY: Original signed by
Len Rhodes

SUBJECT: CONTACTING AGLC

POLICY

CONTACT INFORMATION

1.5.1 For any incident involving any suspicious or criminal activity/contravention, the facility licensee, licensed charity or registered gaming worker(s) must immediately contact the Investigations Branch of AGLC at:

St. Albert (8 a.m. to 4 p.m.): 780-447-8855

(after hours): 1-800-561-4415

Calgary (8 a.m. to 4 p.m.): 403-292-7300

(after hours): 1-800-561-4415

1.5.2 The Gaming Irregularities telephone number is: 1-800-742-7818.

1.5.3 The Customer Care Centre telephone number is: 1-800-561-4415.
The Customer Care Centre Fax number is: 403-740-7014.

1.5.4 The Alberta Health Services Addiction Helpline telephone number is: 1-866-332-2322.

1.5.5 Completed counterfeit money checklist(s) and Discrepancy Reports related to counterfeit money must be emailed or faxed to AGLC within 24 hours:

Email: Investigators.Mailbox@aglc.ca

St. Albert Fax: 780-447-8914 OR Calgary Fax: 403-292-7354

1.5.6 The administration and regulation of activities of licensed facilities is managed by AGLC.

1.5.7 Written communication may be addressed to the appropriate office of AGLC:

Alberta Gaming, Liquor and Cannabis

50 Corriveau Avenue

St. Albert, Alberta

T8N 3T5

Fax Number: 780-447-8911 / 780-447-8912



SECTION: GENERAL INFORMATION

NUMBER: 1.5

COMMERCIAL BINGO HANDBOOK

PAGE 2 OF 3

SUBJECT: CONTACTING AGLC

Alberta Gaming, Liquor and Cannabis
310, 6715 - 8 Street NE
Calgary, Alberta
T2E 7H7
Fax Number: 403-292-7302

Alberta Gaming, Liquor and Cannabis
3, 7965 - 49 Avenue
Red Deer, Alberta
T4P 2V5
Fax Number: 403-314-2660

Alberta Gaming, Liquor and Cannabis
655 WT Hill Blvd South Lethbridge, Alberta
T1J 1Y6
Fax Number: 403-331-6506

Alberta Gaming, Liquor and Cannabis
Suite 100, 11079-78 Avenue
Grande Prairie, Alberta
T8W 2J7
Fax Number: 780-832-3006

- 1.5.8 The website address of AGLC is aglc.ca.
- 1.5.9 The email address for gaming licensing inquiries is Gaming.Licensing@aglc.ca.
- 1.5.10 The following is a list of AGLC office telephone numbers. The 1-800 numbers are toll-free. Telephones will be answered by machine when staff are not available and outside of regular office hours.

DATE ISSUED: April 6, 2023

AUTHORITY: Original signed by
Len Rhodes



SECTION: GENERAL INFORMATION
NUMBER: 1.5

COMMERCIAL BINGO HANDBOOK

PAGE 3 OF 3

SUBJECT: CONTACTING AGLC

Customer Care Centre Toll Free: 1-825-480-4755
St. Albert: 1-825-480-4755
Calgary: 403-292-7300
Red Deer: 403-314-2656
Lethbridge: 403-331-6500
Grande Prairie: 780-832-3000

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

SMART Training Programs
Alberta Gaming, Liquor and Cannabis
50 Corriveau Avenue
St. Albert, Alberta
T8N 3T5
Toll Free: 1-877-436-6336
Fax: 780-651-7626
Website: smartprograms.aglc.ca

DATE ISSUED: April 6, 2023 AUTHORITY: Original signed by Len Rhodes



SECTION: GENERAL INFORMATION
NUMBER: 1.6

COMMERCIAL BINGO HANDBOOK

PAGE 1 OF 1

SUBJECT: ABANDONED OR UNATTENDED CHILDREN

POLICY

- 1.6.1 Facility licensees must develop a policy to address the issue of unattended minors on bingo property (including parking areas).
- 1.6.2 A completed Discrepancy Report must be submitted to AGLC for any incident of an unattended minor involving emergency services (see Section 4.7).

DATE ISSUED: April 6, 2023 **AUTHORITY:** Original signed by Len Rhodes

SUBJECT: NEW GAME APPROVAL PROCESS

POLICY

- 1.7.1 New games considered for introduction to the province includes gaming activities that possess features or methods of delivery that are deemed to be significantly different from the features or methods of delivery of gaming activities currently available in the province.
- 1.7.2 New games do not include minor variations of existing technologies or gaming activities. A minor variation of an already approved bingo game is not considered a new game.
- 1.7.3 The approval process for a new gaming activity involves four major steps, as follows:
- a) Step One – Initial Assessment
 - i) The proponent of a new activity must provide to AGLC a proposal which will allow AGLC to arrive at a sound preliminary assessment related to the viability of the proposed new game.
 - ii) AGLC will evaluate the proposal using criteria such as:
 - compliance with the requirements of the *Criminal Code (Canada), Gaming, Liquor and Cannabis Act* and Gaming, Liquor and Cannabis Regulation;
 - benefits to be derived for charitable, non-profit, public or community-based initiatives;
 - requirement to deliver the proposed new game with integrity and in a socially responsible manner;
 - feasibility of the proposed new game when all costs are considered; and
 - manner in which the proposed new game would be delivered, including the proposed location from which the new game is to be conducted or delivered.
 - iii) The proposal must clearly indicate how the revenue from the new game would be divided among prizes, expenses and ultimately proceeds to charity.

SUBJECT: NEW GAME APPROVAL PROCESS

- b) Step Two – Obtaining Community Views
 - i) AGLC will determine the type and extent of public input required regarding the proposed new game. Such input required may range from public consultations or the express consent of a community to considering community objections.

- c) Step Three – Final AGLC Review and Approval
 - i) AGLC will review and evaluate the proposal including the results from public input.
 - ii) The new game may be approved subject to AGLC’s review.

SUBJECT: LICENCE OBJECTIONS

POLICY

- 1.8.1 AGLC will post all applications for the following types of facility licences on its website at aglc.ca:
- a) a new facility licence; and
 - b) a relocation of an existing licensed facility.
- 1.8.2 The following information will be posted on AGLC's website:
- a) name of the applicant;
 - b) name of the existing and proposed (if different from the existing) facility;
 - c) legal and municipal addresses of the existing and proposed facilities;
 - d) licence(s) applied for; and
 - e) the date that a written objection must be received by AGLC.
- 1.8.3 All objections must be submitted in writing and received by AGLC within 21 calendar days from the date the application is posted on AGLC's website in order for the objection to be considered during the current licensing process.
- 1.8.4 The applicant will be notified in writing of all objections received.
- 1.8.5 The applicant will be given 14 days from the date of notification to respond in writing to the objection; an extension may be requested by the applicant. No licence(s) will be issued until the objection and the applicant's response, if any, have been considered by the Board.
- 1.8.6 The applicant and the person(s) filing the objection will be advised in writing of the Board's decision.
- 1.8.7 If no objections to the issue of a licence are received within the 21 calendar days AGLC will continue with the licensing process.

OTHER GAMING LICENCE(S)/REGISTRATIONS

- 1.8.8 If any written objection to an application for a gaming licence or registration is received by AGLC, the following policies apply:
- a) the applicant will be notified in writing of all objections received;

SUBJECT: LICENCE OBJECTIONS

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

OBJECTIONS RECEIVED PAST SPECIFIED DEADLINES

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

SUBJECT: ADVERTISING AND PROMOTIONS

POLICY

GENERAL

- 1.9.1 These policies are conditions of the facility licence and the terms and conditions of the Lottery Ticket Centre Retailer Agreement.
- 1.9.2 Advertising and promotions for bingo games and bingo schemes are permitted without the prior approval of AGLC, providing the intended activity is covered by, or directly referred to, and complies with, these policies. Any advertising that does not comply with these policies must be submitted to and approved by AGLC before being used.
- 1.9.3 Advertising and promotions may focus on any one game or activity in the bingo facility, or any combination of games or activities.
- 1.9.4 Advertising and promotions must:
- a) be within the limits of good taste and propriety;
 - b) be accurate and verifiable; and
 - c) comply with any requirements of the Canadian Radio-Television and Telecommunications Commission (C.R.T.C.) and any other regulatory body having related jurisdiction.
- 1.9.5 The facility licensee, on behalf of its licensed charities, is responsible for all costs of advertising and promotions. Joint advertising and promotions between the facility licensee and the facility landlord or a third party may be approved as follows:
- a) the bingo association is responsible for the content and design of the advertising and for all advertising and promotional costs. The landlord may assist in the cost;
 - b) joint advertising and promotions must clearly differentiate between the bingo activities sponsored by the bingo association/facility licensee, and the promotions conducted by the landlord and/or concession operator (even if the bingo association is the landlord or operates the concession);
 - c) the facility licensee may co-sponsor promotional activities with third parties (such as hotel or restaurant). Where a facility

SUBJECT: ADVERTISING AND PROMOTIONS

licensee co-sponsors a promotion or advertising activity, only the facility licensee's costs of the shared activity must be used when accounting for the costs in the annual budget event fee; and

- d) advertising must be accounted for separately from promotions. Draws, contests, giveaways, or any other promotion permitted as noted below, must be accounted for as a promotion.

1.9.6 KENO advertising or promotional schemes must be submitted to AGLC for approval and are subject to the following requirements:

- a) any advertising that may be interpreted as an "inducement to play" is not allowed; and
- b) all interior or exterior advertising is subject to review by AGLC prior to placement. KENO retailers should contact AGLC for information and clarification regarding promotional material.

ADVERTISING

1.9.7 Advertising refers to the use of media , including, but not limited to:

- a) newspapers;
- b) magazines;
- c) email;
- d) social media;
- e) radio;
- f) television;
- g) internet including e-mail messaging; and
- h) signage.

1.9.8 Advertising must not:

- a) be targeted at minors;
- b) encourage or promote irresponsible play;
- c) depict excessive or prolonged periods of play of bingo games or bingo schemes;
- d) convey the impression that playing or winning will improve an individual's status or standing; or

SUBJECT: ADVERTISING AND PROMOTIONS

- e) be used to disparage or discredit another company, business or product.
- 1.9.9 Subject to Subsection 1.9.4 c), the facility licensee has discretion over the size and frequency of print advertisements and the length and frequency of television and radio commercials.
- 1.9.10 Gambling scenes are subject to the following conditions:
- a) activities shown in any advertising using a bingo setting must comply with the Gaming, Liquor and Cannabis Act, Gaming, Liquor and Cannabis Regulation and AGLC Board policies;
 - b) a legal setting must be presented, and only approved gaming and non-gaming activities may be shown;
 - c) with prior approval of AGLC, gaming activities (i.e., bingo games and schemes, pull ticket games and KENO) within a bingo facility may be filmed or recorded to develop media clips for advertising purposes; and
 - d) media clips, photographs or other representation depicting real people must be in accordance with the *Personal Information Protection Act* (PIPA) of Alberta and other applicable legislation.
- 1.9.11 Advertising must not appeal specifically to minors or be placed in any medium that is targeted specifically to minors including:
- a) minors or persons who may be reasonably mistaken for minors may not be depicted in bingo advertisements;
 - b) the use or imitation of children's fairy tales, jingles, nursery rhymes, songs, musical themes or fictional characters is not permitted; and
 - c) advertising may not be placed at venues (such as sports arenas) which are used primarily by minors.
- 1.9.12 The following details may be included in the advertising of e-daubers and KENO:
- a) availability of e-daubers and KENO;
 - b) cost to play e-daubers and KENO;
 - c) number of cards that may be played on e-daubers;

SUBJECT: ADVERTISING AND PROMOTIONS

- d) play of e-daubers and KENO along with paper bingo; and
- e) games that may be played on e-daubers.

1.9.13 Personal endorsements are subject to the following conditions:

- a) bingo endorsement by a well-known personality or lookalike should not imply that playing bingo or KENO has contributed to the individual's success;
- b) no well-known personality (e.g., an athlete or a youth oriented musical group) or look-alike with strong appeal to minors may be used in advertising; and
- c) the age of personalities and their current standing in the public eye should be taken into account when assessing appeal to minors.

PROMOTIONS

1.9.14 Promotion refers to any activity within a licensed 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, reward points program, etc., or similar promotions.

1.9.15 Facility licensees must not provide themselves or through any third party, any promotional activity which:

- a) alters the elements of chance of any bingo game or bingo scheme;
- b) provides increased payouts to reward frequent play;
- c) is game-altering in any way; or
- d) is illegal.

1.9.16 Facility licensees must not offer "cash" promotions to players or increase the cash value of a bingo prize or door prize through their promotions budget (event fee).

1.9.17 Unless specifically stated, merchandise promotional activities of a total value of under \$500, including the distribution of nominal merchandise type promotions (e.g., coffee mugs, ink daubers, bingo bags, t-shirts, etc.) to bingo players are permitted without prior approval of AGLC if the intended promotional activity is covered by

SUBJECT: ADVERTISING AND PROMOTIONS

or directly referred to in these policies (e.g., as promotional gifts for out-of-town players, birthday acknowledgements, etc.).

1.9.18 A promotional activity that exceeds \$500 in total value must first be approved by AGLC before it may be undertaken.

Note: A promotional activity may be run for one event or for multiple consecutive events/days.

1.9.19 Facility licensees may offer promotions as follows:

a) Free draws, contests, giveaways or similar promotions are allowed provided that a person is not required to play bingo games, pull ticket games or KENO, or to remain in the facility to receive a prize or as a condition of participating in or entering the draw, or other promotion. A facility licensee may require a person to be present at the time of the draw to receive a prize; however, the time, date and place of the draw must be prominently posted within the licensed facility.

b) Facility licensees or concession operators may provide free refreshments or food to players as a "customer service." These items must be paid from non-gaming revenue and will not be considered as part of the event fee, for promotions.

1.9.20 Facility licensees may use gaming funds from their promotion budget to offer bingo players a rewards program as follows:

a) Personal information provided by bingo players for a database (point of sale player tracking or otherwise) must be provided voluntarily and the use of their personal information must be disclosed to the player at the time of application to the rewards program.

b) Bingo-related rewards may be paid for with gaming funds from the facility licensee's promotions budget. Points/rewards awarded to players through non-gaming activities (e.g., concession or ink dauber purchases) must be funded with non-gaming funds.

c) Players must be provided with the complete information regarding the reward program structure and membership rules. The rules must include details relating to Subsection

SUBJECT: ADVERTISING AND PROMOTIONS

1.9.22, details on how points are awarded and redeemed, and any related restrictions.

- d) The facility licensee must maintain complete records of all points awarded and redeemed in each fiscal year for review and audit by AGLC. The facility licensee must ensure that the total points awarded and available for redemption can be funded by gaming funds available or remaining in the annual promotions budget.
- e) The facility licensee's annual audited financial statements (see Section 8.10) must clearly identify the annual cost of the reward program, as well as recognize the accrued payable at year-end related to unredeemed reward points.

1.9.21 Facility licensees may award reward points for occurrences of bingo play, for example, one point per attendance at the licensed facility. Points must not be awarded based on dollars spent or number of cards purchased.

1.9.22 Reward points are subject to the following conditions:

- a) must be awarded only once per event per player;
- b) are non-transferable;
- c) have no cash exchange value;
- d) may not be exchanged for free bingo, pull ticket or KENO play;
- e) players must produce one piece of government issued identification when redeeming points; and
- f) players must sign for redeemed points.

SUBJECT: APPLICATION PROCESS

POLICY

- 2.1.1 A licensed charity must reapply by submitting its bingo licence application (Bingo Licence Application (Form 5421)) through the bingo association at least 60 days before its existing bingo licence expires.
- 2.1.2 When a bingo association submits bingo licence applications to AGLC on behalf of its member licensed charities whose current bingo licences are at the end of their two-year licence period, each of the bingo applications must be fully completed (using the Bingo Licence Application (Form 5421)) as follows:
- a) the bingo application must be signed by both the president and treasurer of the licensed charity and include:
 - i) the licensed charity's bingo bank account number;
 - ii) the official motion from the licensed charity's meeting that authorizes the application; and
 - iii) the names of the licensed charity's current elected executive members.
- 2.1.3 The licence fee for each licensed charity is multiplied by the number of events to be held by the licensed charity during the term of its bingo licence to determine the total licence fee. Licence fees are listed on aglc.ca.
- 2.1.4 Licensed charities must pay their bingo licence fees to the facility licensee. The facility licensee must submit the licence fees to AGLC on behalf of its licensed charities at least 15 days before the period to be covered begins. In this regard, the licence fees may be submitted to cover events to be held in the upcoming month, quarter or full year.

SUBJECT: ROLES, RESPONSIBILITIES AND USE OF PROCEEDS

POLICY

- 2.2.1 When operating bingo events, licensed charities:
- a) may only conduct their events following the bingo program, rules of play and house rules of the licensed facility;
 - b) are responsible for delivering their events with integrity and social responsibility; and
 - c) are responsible to meet volunteer requirements of the facility licensee at events they are scheduled to conduct.
- 2.2.2 The licensed charity must deposit the monthly pool disbursement(s), if paid by cheque, to its approved bingo account within 14 days of receipt.
- 2.2.3 Use of charitable gaming proceeds are detailed in the Charitable Gaming Policies Handbook, which may be found at aglc.ca.
- 2.2.4 All charity bingo records, except as specified at Subsections 8.7.4 and 8.7.5, must be kept by the licensed charity for two years after the bingo licence expires.

SUBJECT: FACILITY LICENCE

POLICY

- 3.1.1 A facility licence is required when bingo is conducted in a facility four or more days per week.
- 3.1.2 A facility licence is issued for a specific bingo facility and is not transferable to another bingo facility.
- 3.1.3 The facility licensee is responsible for ensuring:
- a) it meets the requirements of the *Gaming, Liquor and Cannabis Act*, the Gaming, Liquor and Cannabis Regulation, and all AGLC Board policies respecting:
 - i) corporate structure;
 - ii) operation and maintenance of the licensed facility;
 - iii) provision of supplies and services; and
 - iv) operation of events.
 - b) compliance with all municipal, provincial and federal legislation as well as all of the necessary permits, licences and authorizations to operate the licensed facility;
 - c) paid staff comply with the policies of this handbook and meet the requirements of their position; and
 - d) all other conditions prescribed by the Board of AGLC are met.
- 3.1.4 Where there is a sale, assignment or transfer of a portion of the business under which the activities authorized by a facility licence are carried out that results in a change in control of the business, the facility licence is cancelled. A change of control includes a sale, assignment or transfer of a portion of the business under which the activities authorized by a bingo facility licence are carried out. A proposed sale, assignment or transfer of a portion of the business must comply with the provisions of the Gaming, Liquor and Cannabis Regulation.



SECTION: FACILITY LICENSEE

NUMBER: 3.2

COMMERCIAL BINGO HANDBOOK

PAGE 1 OF 1

SUBJECT: APPLICATION PROCESS

POLICY

- 3.2.1 Notices to reissue a facility licence will be provided by AGLC six months before the existing facility licence expires.
- 3.2.2 A facility licensee must complete and submit a facility licence application form 60 days before its existing facility licence expires.
- 3.2.3 If AGLC does not support issuing a facility licence due to operational concerns or major structural changes, the application will be referred to the Board of AGLC.

DATE ISSUED: April 6, 2023

AUTHORITY: Original signed by
Len Rhodes

SUBJECT: ROLES AND RESPONSIBILITIES – FACILITY LICENSEE

POLICY

- 3.3.1 A bingo association must operate in a licensed bingo facility and only one bingo association may be affiliated with a licensed facility.
- 3.3.2 The bingo association must ensure its incorporation status is active.
- 3.3.3 The bingo association is responsible for the overall control and management of the bingo association's affairs through its elected volunteer executive officers and board of directors. The responsibility for the overall control and management of the bingo association's affairs may not be delegated to paid staff or any other entity.
- 3.3.4 The bingo association must notify AGLC immediately if any members of the association executive are charged with or convicted of an offence under:
- a) the *Criminal Code* (Canada);
 - b) the *Excise Act* (Canada);
 - c) the *Income Tax Act* (Canada);
 - d) the *Controlled Drugs and Substances Act* (Canada), other than under section 4(1) of that Act for possession of any substance included in Schedule II to that Act;
 - e) the *Food and Drugs Act* (Canada);
 - f) a foreign Act or regulation that is substantially similar to an offence referred to in a), b), c), d) or e) above;
 - g) the *Gaming, Liquor and Cannabis Act* (Alberta); or
 - h) the *Gaming, Liquor and Cannabis Regulation* (Alberta).
- 3.3.5 A facility licensee must notify AGLC immediately upon becoming aware of any registered gaming worker who is charged with or convicted of an offence detailed in Subsection 3.3.4.
- 3.3.6 The Board may take disciplinary action including, but not limited to, suspension or cancellation of the registration or the facility licence or require a person to dispose of an interest in the licensed facility.
- 3.3.7 Facility licensees must implement strict and clear procedures to account for all gaming revenues, including the balancing of books

SUBJECT: ROLES AND RESPONSIBILITIES – FACILITY LICENSEE

and reconciling of revenue received in order to prevent illegal activity, collusion among staff (volunteers and paid staff), or any other activity detrimental to gaming, from occurring in licensed facilities.

3.3.8 The facility licensee must immediately report to AGLC any irregularities, theft, fraud, cheating at play, other illegal activities, or contraventions of policy.

3.3.9 Any player involved with a dispute must be provided with the Gaming Irregularities telephone number (see Subsection 1.5.2).

3.3.10 Where gaming revenue or gaming proceeds are missing due to suspected theft or fraud, the facility licensee must not initiate any civil action against or enter into any repayment agreements or other agreements with, persons suspected of being responsible for the missing gaming revenue or proceeds until all potential criminal proceedings have concluded.

3.3.11 On behalf of or as agent for its licensed charities, the facility licensee must coordinate activities related to bingo and pull ticket sales (if applicable). These activities include but are not limited to:

a) the negotiation of a hall lease agreement (see Sample Lease Provisions in Section 12 - Forms);

Note: Any new or renewed lease agreement must be reviewed by the bingo association's lawyer and AGLC before it is signed;

b) the provision of bingo equipment and supplies, pull ticket supplies (if applicable), and cash float(s);

c) the establishment of a bingo program, rules of play and house rules that comply with these policies and that are common to all the bingo association's licensed charities;

d) the scheduling and allocation of bingo events;

e) KENO, where applicable (see Section 7);

f) the hiring of paid staff and monitoring of their performance;

g) the development of an event fee or advance, as part of the annual budget submission, to pay common expenses (see Sections 8.1 and 8.2);

SUBJECT: ROLES AND RESPONSIBILITIES – FACILITY LICENSEE

- h) the development and maintenance of an approved financial/inventory control system, and maintenance of the hall's Event Management System (EMS) (see Sections 8.3 and 8.8);
- i) the provision to members of a statement of revenue, prizes, expenses and proceeds after each event (see the form Event Summary/Deposit Record – Manual Operation in Section 12 Forms);
- j) the provision to members of an audited financial statement at the fiscal year end (see Section 8.10) or, if approved by member charities, a review engagement in lieu of the audit. The financial statement requirements as outlined in Section 8.10 would apply under the review engagement;
- k) the development of an advertising or promotions program (refer to the advertising and promotions policy in Section 1.9); and
- l) if applicable, arranging for pull ticket sales on behalf of member licensed charities according to the requirements detailed in Section 6 - Pull Ticket Sales.

3.3.12 Only the hall manager, association president or their delegate are authorized to request amendments to the following:

- a) the bingo program;
- b) the facility licence; and
- c) the pull ticket licence.

3.3.13 The facility licensee must:

- a) ensure a valid bingo licence is in place for each event;
- b) notify AGLC immediately if there is a change amongst any of the licensee's executive or hall manager at the licensed facility; and
- c) ensure that all new executive members complete and submit the form entitled Bingo Facility Licence Application - Executive Officers Particulars (Form 5423-2) prior to or upon commencing their executive position.

SUBJECT: ROLES AND RESPONSIBILITIES – FACILITY LICENSEE

3.3.14 Facility licensees must advise AGLC of any changes to the following:

- a) operating bylaws stamped “registered...”;
- b) dates the bingo facility will be closed, including any unexpected hall closures or event cancellations;
- c) changes to association executive members including their name and contact information. An Executive Officers Particulars Form (Form 5423-2) is required for each executive member;
- d) lease, if the existing lease is expiring during the licence period.

Note: All new or renewed leases must be reviewed by AGLC and the bingo association’s lawyer prior to being signed.

3.3.15 Facility licensees must have a written tip policy that clearly indicates:

- a) which registered gaming workers are eligible to receive tips (volunteers are not eligible to accept tips or gratuities in any form);
- b) how tips will be distributed; and
- c) the facility licensee’s tip policy is not sanctioned by AGLC.

Note: AGLC, at its discretion, may direct a facility licensee to amend its tip policy if it is deemed to jeopardize the integrity or lawful conduct of gaming activities or is not being administered in the manner it is intended.

3.3.16 Facility licensees must not permit a person apparently intoxicated by liquor or a drug to take part in a gaming activity or provincial lottery that is conducted in the licensed facility.

SUBJECT: ROLE OF LANDLORD IN A LICENSED FACILITY

POLICY

3.4.1 The role of a landlord or sub-landlord in the operation of a licensed facility is limited to:

- a) providing a facility and related covenants and responsibilities for a rental sum as stated in a negotiated lease agreement between the facility licensee and the landlord or sub-landlord;
- b) providing bingo equipment and related covenants, excluding e-daubers and EMS related equipment, as stated in the lease agreement if the landlord or sub-landlord is registered with AGLC as a gaming supplier;
- c) operation of a concession, which may or may not include bingo retail merchandise, as stated in the lease agreement negotiated with and agreed to by the bingo association;
- d) concession giveaways (see Section 1.9);
- e) lottery ticket sales within the bingo facility (separate from bingo related activities) as stated in the lease agreement negotiated and agreed to by the facility licensee; and
- f) installation of a bank machine as stated in the lease agreement negotiated and agreed to by the facility licensee.

3.4.2 A landlord must not direct or control, in any real or perceived manner, the operation of the facility licensee including but not limited to:

- a) the number of days, events, bingo time slots or hours of operation that a facility licensee and its licensed charities choose to conduct bingo;
- b) the facility licensee's bingo program (including but not limited to the price of cards, number or type of games conducted, prize payouts, and bingo expenses), the number of volunteers required, the rules of play and the house rules;
- c) the hiring, termination or conduct of the facility licensee's paid staff; and

SUBJECT: ROLE OF LANDLORD IN A LICENSED FACILITY

d) the bingo paper or other supplies and services purchased with gaming or non-gaming revenue of the facility licensee and its licensed charities, as provided for in these policies.

3.4.3 The landlord, or any individual who has a financial interest in a company or who is employed directly or indirectly by a company that provides facilities, services, equipment or supplies to the facility licensee, and by reason of that interest or employment has the real or perceived ability to make or influence decisions on behalf of the facility licensee, must not be a paid employee of the facility licensee or a member of the bingo association executive and/or board of directors (see Subsections 4.4.4 e) and f)).

3.4.4 In a situation where the landlord is not in an arm's length relationship with the facility licensee, the facility rent must not exceed fair market value.



SECTION: FACILITY LICENSEE
NUMBER: 3.5

COMMERCIAL BINGO HANDBOOK

PAGE 1 OF 1

SUBJECT: ACCESS BY AGLC

POLICY

- 3.5.1 Field technicians employed by or working on behalf of AGLC in a bingo facility installing, servicing or removing KENO related equipment have been designated by AGLC as inspectors pursuant to Section 98 (1) of the *Gaming, Liquor and Cannabis Act* for the purpose of carrying out job duties.

- 3.5.2 Auditors or persons employed or working on behalf of AGLC in a bingo facility have been designated by AGLC as inspectors pursuant to Section 98 (1) of the *Gaming, Liquor and Cannabis Act* for the purpose of carrying out job duties.

DATE ISSUED: April 6, 2023 **AUTHORITY:** Original signed by Len Rhodes

SUBJECT: MINORS

POLICY

- 3.6.1 Minors are not permitted to enter a licensed bingo facility that offers e-daubers. The facility licensee must obtain valid identification and verify proof of age as outlined in Subsection 3.6.5.
- 3.6.2 Minors are permitted to be in a licensed facility that offers paper bingo only, or paper bingo with pull tickets and/or KENO, as follows:
- a) if they are working as volunteers at a bingo event for a licensed charity of which they are members; or
 - b) if they are working in a paid position (at a concession in the licensed facility).
- 3.6.3 A minor is prohibited from playing bingo, pull tickets or KENO, including:
- a) purchasing or otherwise being provided with bingo cards or pull tickets;
 - b) playing the game of bingo and/or daubing bingo cards or using e-daubers, or playing pull tickets;
 - c) being awarded a bingo game or pull ticket prize or other prize; or
 - d) paying to play KENO or playing KENO.
- 3.6.4 The facility licensee must post a “Minors Not Allowed to Play Bingo” sign or, if applicable, a “Minors Not Allowed to Play Bingo and KENO” sign, clearly visible to patrons, at all entrances to the licensed facility.
- 3.6.5 Bingo facility licensee staff are required to obtain valid identification and verify proof of age whenever a person who appears to be under 25 years of age attempts to purchase or play bingo cards, pull tickets or play KENO. If unsatisfied that a person is at least 18 years of age, licensee staff must ask the person to leave the licensed facility.
- 3.6.6 For the purposes of Subsection 3.6.5, valid primary identification must:
- a) have a photo;
 - b) have a name;
 - c) be government issued;

SUBJECT: MINORS

- d) include date of birth;
- e) not be expired;
- f) have a unique identifier number; and
- g) be an original (not a copy).

3.6.7 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.

3.6.8 If a person of questionable age fails to satisfy the facility licensee or licensed charity that he or she is of legal age to play bingo, pull tickets or KENO, the facility licensee, or the licensed charity, or paid staff (as applicable) must refuse entry and ask the person to leave the licensed facility.

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



SECTION: FACILITY LICENSEE

NUMBER: 3.7

COMMERCIAL BINGO HANDBOOK

PAGE 1 OF 1

SUBJECT: SECURITY OF GAMING REVENUES/DEPOSITS

POLICY

- 3.7.1 The facility licensee must establish procedures to prevent risk to volunteers or paid staff and the theft or loss of bingo deposits after each event, to include: accounting for the event funds, enclosing the funds and the completed deposit slip into a sealed deposit bag, and storing the deposit in a safe.
- 3.7.2 Similar procedures must be used to ensure the safe deposit of revenue from pull ticket sales (see Subsection 6.4.15).

DATE ISSUED: April 6, 2023

AUTHORITY: Original signed by
Len Rhodes

SUBJECT: CONDUCT OF BINGO EVENTS

POLICY

- 3.8.1 The conduct of an event is the sole responsibility of the licensed charity, and this responsibility cannot be delegated.
- 3.8.2 A bingo association determines the number of bingo events that will be held each week.
- 3.8.3 The licensed charity, through its volunteer bingo chairperson (with the assistance of the hall advisor) must:
- a) decide upon all matters relating to the conduct of the event;
 - b) in case of a dispute or discrepancy determine the winners; and
 - c) verify prize amounts and ensure all prizes are paid.
- 3.8.4 Events may start at any time during a given day and may end at a specified time on the same day or at a time extending into the following day. Each event will be recorded as having occurred on the day on which it starts.
- 3.8.5 Each event starts with the calling of the first ball of the first game in the facility licensee's bingo program and ends when the prize for the last game of the bingo program has been verified.
- 3.8.6 Two (or more) charities may be licensed to work the same event as follows:
- a) each charity will receive an equal proportion of the event proceeds and is responsible for their own concession expenses; and
 - b) the number of charities selected on EMS will be two (or more if applicable). Each charity's licence number must be selected on EMS to ensure the correct information appears on each charity's financial report.



SECTION: STAFFING
NUMBER: 4.1

COMMERCIAL BINGO HANDBOOK

PAGE 1 OF 1

SUBJECT: GENERAL

POLICY

- 4.1.1 It is the responsibility of the facility licensee, on behalf of or as agent for licensed charities, to schedule the work of paid staff, whose role is to assist licensed charities conduct and manage their events.
- 4.1.2 To control bingo expenses, and with prior AGLC approval, some of the positions listed in Section 4.2 may be combined into one position, for example, in a licensed facility the hall advisor may also perform cashier duties.
- 4.1.3 Paid staff must be bonded for a minimum of \$50,000.

DATE ISSUED: April 6, 2023 **AUTHORITY:** Original signed by Len Rhodes

SUBJECT: VOLUNTEER AND PAID POSITIONS

POLICY

4.2.1 The following are mandatory volunteer positions and must be filled by volunteers who are bona fide members of the licensed charity:

- a) bingo chairperson;
- b) paymaster; and
- c) special games controller(s).

4.2.2 The following positions must be filled by paid registered staff:

- a) hall manager (maximum one full-time equivalent charge per event fee);
- b) assistant hall manager (maximum one full-time equivalent charge per event fee);
- c) hall advisor (maximum one charge per event fee);
- d) caller;
- e) cashier; and
- f) security guard.

4.2.3 The following positions may be filled by volunteers or paid staff as designated by the facility licensee. Any person who holds a paid staff position must be a registered gaming worker:

- a) bookkeeper;
- b) assistant hall advisor (maximum one charge per event fee or, if the position is filled by a volunteer, that person must be a bona fide member of the licensed charity);
- c) seller/checker;
- d) bingo coordinator (maximum one charge per event fee);
- e) pull ticket manager (maximum one charge per event fee or, if the position is filled by a volunteer, that person must be a bona fide member of the licensed charity; and
- f) pull ticket seller.

SUBJECT: REGISTRATION OF GAMING WORKERS

POLICY

4.3.1 In this section, an “applicant” means a person applying for registration as a gaming worker, pursuant to the Gaming, Liquor and Cannabis Regulation (GLCR).

4.3.2 In a licensed facility gaming workers (paid staff) in the following positions must hold a valid bingo worker registration relevant to their position duties prior to commencing, and while performing, their duties:

- a) hall manager;
- b) assistant hall manager;
- c) pull ticket manager;
- d) security guard;
- e) bookkeeper; and
- f) bingo event worker:
 - i) hall advisor;
 - ii) assistant hall advisor;
 - iii) caller;
 - iv) cashier;
 - v) seller/checker;
 - vi) bingo coordinator; and
 - vii) pull ticket seller.

4.3.3 Pursuant to section 10(1) of the GLCR, the Board of AGLC may refuse to register an applicant as a gaming (bingo) worker if the applicant or any of the applicant’s associates fails to pass a records check. Pursuant to section 10(2) of the GLCR, an individual does not pass a records check if the individual:

- a) has at any time been charged with or convicted of:
 - i) an offence under the *Criminal Code* (Canada), the *Excise Act* (Canada), the *Food and Drugs Act* (Canada) or the *Income Tax Act* (Canada)

SUBJECT: REGISTRATION OF GAMING WORKERS

ii) an offence under the *Controlled Drugs and Substances Act* (Canada), other than under section 4(1) of that Act for possession of any substance included in Schedule II to that Act; or

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

and, in the Board's opinion the offence is sufficiently serious that it may detract from the integrity with which gaming activities or provincial lotteries are to be conducted in Alberta or may be detrimental to the orderly or lawful conduct of activities authorized by a liquor licence or a registration relating to liquor; or

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

4.3.4 Pursuant to section 11 of the GLCR, the Board may refuse to register an applicant if the Board is satisfied that the applicant has within the five years prior to the submission of the application contravened:

- a) the *Gaming, Liquor and Cannabis Act* or Gaming, Liquor and Cannabis Regulation;
- b) a predecessor of the *Gaming, Liquor and Cannabis Act* or Gaming, Liquor and Cannabis Regulation; or
- c) a condition imposed on a licence or registration issued or made under the *Gaming, Liquor and Cannabis Act* or a predecessor of the Act.

4.3.5 Pursuant to section 12 of the Gaming, Liquor and Cannabis Regulation, the Board may refuse to register an applicant if, within the five years prior to the submission of the application:

- a) a licence or registration issued or made under the *Gaming, Liquor and Cannabis Act* or predecessor of the Act or a foreign licence or registration of the applicant, any of the applicant's employees or any of the applicant's associates has been cancelled or suspended by the issuing authority; or

SUBJECT: REGISTRATION OF GAMING WORKERS

- b) the applicant, any of the applicant's employees or any of the applicant's associates has been refused a foreign licence or registration.

4.3.6 Pursuant to section 13 of the Gaming, Liquor and Cannabis Regulation, the Board may refuse to issue a licence to an applicant or to register an applicant if the Board is satisfied that the applicant, any of the applicant's employees or associates or any other person or entity with connections to the applicant:

- a) is a person who has not acted or may not act in accordance with the law, with honesty and integrity or in the public interest, having regard to the past conduct of the person;
- b) would be a detriment to the integrity or lawful conduct of gaming activities or provincial lotteries; or
- c) is a person whose background, reputation and associations may result in adverse publicity for the gaming industry in Alberta.

4.3.7 Notwithstanding Subsections 4.3.3 through to 4.3.6 of these policies, the Board may refuse to register an applicant.

4.3.8 A facility licensee must notify AGLC immediately upon becoming aware that any of the registered gaming workers working at the licensed facility is charged with or convicted of an offence under the legislation listed in Subsection 4.3.9.

4.3.9 A registered gaming worker must notify AGLC and the facility licensee immediately when charged with or convicted with an offence under:

- a) the *Criminal Code* (Canada);
- b) the *Excise Act* (Canada);
- c) the *Food and Drug Act* (Canada);
- d) the *Income Tax Act* (Canada);
- e) the *Controlled Drugs and Substances Act* (Canada);
- f) a foreign Act or Regulation that is substantially similar to an offence referred to in clause a), b) c), d) or e) above;
- g) the *Gaming, Liquor and Cannabis Act* (Alberta); or

SUBJECT: REGISTRATION OF GAMING WORKERS

h) the Gaming, Liquor and Cannabis Regulation (Alberta).

4.3.10 If a registered gaming worker is charged with or convicted of an offence, as described in Subsection 4.3.9, the Board may take disciplinary action including, but not limited to, suspension or cancellation of the gaming worker's registration.

4.3.11 If a registered gaming worker has misled the Board, failed to provide information or provided inaccurate information, the Board may take disciplinary action including, but not limited to, suspension or cancellation of the gaming worker's registration.

4.3.12 Hall managers may permit individuals who are not registered bingo workers access to restricted areas (e.g., the cash cage, server location, caller's stage, room where the safe is located and bingo card and pull ticket inventory room(s)) to perform maintenance or repairs, provided:

- a) unregistered individuals must be escorted by a registered gaming worker authorized to access the restricted area;
- b) an access log must be maintained by the hall manager and must include:
 - i) name of the escort;
 - ii) unregistered individuals' name, signature, and company (if applicable);
 - iii) date;
 - iv) restricted area accessed;
 - v) entry and exit times; and
 - vi) reason for access.
- c) access log must be readily available for inspection; and
- d) access logs must be retained for a minimum of two years.

4.3.13 Registered gaming workers may only work in the position(s) for which they are registered and may only be paid for the work performed in these positions.

SUBJECT: REGISTRATION OF GAMING WORKERS

- 4.3.14 A registered staff member employed by a facility licensee, and who also is a member of a licensed charity within that facility, may work at their licensed charity's event as follows:
- a) the paid staff member may be paid their normal salary for working the event in the position for which they are regularly employed and registered; or
 - b) the paid staff member may choose to volunteer (not be paid) to work for the licensed charity of which they are a member, in any position the bingo association has designated that a volunteer is eligible to work.
- 4.3.15 Failure to comply with the conditions of registration and any of the provisions of the Commercial Bingo Handbook may result in disciplinary action by the Board of AGLC, including the suspension or cancellation of registration.
- 4.3.16 Registration can be reissued only by re-applying as a registered gaming worker.
- 4.3.17 Applications for registration as a gaming worker (Form 5422) may be obtained on AGLC's website at aglc.ca.
- 4.3.18 The registration application will only be processed if:
- a) it is complete in all the information requested;
 - b) the information in the application is truthful; and
 - c) there is a records check included with the application. AGLC must receive the records check within three months of the records check being issued.
- 4.3.19 Any changes to personal information (e.g., address or surname) provided to AGLC must be reported immediately in writing, by email to gaming.registrations@aglc.ca or by telephoning AGLC's Registration Unit at 1-800-272-8876.

SUBJECT: CONDUCT OF VOLUNTEERS AND PAID STAFF

POLICY

4.4.1 The licensed charity and its volunteers must comply with the following:

- a) volunteers must not be paid from gaming proceeds or from any other source of revenue for their services (see Section 4.2 of the Charitable Gaming Policies Handbook);
- b) the licensed charity may use outside help (non-members) as volunteers to fill other volunteer positions as required (see Section 4.2). Licensed charities whose members are persons with disabilities may accept outside volunteer help for all positions;

Note: Licensed charities are prohibited from making a donation to another group in exchange for that group working at a bingo event.

- c) individuals whose purpose to work at events is related to the Fine Option Program or the Alternative Measures Program may not be used as volunteer workers;
- d) the paid staff of the licensed charity may work as volunteers if:
 - i) they are volunteering their services beyond their normal paid working hours; and
 - ii) they fill any volunteer position except the following positions: bingo chairperson, paymaster, or special games controller.
- e) in the exceptional circumstance where a licensed charity does not show up for its scheduled event, or if the facility licensee receives short notice that a charity's bingo licence has been suspended/cancelled, the facility licensee may pay individuals to work at the event instead, using gaming funds (surplus expense revenue held in the association expense bank account) or non-gaming funds. The following conditions apply:
 - i) regarding licensed charities that do not show up, facility licensees must show that they have procedures in place to contact licensed charities to confirm their scheduled

SUBJECT: CONDUCT OF VOLUNTEERS AND PAID STAFF

event within two months in advance of the event (e.g., by phone, email or regular mail);

- ii) regarding a charity's suspension or cancellation of its bingo licence, the facility licensee must have a record of the date the charity's bingo licence was suspended or cancelled and the date/time and way in which the bingo association was made aware of the suspension or cancellation; and
- iii) there must be at least one volunteer of a member licensed charity present at the event and working as the bingo chairperson in the cash cage. This licensed charity will be recorded as the charity working the event and will receive the pool allocation for that event.

4.4.2 All bingo workers (volunteers and paid staff) must:

- a) maintain the integrity of the gaming activity, ensure that only lawful gaming activities are conducted in a licensed facility, and perform their respective duties according to the standards set out in these policies and the operating policies and procedures of the facility licensee;
- b) sign-in on the bingo worker sign-in sheet before starting their duties;
- c) not use or be under the influence of liquor, cannabis or illegal drugs while on duty. Any use of prescription (including cannabis for medical purposes) or off-the-shelf medications while working an event must be consistent with the facility licensee's policies and procedures regarding their use and must not interfere with the ability of volunteers/workers to perform their duties; and
- d) with the exception of sellers/checkers, 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.

4.4.3 Volunteer bingo workers:

- a) must be capable and able (as so deemed by the facility licensee) to perform the administrative and financial duties

SUBJECT: CONDUCT OF VOLUNTEERS AND PAID STAFF

associated with the positions they are assigned to. Persons with disabilities may accept the assistance of a parent, care giver or other responsible person while carrying out the duties of their volunteer position;

- b) must report to the bingo chairperson before starting their duties;
- c) are prohibited from playing bingo, purchasing or redeeming pull tickets or participating in KENO or using e-daubers while volunteering at an event;
- d) who are under the age of 12 are prohibited from handling cash (including the payment of prizes), but may work in the position of bingo checker or assist with other event duties (e.g., cleaning tables, emptying garbage cans, etc.). See Section 3.6 for more policies regarding minors;
- e) who handle cards and/or cash must return their apron, cash and bingo cards to the cash cage prior to leaving the bingo floor area for any reason (e.g., to use the washroom or go on a break);
- f) must not use personal money to provide a float for the event or for their volunteer position (e.g., as paymaster, etc.); and
- g) who fill the paid positions of hall manager or assistant hall manager, must comply with all policies that apply to these paid positions.

4.4.4 Registered gaming workers:

- a) must comply with the following conditions related to participating in gaming activities:
 - i) registered gaming workers may play KENO before starting or after they have performed all of their duties related to the event at which they have been scheduled to work. Facility licensees may establish a house rule that prohibits registered gaming workers from playing KENO;
 - ii) registered gaming workers in municipal locations where more than one licensed facility exists are prohibited from playing paper and e-dauber bingo and pull tickets at the licensed facility where they are employed; and

SUBJECT: CONDUCT OF VOLUNTEERS AND PAID STAFF

- iii) registered gaming workers (other than the hall manager and assistant hall manager) who are employed in municipal locations where there is only one licensed facility may play paper bingo and bingo event pull tickets, except during a day that they are scheduled to work. Off-duty registered gaming workers must only play bingo games and schemes in-hall. The facility licensee may establish house rules that prohibit or indicate the conditions under which registered gaming workers may play paper bingo and bingo event pull tickets in the licensed facility.
- b) must, in carrying out the duties of their position to assist a gaming licensee in the operation of an event and pull ticket sales, and a facility licensee in the operation of the bingo facility and KENO, comply with:
 - i) all duties outlined in their position description (to be signed by the registered gaming worker);
 - ii) the *Gaming, Liquor and Cannabis Act* and Gaming, Liquor and Cannabis Regulation; and
 - iii) AGLC Board policies, conditions of registration and terms and conditions applicable to registered gaming workers, gaming licensees, and facility licensees as stated in the Commercial Bingo Handbook;
- c) must not perform duties which must be performed by a volunteer;
- d) who have access to funds or other assets of the licensed charity or bingo association must not borrow from or convert these funds or other assets for personal use;
- e) must not be voting members on the bingo association's executive and/or board of directors;
- f) in a licensed facility, must not be employed directly or indirectly by, under contract to, or have a financial interest in:
 - i) the lessor of the licensed facility;
 - ii) the operator of the concession;

SUBJECT: CONDUCT OF VOLUNTEERS AND PAID STAFF

- iii) suppliers of bingo equipment and supplies; or
- iv) suppliers of services.

4.4.5 The executive and/or board of directors of the bingo association must not:

- a) have a personal financial interest in a company, or be employed by a company, that provides the following to or at the licensed facility:
 - i) the bingo hall;
 - ii) services;
 - iii) equipment;
 - iv) supplies; or
 - v) concession operations;
- b) be comprised of more than 25 per cent of individuals who are employed on a regular basis by a licensed charity conducting events in its licensed facility.

4.4.6 Members, executive and/or board of directors of the bingo association who have access to bingo funds or other bingo association assets must not borrow from or convert the bingo funds or assets for personal use.

4.4.7 Identification badges for registered bingo workers (paid staff) and identification badges or aprons for volunteer workers must be worn in plain view at all times during an event, and must contain the following information:

- a) registered bingo worker identification badge:
 - i) first or common name; and
 - ii) the registration number issued by AGLC.
- b) volunteer worker identification badge or apron:
 - i) name of the licensed facility or the name of the bingo association; and
 - ii) the word "Volunteer."

SUBJECT: VOLUNTEER DUTIES – MINIMUM REQUIREMENTS

POLICY

- 4.5.1 The titles of the facility licensee’s volunteer positions may vary from the titles used in this section; however, the duties of the position must meet the minimum requirements of the position as described in this section.
- 4.5.2 The volunteer bingo chairperson, paymaster, special games controller, and seller/checker must perform the following common duties:
- a) completing Discrepancy Reports as required (see Section 4.7); and
 - b) ensuring that all of the financial/inventory control responsibilities of the position are carried out in compliance with Section 8.3 in a licensed facility.
- 4.5.3 **Bingo Chairperson:** The bingo chairperson is responsible for the overall operation of the event. The bingo and pull ticket duties are performed in consultation with the hall advisor.
- a) Responsibilities include:
 - i) supervising volunteer and paid staff;
 - ii) assigning duties to volunteer staff;
 - iii) ensuring the secure handling of cash; and
 - iv) complying with the required financial/inventory control system;
 - b) Bingo duties include:
 - i) ensuring all volunteer and paid staff sign an attendance form before starting work (see Bingo Worker Sign In Sheet in Subsection 12.1.1) and confirming 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;
 - ii) prior to the start of the event, counting, recording and signing for the event float and bingo card inventory;

SUBJECT: VOLUNTEER DUTIES – MINIMUM REQUIREMENTS

- iii) checking bingo equipment, as specified in Subsection 9.3.7;
- iv) transferring, by counting, recording and signing for, the cash and cards to and from the paymaster, cashier, and controller(s);
- v) in the exceptional circumstance where the EMS verifier cannot be used, verifying all declared bingos using a manual callback procedure;
- vi) in consultation with the hall advisor, resolving complaints from players;
- vii) in conjunction with the hall advisor and/or the caller, ensuring the payment of prizes complies with Section 5.3;
- viii) prior to the end of the event, transferring from the bingo chairperson to the hall advisor by counting, recording and signing for the event float, cash from sales and unsold bingo card inventory;
- ix) preparing cash for bank deposit, and ensuring the delivery of the cash to the bank or securing the sealed bank deposit in the licensed facility's safe;
- x) retaining a copy of the completed event summary forms and leaving all other original financial/inventory control forms with the hall advisor;
- c) Pull ticket duties include:
 - i) witnessing the issue of the pull ticket float and new pull ticket units to paid pull ticket sellers, or the hall advisor if the sellers are volunteers; and
 - ii) witnessing the counting of, and then signing off, the revenue from pull ticket sales, by pull ticket unit, that is received from paid sellers or the hall advisor. When each pull ticket unit's sales have been completed (see Subsection 6.4.14), ensuring that the revenue from the unit is deposited according to the process stated for bingo deposits (see Subsection 6.4.15 and Section 8.5 for a licensed facility).

SUBJECT: VOLUNTEER DUTIES – MINIMUM REQUIREMENTS

4.5.4 **Paymaster:** The paymaster reports to the bingo chairperson and supervises the awarding of prizes.

a) Duties include:

- i) verifying prize amounts and counting, recording and signing for cash transfers to and from paid staff and volunteers;
- ii) checking bingo equipment, as specified in Subsection 9.3.7;
- iii) transferring cash prize(s) for each game to sellers/checkers for awarding to player(s) or to the players directly (this does not include prizes made to a player's account balance or progressive prizes paid directly from the advisor EMS station);
- iv) recording all prize payouts; and
- v) returning the paymaster's cash tray to the cash cage when it is not in use.

4.5.5 **Special Games Controller:** The special games controller reports to the bingo chairperson and may be combined or separated into one or more positions depending on the number of sellers supervised. This position also performs the controller duties for the linked game.

a) Duties include:

- i) in conjunction with the bingo chairperson and hall advisor, supervising card sales for special games by counting, recording and signing for:
 - the number of cards and cash float received from the bingo chairperson or hall advisor;
 - cards and floats issued to sellers, making proper entries on financial/inventory control forms, and ensuring seller(s) has signed for the cards and float;
- ii) in conjunction with the bingo chairperson and hall advisor, counting, recording, and signing for:
 - the receipt of cash/cards from sellers;

SUBJECT: VOLUNTEER DUTIES – MINIMUM REQUIREMENTS

- the number of unsold cards to be returned to inventory;
 - the balancing of all cash and cards and ensuring correct prize is paid to winners; and
 - making proper entries on financial control forms;
- iii) transferring all cash and completed financial control forms to the bingo chairperson by counting, recording and signing to complete the transfer.
- b) Additional linked game duties, to be performed in conjunction with the hall advisor, must comply with the approved operations manual for the linked bingo game.
- 4.5.6 **Seller/Checker**: The seller/checker reports to the bingo chairperson. At the discretion of the facility licensee, individuals holding this position may perform duties of both a seller and a checker, or just one of these.
- a) Duties include:
- i) in conjunction with the special games controller:
 - counting, recording, and signing for the acceptance of the float from the controller and the return of the float to the controller;
 - counting, recording and signing for the acceptance of cards received from the controller for sale to players; and
 - returning the cash and unsold cards to the controller after counting, recording and signing off on each;
 - ii) selling cards to players;
 - iii) accounting for cash from sales;
 - iv) ensuring any declared bingos are recognized by the caller;
 - v) verifying declared bingo winners through the required verification/call-back procedure;

SUBJECT: VOLUNTEER DUTIES – MINIMUM REQUIREMENTS

- vi) receiving prize(s), excluding those made directly to a player's account balance, from the paymaster and then awarding them to winner(s); and
 - vii) in the exceptional circumstance where the EMS verifier cannot be used, verifying all declared bingos using a manual callback procedure.
- b) A seller/checker may sell more than one type and price of special game card at a time.

SUBJECT: PAID STAFF DUTIES - MINIMUM REQUIREMENTS

POLICY

- 4.6.1 Duties for paid staff must be clearly defined.
- 4.6.2 All paid staff must have a signed employment agreement for each position held which includes rate of pay, hours of work, vacation entitlement, benefits and any other relevant employment conditions. The employment agreement must be updated and signed by the paid staff whenever any changes are made to the agreement.
- 4.6.3 As applicable to each position, all paid staff must ensure that all of the financial/inventory control responsibilities for their position are carried out in compliance with Section 8.3.
- 4.6.4 **Hall Manager:** The hall manager is a paid position that reports to the executive of the bingo association. The hall manager is responsible for providing oversight into bingo operations and ensuring compliance with the Commercial Bingo Handbook.
- a) hall manager duties include:
- i) ordering and keeping perpetual inventory records;
 - ii) maintaining financial records related to business bank accounts including payroll and T4 summaries, Canada Revenue Agency payments and GST returns, etc.;
 - iii) ensuring monthly bank reconciliations are completed;
 - iv) ensuring event data is entered into EMS by a registered position (i.e., the hall manager, assistant hall manager, hall advisor or bookkeeper), and ensuring the month end reporting is submitted to AGLC within seven days of the end of the month;
 - v) ensuring all paid workers have current and required registration prior to commencing their duties and at all times while carrying out their duties;
 - vi) ensuring the server is housed in a secure location;
 - vii) reviewing event financial/inventory control forms for completeness and accuracy;
 - viii) responsibility for duties required for the administration of the event management system (EMS) including:

SUBJECT: PAID STAFF DUTIES - MINIMUM REQUIREMENTS

- assigning and maintaining EMS access rights of paid staff to system modules, based on their position requirements, ensuring security and integrity of the system;
- performing system configuration and testing to accommodate the facility licensee's bingo program and user requirements;
- maintaining a detailed log of all system configurations including the date and details of any and all system changes, and a log of related configuration issues that arise; and
- coordinating regular EMS maintenance and testing of product patches, updates, and releases.

Note: The hall manager may be assisted in carrying out the EMS administration duties by up to two other existing paid staff (i.e., assistant hall manager, advisor, caller, or cashier).

4.6.5 **Assistant Hall Manager**: The assistant hall manager in a licensed facility is optional and reports on a day to day basis to the hall manager. The overall responsibility for the duties of this position remains with the hall manager.

4.6.6 **Hall Advisor**: The hall advisor in a licensed facility is a paid position. The hall advisor reports to the bingo chairperson during the event.

a) duties of the hall advisor include:

- i) prior to the start of the event, counting, recording and signing off on the event float and bingo card inventory, witnessed and signed off by the bingo chairperson, and then transferring the float and inventory to the licensed charity.
- ii) counting, recording and signing off the transfer of pull tickets or pull ticket units to volunteer or paid sellers as may be requested by the pull ticket manager;
- iii) prior to the end of the event, transferring the event float and unsold bingo card inventory from the licensed charity to the bingo association by counting, recording, and

SUBJECT: PAID STAFF DUTIES - MINIMUM REQUIREMENTS

signing off on the event float and inventory being transferred; and

- iv) reviewing event financial/inventory control forms for completeness and accuracy and ensuring that all of the financial/inventory control responsibilities of this position are carried out in compliance with Section 8.3.

4.6.7 **Assistant Hall Advisor**: The assistant hall advisor in a licensed facility is optional and reports to the hall advisor during an event and can be a volunteer or paid position as designated by the facility licensee. The overall responsibility for the duties of this position, including signing authority, remains with the hall advisor.

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

- a) duties of the cashier must include:
 - i) prior to the start of the event, receiving the cashier's float and bingo card inventory from the bingo chairperson by counting, recording and signing off on the float and inventory received;
 - ii) processing cards sales to customers and voids through the POS; and
 - iii) prior to the end of the event, returning the cashier's float, cash from POS sales and unsold bingo card inventory to the bingo chairperson by counting, recording and signing off on the float, cash and inventory being transferred.

4.6.9 **Caller**: The caller is a paid position that reports to the bingo chairperson during the event.

- a) the caller must not use any cell phone or personal electronic device during the event;
- b) duties of the caller include:
 - i) at the start of each event, announcing and recording on the approved audio/video recording system: the date of the event and type of event (morning, afternoon, evening or late night);

SUBJECT: PAID STAFF DUTIES - MINIMUM REQUIREMENTS

- ii) recording prize payouts and number of winners in the Event Management System (EMS). Where the EMS is not available, the required information must be recorded manually;
- iii) submitting a signed EMS caller's summary report to the bingo chairperson at end of the event. Where the EMS is not available, the caller must sign and submit the manually recorded form;
- iv) announcing and verifying all declared bingos through the EMS according to these policies;
- v) announcing prize payouts for regular games before the regular games start; and announcing prize payouts for special games before the special game starts or, if there is a delay in calculating the prize payout for the special game, announcing the prize payout as soon as possible after the special game starts;
- vi) ensuring all parts of the event are recorded in audio and video; and
- vii) ensuring the Event Management System (EMS) is maintained and/or operated according to these policies and the licensed facility's and vendor's EMS user manuals.

4.6.10 **Bingo Coordinator**: The bingo coordinator is optional and may be a volunteer or paid gaming position as designated by the facility licensee. The bingo coordinator position reports to the bingo chairperson at the event. The duties of the position are flexible; however, if it is a paid position, the bingo coordinator position must not assume responsibility for any of the duties performed by specified volunteer positions.

4.6.11 **Bookkeeper**: The bookkeeper may be a volunteer or paid position as designated by the facility licensee. The bookkeeper position reports on a day to day basis to the hall manager, but is accountable overall to the executive of the bingo association. Bookkeeper duties may include hall manager duties listed in Subsections 4.6.4 a) ii) to iv).

SUBJECT: PAID STAFF DUTIES - MINIMUM REQUIREMENTS

- a) The bookkeeper may have signing authority on designated gaming accounts only, as specified by the executive of the bingo association. If such signing authority is approved, the bookkeeper must be the first one to sign on a gaming account, and an executive member of the bingo association must be the second one to sign on the gaming account.

4.6.12 **Pull Ticket Manager:** The pull ticket manager may be a volunteer or a paid position and is responsible for the day-to-day control and administration of pull ticket sales on behalf of or as agent for the licensed charities. The pull ticket manager reports to the executive of the bingo association.

- a) Duties of the pull ticket manager include:
 - i) ordering and controlling the pull ticket inventory;
 - ii) issuing the pull ticket float and pull ticket units to paid pull ticket sellers, the hall advisor or the assistant hall advisor, as appropriate; must count, record and sign off on the float and pull ticket unit prior to issuing them;
 - iii) counting, recording and signing off the revenue received from pull ticket sales from paid sellers, the hall advisor or the assistant hall advisor, and ensuring the deposits are made according to the process for bingo deposits as stated in Section 8.5; and
 - iv) completing each month, the form Monthly Pull Ticket Sales (Deposit) Report – Form 5438, and the monthly bank reconciliation, and forwarding these to AGLC as provided in Section 6 - Pull Ticket Sales.

4.6.13 **Pull Ticket Seller:** The pull ticket seller may be a volunteer or paid position (if paid, must be paid from the pull ticket revenue) as designated by the facility licensee. If a paid seller, the position reports to the pull ticket manager and is responsible to the bingo chairperson at the event. Volunteer pull ticket sellers report to the hall advisor or assistant hall advisor.

- a) duties of the volunteer pull ticket seller include:
 - i) obtaining pull tickets and the float from the pull ticket manager, hall advisor or assistant hall advisor as

SUBJECT: PAID STAFF DUTIES - MINIMUM REQUIREMENTS

applicable; the paid seller/volunteer must count, record and sign off on the pull tickets and the float received;

- ii) conduct ticket sales, verifying winning tickets, paying prizes and defacing all submitted winning tickets with a value of \$5 or more immediately after they are redeemed by the winner(s); and
- iii) transferring revenue from sales of pull tickets to the pull ticket manager, hall advisor or assistant hall advisor, as applicable, for verification and deposit. Revenue transferred must be counted, recorded and signed off. In the case of a paid pull ticket seller, the seller must balance and verify sold unit(s) (see Subsection 6.4.14).

4.6.14 **Security Guard**: The security guard is optional and must be a paid position that reports to the hall advisor.

SUBJECT: REPORTING DISCREPANCIES

POLICY

4.7.1 It is a condition of both registration and licensing that the following incidents or suspected incidents are immediately reported to AGLC Hotline at 1-800-561-4415:

- a) suspicion or evidence of:
 - i) cheating at play;
 - ii) theft, fraud or counterfeit money; or
 - iii) personal possession, for reasons unrelated to the event, of bingo cards, pull tickets or revenue by volunteers, registered bingo workers, or non-registered employees.
- b) procedures inconsistent with or that contravene these policies;
- c) public disturbance requiring police action and during which the security of cards or cash was or could have been compromised; and
- d) robbery, attempted robbery or break and enter in the licensed facility.

4.7.2 Event cash shortages must be reported as follows:

- a) event cash shortages for bingo of \$100 or less must be reported on the EMS and be clearly reflected on the financial/inventory control forms used at the event;
- b) individual cash shortages for bingo or pull tickets of more than \$20 involving volunteers or paid staff must be recorded in a log maintained by the facility licensee; and
- c) pull ticket and bingo event cash shortages of more than \$100, not including proven bingo prize compensating errors, must be reported to AGLC immediately. The Discrepancy Report must include a copy of the control sheet(s) reflecting where the shortage(s) occurred.

4.7.3 For any incident described in Subsections 4.7.1 and 4.7.2 c), a separate Discrepancy Report must be completed and submitted to AGLC:

SUBJECT: REPORTING DISCREPANCIES

- a) by any registered gaming worker who was a part of, or a witness to, procedures inconsistent with or in violation of the Commercial Bingo Handbook (including criminal and suspected criminal activity); or
- b) by any volunteer who was a part of, or a witness to, procedures inconsistent with or in violation of the Commercial Bingo Handbook.

4.7.4 All Discrepancy Reports must be submitted within 24 hours of a registered gaming worker or volunteer becoming aware of an incident or suspected incident requiring the completion of a Discrepancy Report.

4.7.5 Discrepancy Reports can be submitted to AGLC by:

- a) email to:
 - i) inspectionsgaming@aglc.ca for procedural matters; or
 - ii) investigators.mailbox@aglc.ca for suspected illegal or illegal activities
- b) fax to:
 - i) (780) 447-8912 for all facilities in or north of Red Deer; or
 - ii) (780) 292-7302 for all facilities south of Red Deer.

SUBJECT: BINGO PROGRAM

POLICY

5.1.1 Bingo programs include, but are not limited to:

- a) the structure, card patterns and prizing for regular bingo games including regular games with a progressive element;
- b) the structure, card patterns and prizing for special games including special games with a progressive element;
- c) the structure, card patterns and prizing for linked bingo, if offered;
- d) the structure and prizing for bingo schemes including bingo schemes with a progressive element;
- e) the cost to play all bingo games and bingo schemes;
- f) door prizes or other prizing;
- g) promotions to players including giveaways, etc.; and
- h) any other element or aspect of a bingo program.

5.1.2 Bingo games:

- a) include regular games and special games, whether these are pay-to-play or free play; and
- b) among other features, may have a progressive prize element, in which a portion of the prize continues to grow in a prize pool until the prize is won.

5.1.3 Bingo schemes:

- a) are tied to a bingo game;
- b) include but are not limited to: Loonie Pot, Lucky Number, Gold Ball, King and Queen, Player of the Night, and additional prizes awarded with a "second element of chance," etc.; and
- c) among other features, may have a progressive prize element, in which a portion of the prize continues to grow in a prize pool until the prize is won.

5.1.4 The facility licensee, which acts on behalf of, or as an agent for, the member licensed charities, must establish a bingo program, rules of play and house rules that are common to the member licensed

SUBJECT: BINGO PROGRAM

charities of the bingo association. There may be some minor variations in the bingo program in a licensed facility. However, in general and excluding any variations for special events, the bingo program must be the same for each licensed charity.

5.1.5 It is the responsibility of the facility licensee and the hall manager, on behalf of the bingo association member licensed charities, to determine the specific elements or aspects of the bingo program and to ensure the bingo program, rules of play and house rules comply with these policies.

5.1.6 The facility licensee and hall manager must ensure the facility licensee's EMS and, if applicable, its e-dauber system, are programmed to accommodate the bingo cards, games, schemes, and promotions or giveaways it offers players during events.

5.1.7 All bingo games and schemes require an AGLC game type identifier.

5.1.8 Non-progressive games and schemes do not require AGLC approval but the rules of play for the game/scheme must be submitted to AGLC for review prior to implementation.

PROGRESSIVE BINGO GAMES AND SCHEMES

5.1.9 AGLC approval is required before implementing any new progressive bingo game/progressive scheme, or any revision to an existing progressive bingo game/progressive scheme.

a) If a revised progressive bingo game/progressive scheme is approved, the facility licensee must play off the existing accumulated prize pool before implementing the approved change(s).

b) If a new or revised progressive bingo game/progressive scheme is approved, AGLC will assign an AGLC progressive prize pool ID number to track the accumulating prize pool funds.

5.1.10 The prize payout for bingo schemes must be:

a) recorded as part of the prize payout for the game of bingo to which the scheme is tied; and

b) consistent with the provisions of Subsection 5.1.17 when awarded through a second element of chance.

SUBJECT: BINGO PROGRAM

- 5.1.11 There may be no more than one progressive element per bingo game or bingo scheme.
- 5.1.12 Progressive games and progressive schemes may be offered under the following conditions:
- a) progressive prize payouts must be determined by the facility licensee and comply with Section 5.3:
 - i) the progressive prize pool may be seeded as outlined in Subsection 5.3.4; and
 - ii) the value of the accumulated progressive prize must be added to the prize contribution for the event and make up the total value of the progressive prize pool eligible to be won at the event; if won, the total value of the progressive prize pool must be paid out in full. If not won, the total value of the progressive prize pool (prior event balance plus the current event prize pool contribution) must be carried over to the next event.
 - b) if the facility licensee sets a cap on its progressive prize pool the facility licensee's rules of play must state the cap, fully explain how the progressive prize pool is won when the cap is reached, and how prize pool contributions over and above the cap are handled;
 - i) if capped, the facility licensee has the option of establishing two separate prize pools (one main pool and one reserve pool). Once the total value of the two pools reaches the capped maximum, the first prize pool must be played off within 14 days of the maximum being reached; and
 - ii) if it is not capped, the progressive prize pool must be awarded or played off within a 12-month period starting from the date the prize pool begins to accumulate.
 - c) only one method may be used to progress a prize pool from event to event (e.g., evening to evening, afternoon to afternoon, afternoon to evening, etc.);
 - d) the facility licensee must use and retain event financial/inventory control forms and a manual system of

SUBJECT: BINGO PROGRAM

tracking pool sales, contributions, payouts and balances, as described in Subsection 8.3;

- e) the hall advisor and the bingo chairperson must ensure:
 - i) the reported value of each progressive prize pool is accurate by verifying the opening and closing prize balances in EMS against the manual tracking system;
 - ii) in addition to the EMS progressive prize reporting requirements, a manual control form must be maintained for each progressive game prize pool detailing:
 - the opening balance of each prize pool;
 - the event game contribution;
 - the event payout(s) (if applicable);
 - the method of payment (cash and/or cheque); and
 - the event closing balance.
 - iii) the manual control form must be signed by the event advisor and chairperson verifying its accuracy; and
 - iv) any discrepancies must be reported to AGLC immediately;
- f) the facility licensee must maintain security of the accumulated prize funds as follows:
 - i) the facility licensee must collect funds contributed to each progressive prize pool by event; if the prize pool is not paid out during the event, the funds collected for each progressive game must be deposited to the progressive prize bank account and held in trust to pay out progressive game prizes at a future event when they are won;
 - ii) when a progressive prize pool is won at an event, the game contribution from that event may be paid to the player in cash and the remainder (accumulated portion of the prize pool) may be paid to the player by cheque written on the progressive prize bank account;

SUBJECT: BINGO PROGRAM

alternatively, the entire amount may be paid by cheque written on the progressive prize bank account.

Note: Revenue from uncashed progressive prize cheques belongs to the member groups of the association.

- iii) if revenue from the event is sufficient to pay the full progressive prize pool in cash, the facility licensee has the option of writing a cheque for the value of the accumulated portion from the progressive prize bank account to the bingo revenue bank account and may deposit this cheque in place of the event revenue. The event revenue may then be used to pay the player the accumulated portion in cash.

Note: The cheque will replace the event cash deposit in whole or in part depending on the amount of cash available from the event revenue and the amount of funds needed to pay the accumulated portion of the progressive prize in cash.

- iv) the hall manager must review and sign (initial) the manual control forms, verify the progressive prize bank account deposits, and monitor the issuance of cheques on a regular basis throughout the month and immediately report any discrepancies to AGLC; and
- v) the facility licensee must submit to AGLC a monthly bank reconciliation with supporting documents for the progressive prize bank account; the facility licensee must verify the accuracy of each progressive prize pool balance against the information reported on EMS;
- g) the facility licensee's rules of play may require that a player's eligibility to win a progressive prize is based on the player achieving (completing) and declaring (announcing) their bingo on specific criteria which is stated in the rules of play for the progressive game/scheme. For example, the rules of play may indicate that the progressive game/scheme is won if a player completes the required pattern and declares bingo:
 - i) on a Loonie Pot number(s) as determined at the event;

SUBJECT: BINGO PROGRAM

- ii) on the number that appears after the fireball is drawn;
- iii) within a specific amount of numbers (e.g., within 48 numbers being called);
- iv) on a specific number of numbers (e.g., on the 56th number called);
- v) on a double digit number (e.g., N44);
- vi) on a specific square positioned on the bingo card (e.g., the bottom or top square under the "B" Column); or
- vii) on a number starting or ending in a particular number (e.g., starting or ending in the number 7 (O72 or N47));
- h) if there is no declaration of bingo on the progressive game or scheme criteria as specified in the rules of play, the caller must ask players, at least two times, if anyone has a bingo on the required criteria (announcing to players what that criteria is) for the progressive element of the game/scheme, and pause to recognize any bingos after each ask. If there is no response, the facility licensee may announce to players that the progressive element of the game/scheme is closed and that play will continue for the event prize associated with the game/scheme. The caller must wait an additional 60 seconds before the progressive element of a video bingo game is closed.

LOONIE POT SCHEMES

5.1.13 The conditions for participating in a Loonie Pot scheme must be as follows:

- a) cost to play is stated in the facility licensee's rules of play;
- b) a player participating in a Loonie Pot scheme must have a sales receipt to play and to be eligible to win the Loonie Pot prize pool;
- c) to win the prize pool, the Loonie Pot number must form part of the required pattern for the game being played and the player(s) must declare their bingo at the time the Loonie Pot number is called. If a valid bingo is declared on more than one bingo card for the Loonie Pot scheme, the prize pool must be

SUBJECT: BINGO PROGRAM

divided equally by the number of valid winning bingo cards and paid out accordingly.

5.1.14 Loonie Pot schemes may be played, with specified games of bingo in the bingo program, under the following conditions:

- a) the facility licensee's rules of play must specify the regular games in the bingo program to which each Loonie Pot applies;
- b) the event prize of the Loonie Pot must be added to the accumulated Loonie Pot(s) prize pool at each event. The prize pool(s) may be awarded once per event, and must be split equally among multiple winners if the players declared a valid bingo on the Loonie Pot number at the same time;
- c) one loonie number must be used when only one Loonie Pot is conducted. One loonie number or a separate loonie number per prize pool may be used when multiple Loonie Pots are conducted;
- d) the facility licensee's rules of play must specify how the loonie number(s) is determined and must include that:
 - i) the loonie number(s) must be announced by the caller and be posted in the licensed facility for viewing by all players; and
 - ii) the loonie number(s) must remain the same throughout the event;
- e) each time the caller draws the loonie number(s) ball from the blower, the caller must announce the letter-number combination of the ball and indicate that it is the loonie number (e.g., "Your next number is B-13, which is the Loonie Pot number.").

5.1.15 The facility licensee's rules of play must not indicate that the Loonie Pot:

- a) must be won in a specified amount of numbers;
- b) may not be won on free cards distributed in the hall; or
- c) may not be won on reverse numbers (e.g., B-15 reverses to G-51).

SUBJECT: BINGO PROGRAM

FIREBALL SCHEMES

5.1.16 Facility licensees may use the fireball scheme for regular games or for special games as follows:

- a) one additional bingo ball may be added to the blower as a fireball. This ball:
 - i) must be of a different color from all the other balls in the blower;
 - ii) must not be a numbered ball;
 - iii) must be purchased from the same supplier and manufactured by the same manufacturer as all other balls being used in the blower, to ensure that the fireball is made from the same material and is of the same shape, size and weight as all other balls in the blower;
 - iv) may only be used in connection with the conduct of a bingo game; and
 - v) must not be inserted into the blower for the purpose of awarding promotional items;
- b) the facility licensee's rules of play must specify that the numbered ball that appears after the fireball determines that a bingo declared on that ball would be eligible for the fireball prize;
- c) to win the fireball scheme, the number called immediately after the fireball has been drawn from the blower must complete the required pattern for the bingo game being played and the player(s) must declare their bingo when that number is called;
- d) to determine the fireball number the caller must:
 - i) draw the fireball from the blower, announce that the fireball has been drawn, and state that a valid bingo declared on the next number called will receive the fireball prize; and
 - ii) must remove the fireball to display the next numbered ball on the hall monitors and ensure that this number remains to be the next number called.

SUBJECT: BINGO PROGRAM

SECOND ELEMENT OF CHANCE SCHEMES

5.1.17 Schemes with a second element of chance provide variety in awarding prizes. These schemes must be described in the facility licensee's rules of play and comply with the following:

- a) facility licensees may award the winner(s) of a bingo game a bingo prize and/or an additional prize through a second element of chance as follows:
 - i) the player selects one item from a group of items, each of which provides a cash prize or merchandise prize. The player's prize will be determined by the item he or she selects; or
 - ii) a display board contains 75 numbers and behind each number is a description of a cash or merchandise prize. The winner receives the prize indicated behind the number on which they declared bingo; or
 - iii) a money tunnel in which the player enters and is given a specified amount of time to catch money, which becomes their prize.
- b) second element of chance schemes, other than those specified in Subsection 5.1.17 a) i) to iii), require prior AGLC approval before they may be implemented in the bingo program; and

5.1.18 Casino style wheels, card schemes, or raffle schemes may not be used to award second element of chance prizes.

COMMERCIAL BINGO RULES OF PLAY AND HOUSE RULES

5.1.19 Facility licensees must comply with the AGLC Standard Rules of Play contained in the Commercial Bingo Rules of Play and House Rules.

5.1.20 Facility licensees must establish and maintain facility licensee rules of play and house rules which must be:

- a) consistent with the Commercial Bingo Rules of Play and House Rules;
- b) submitted to AGLC, including any additions or revisions; and
- c) posted in the licensed facility for convenient viewing by players.



SECTION: BINGO EVENTS
NUMBER: 5.1

COMMERCIAL BINGO HANDBOOK

PAGE 10 OF 10

SUBJECT: BINGO PROGRAM

5.1.21 AGLC may require amendments be made to submitted facility licensee rules of play or house rules.

DATE ISSUED: August 27, 2024 **AUTHORITY:** Original signed by Len Rhodes

SUBJECT: BINGO CARDS AND SALES

POLICY

- 5.2.1 Players must use printed single cards or sheets of cards, or an e-dauber card image, each having five vertical columns, with five squares in each column. One letter from the word BINGO appears over each column. All squares must have a number, except the free centre square. To play the game of bingo, players mark each square as the corresponding letter/number on it is called.
- 5.2.2 Bingo cards for the visually impaired (Braille cards), if approved for use by the facility licensee, must meet the format requirements detailed in Subsection 5.2.1. The facility licensee's rules of play must indicate the pricing structure and verification procedure for these cards.
- 5.2.3 Only cash, debit cards or gift certificates issued by the facility will be accepted as payment for bingo product sales; granting credit and accepting cheques is prohibited. U.S. currency may only be exchanged for the amount of the bingo products being purchased, subject to house rules. All U.S. currency must be included with the event deposit.
- 5.2.4 All bingo cards not controlled by volunteers or paid staff must be kept in locked storage.

PRE-SELLING OR AWARDED ADMISSIONS

- 5.2.5 Licensed charities may pre-sell or award admissions for special events under the following conditions:
- a) the special event admission ticket must at minimum provide the following information:
 - i) name of the facility licensee and facility licence number;
 - ii) date of the special event;
 - iii) ticket number that corresponds with an itemized ticket inventory control form;
 - iv) value of the ticket and product(s) included and/or eligible to purchase;
 - v) number of tickets available for sale;

SUBJECT: BINGO CARDS AND SALES

- vi) minimum number of tickets that must be sold before the event will be cancelled; and
 - vii) an indication whether the ticket is transferable or non-transferable (if non-transferable then a space must be provided on the ticket for the player's name).
- b) the rules of play reflecting the special event program must be submitted to AGLC for its approval five full business days (Monday to Friday) before the event. If special event admissions are awarded as an event prize, the rules of play reflecting this must be submitted to AGLC for its approval five full business days (Monday to Friday) before these prizes are awarded;
- c) the special event rules of play must indicate:
- i) whether the purchase price of the pre-sale ticket varies by the time period in which it is purchased;
 - ii) details of the products that are included in the ticket price;
 - iii) details on the minimum number of tickets that must be sold for the special event to proceed, the policy to cancel the event, and policy on offering refunds;
 - iv) details of all bingo games and any schemes, and the prize allocation for these that would be awarded during the event; and
 - v) rules of play as needed for regular games, and for each special game, scheme, door prize, promotion or other giveaway, and how multiple winners are handled including the awarding of merchandise prizes.
- d) the following financial/inventory controls must be in place:
- i) an itemized ticket inventory control form that corresponds to the tickets sold or awarded as part of the prize payout; if the ticket is sold or awarded to a specific player, then that player's name must be recorded on the ticket and on the inventory control form;

SUBJECT: BINGO CARDS AND SALES

- ii) forms for the special event to list the games, schemes, bingo prizes, door prizes, promotions or other giveaways that are offered and awarded during the event; and
- iii) a process that ensures that the cash value of the pre-sold or awarded tickets is recorded as, and forms part of, the event revenue for the special event.

FREE BINGO GAMES

5.2.6 Free bingo games may be offered in compliance with the policies in Section 5.

5.2.7 Distributing free bingo cards is permitted subject to the following:

- a) licensed charities may conduct one free bingo game per event if it complies with the policies in Section 5 – Bingo Events;
- b) free bingo cards may be regular game cards or special game cards for which players require a receipt, and may be:
 - i) awarded as prizes for a bingo game;
 - ii) given in return for a donation through the facility licensee to a recognized community service organization (e.g., food bank, Christmas Bureau, etc.);
 - iii) provided with a “player of the week/month/year” promotion under the following conditions:
 - the “player of the week/month/year” must be awarded a “certificate” that the player can produce for a specified period of time entitling the player(s) to receive free regular game bingo cards as specified in the facility licensee’s rules of play;
 - the prize has no cash value and is non-transferable; and
 - the licensed charity conducting the event at which the promotion is awarded must not be charged for the cost of the promotion and EMS entries are not required.

SUBJECT: BINGO CARDS AND SALES

- c) a process is in place to confirm that players are entitled to free bingo cards;
- d) the method of distribution is included in the licensed facility's rules of play;
- e) a record is kept of each time a free bingo card is distributed and the reason(s) why;
- f) the distribution is entered in EMS for inventory control;
- g) free bingo card(s) may only be used at the event at which they were distributed. The free bingo cards are reconciled against the bingo card inventory for the event; and
- h) financial controls are put in place for the transactions and adequate procedures are in place to ensure that all free cards are included in the bingo card inventory reconciliation process (see Section 8.3).

5.2.8 To ensure sales are conducted in a random manner and that staff, players and sellers do not know the card layout before the cards are sold:

- a) folded cards must be used for bingo games with pre-called numbers that are determined at the event level (e.g., odd/even, bonanza, wild card, 6-4-baseball);
- b) folded and sealed bingo cards must be used for games with predetermined or set numbers (e.g., odd/even, 6-4-9 baseball, wild card) and the linked games;
- c) volunteers or paid staff must not open folded or sealed cards. Folded and sealed cards may only be opened by the player who has purchased the cards; and
- d) Folded cards must be secured, at all times, in a manner that ensures staff, players and sellers do not know the layout of the unsold cards.

“PARTIAL EVENT” SALES

5.2.9 The facility licensee may offer “partial event” sales (e.g., half-time sales) at a prorated price. Partial event sales must be fully accounted for, their bingo card inventory tracked, and the process explained in the facility licensee's rules of play. The player's

SUBJECT: BINGO CARDS AND SALES

receipt must identify which portion of the event the player has paid for and is eligible to play.

DISCOUNT SALES

5.2.10 Discount sales may be offered as follows:

- a) details of all discount pricing (including seniors' discounts) must be included in the facility licensee's rules of play;
- b) card price discounting for regular games and special games must be processed through the EMS point of sale module; and
- c) linked game cards may not be discounted by the facility licensee.

PACKAGE SALES

5.2.11 Package sales may be offered as follows:

- a) the facility licensee must specify in the rules of play:
 - i) the package price;
 - ii) the games included in each package;
 - iii) the quantity of cards for each game; and
 - iv) the sales revenue distribution of the cards (i.e., the amount allocated to the sales of each game).

Note: Linked game cards may be included in package sales and must be offered at the regular full price.

- b) the full cost of the regular game cards included in a package must be allocated to regular game sales. The facility licensee must determine the revenue distribution for special game card sales.

GIFT CERTIFICATES

5.2.12 Gift certificates may be sold or awarded as an event prize or door prize by facility licensees as follows:

- a) the gift certificates must be numbered in sequence;
- b) the facility licensee must use appropriate financial controls and records detailing all aspects of transactions related to

SUBJECT: BINGO CARDS AND SALES

the sale, awarding as a prize and the redemption of gift certificates;

- c) gift certificates must be fully redeemable for cash; and
- d) facility licensee gift certificates may be awarded as an event prize or a door prize, provided:
 - i) the prize (value of gift certificate) is recorded as a bingo prize; and
 - ii) details regarding the awarding of gift certificates must be included in the facility licensee's rules of play.

Note: Gift certificates must comply with provincial legislation (*Fair Trading Act – Gift Card Regulation*).

VOID/ADJUSTED POS RECEIPTS (CARD SALES)

5.2.13 All void point of sale (POS) receipts from the sale of bingo cards must be handled as follows:

- a) for each POS station, the bingo chairperson must verify and approve all receipts that were voided at the event by:
 - i) initialling the original receipt and the voided receipt;
 - ii) comparing the voided receipts with the EMS void report to ensure that they match; and
 - iii) signing the void report after it is reviewed, and immediately report any discrepancy between the voided receipts and the EMS void report to the hall advisor who will report the issue to the hall manager within 24 hours of the event;
- b) the hall advisor must:
 - i) verify and sign the void report after it is reviewed, and immediately report any discrepancy between the voided receipts and the EMS void report to the hall manager within 24 hours of the event; and

SUBJECT: BINGO CARDS AND SALES

- ii) ensure that the original receipt(s), matching void receipt(s) and the EMS void report, are attached to the form Cashier's Sheet Inventory Issue & Sales Reconciliation/Register Reconciliation (see Subsection 12.1.1).

5.2.14 Receipts requiring adjustment to return a portion of the product(s) purchased must be handled as follows:

- a) the bingo chairperson must initial all receipts to be adjusted;
- b) the original receipt and one copy of the adjusted receipt must be kept together and attached to the form Cashier's Sheet Inventory Issue & Sales Reconciliation/Register Reconciliation (see Subsection 12.1.1); and
- c) a second copy of the adjusted receipt will be given to the customer to replace their original receipt as proof of purchase.

DROP-IN BINGO

5.2.15 Players of drop-in bingo must purchase bingo cards by individual regular game series/page or by special game series/page and keep their receipt as proof of purchase. Events that offer drop-in sales only, require prior AGLC approval.

5.2.16 The sale of regular game and special game bingo cards for drop-in bingo must be conducted as follows:

- a) a separate regular game card inventory must be maintained for drop-in sales and the card inventory must have its own AGLC product code;
- b) the regular game cards used for drop-in sales must be issued to the event by serial number;
- c) regular game series cards must be sold by the page;
- d) regular game cards may be sold to drop-in bingo players at the cash register or on the gaming floor (sales on the gaming floor must be conducted by gaming floor sellers); and

SUBJECT: BINGO CARDS AND SALES

e) special game card sales must end before play of the special game begins. Drop-in bingo sales will be added to the event sales for the special game and the prize calculated for each game prize as specified in the bingo program.

5.2.17 A full accounting of drop-in bingo card inventory and sales is required at each event according to Section 8.3.

SUBJECT: PRIZES

POLICY

- 5.3.1 All cash prizes must be awarded in Canadian funds.
- 5.3.2 All prizes in the bingo program must be awarded.
- 5.3.3 Facility licensees may seed the prize for any game or scheme in their approved bingo program except for the linked game, as follows:
- a) the method of seeding a game or scheme must be consistent from event to event repeating daily or weekly; and
 - b) seeding of a prize must be recorded within EMS.
- 5.3.4 Players win only if the correct bingo card pattern was completed as specified in the facility licensee's rules of play and they declare bingo in accordance with AGLC Standard Rules of Play. A player with a valid winning card(s) must be paid a prize(s).
- 5.3.5 Prize payout schedules for regular games must be posted in the licensed facility for players to view. Prize payout schedules may be determined based on attendance or sales and must conform to the following:
- a) all prizes must be calculated on the base card price and adjusted proportionally up or down according to the number of valid winning bingo cards and the price of the card the player(s) is playing;
 - b) the facility licensee's rules of play must specify the minimum prize payout for each bingo card according to its price.
- 5.3.6 Both cash and non-cash bingo game or scheme prizes must be funded by event bingo card sales revenue. Non-cash bingo game prizes may be awarded as follows:
- a) a rule of play must be established regarding any cash in lieu option and how, in this case, multiple winners are awarded prizes;
 - b) any restriction(s) on a non-cash prize(s) must be clearly stated in any advertising and also at the event at which the prize will be awarded;

SUBJECT: PRIZES

- c) when the retail value of a non-cash prize exceeds \$5,000 independent written confirmation of the prize value must be kept with the event financial/inventory controls forms/package (e.g., an invoice from the supplier); and
- d) for any trip prize, a copy of the travel agent's agreement and, if applicable, a copy of the agreement(s) with any other company, showing the details of the trip (such as the trip's value, any trip restrictions or conditions, whether the trip is transferable or refundable, etc.), must be kept with the event financial/inventory control forms/package.

5.3.7 Donated non-cash bingo game prizes may be awarded, however they:

- a) must be separately identified on financial control forms; and
- b) must not be donated or provided, in any manner, by facility licensees, registered gaming suppliers or facility landlords.

5.3.8 Where a facility licensee, on behalf or as an agent for its member charities, purchases trips or other items to be used as bingo prizes and/or giveaways/promotions:

- a) any and all awards earned or provided to the facility licensee for purchasing the bonus items, trips or rewards must be applied by the facility licensee toward event prizes or giveaways/promotions; and
- b) the facility licensee must pay the supplier/vendor from the association expense bank account for the cost of the trips or other items the facility licensee has purchased. The facility licensee must not reimburse a third party for the cost of the trips etc.

5.3.9 Details about door prizes must be included in the rules of play. Door prizes must be awarded at the event to players as follows:

- a) cash or a facility licensee gift certificate (see Subsection 5.2.12) may be awarded as a door prize (no event maximum). The total cost value of the gift certificate(s) is considered a bingo prize, and must be recorded as a prize payout at the event; or



SECTION: BINGO EVENTS

NUMBER: 5.3

COMMERCIAL BINGO HANDBOOK

PAGE 3 OF 3

SUBJECT: PRIZES

- b) merchandise items such as bingo bags, ink daubers, stuffed figurines, t-shirts, coffee mugs, etc. may be awarded as door prizes. The total cost value of these items awarded at any event must not exceed the lesser of \$200, or \$30 per portion of 100 players attending the event. The total cost value must be recorded as a prize payout amount tied to the regular game; and
- c) the door prizes described in Subsections 5.3.9 a) and b) must be awarded by randomly drawing from cash register receipt numbers or numbered tickets that were provided to players at the time of purchase of regular game cards for the event.

5.3.10 Provisions related to other types of promotions (e.g., merchandise, player rewards, etc.) conducted by the facility licensee on behalf of or as an agent for its member groups are specified in Section 1.9 – Advertising and Promotions.

DATE ISSUED: August 27, 2024

AUTHORITY: Original signed by
Len Rhodes

SUBJECT: LINKED BINGO

POLICY

- 5.4.1 The linked bingo game must be played in conjunction with a bingo licence and operated according to these policies, the approved game operations manual and the rules of play for the linked bingo game.
- 5.4.2 One linked bingo game, conducted and managed under a charitable bingo licence, is allowed per event.
- 5.4.3 Subject to AGLC approval, linked bingo games may be offered on e-daubers. In this case, linked bingo games require an e-dauber perm that is separate from the regular paper perm in the licensed facility, to avoid duplicating cards; and all perms (e-dauber and regular paper) must be randomly distributed among participating licensed facilities.
- 5.4.4 A specific set of rules of play must be approved by AGLC and posted for the linked bingo game; these rules of play cannot be changed by any single participating facility licensee or licensed charity.
- 5.4.5 The total amount allocated for the linked bingo game's prize payout structure at each event must not exceed the percentage approved by AGLC.
- 5.4.6 Changes to the prize payout structure of the linked bingo game must be submitted for review and approval by AGLC prior to being implemented.
- 5.4.7 The expense structure of the linked bingo game must be submitted to AGLC for approval and will be considered with a view to maximizing charitable benefit.
- 5.4.8 The main prize and any consolation prize(s) of the linked bingo game must not progress from event to event. Any other progressive prize pool must be approved by AGLC before being implemented.
- 5.4.9 Any changes to the approved operating procedures of the game, to its rules of play, its game format or expense structure must be submitted for review and approval by AGLC before being implemented.
- 5.4.10 The licensed charities of a bingo association must pool linked bingo game proceeds according to the approved pool agreement. Pooled funds will be managed as outlined in Section 8.6.



SECTION: BINGO EVENTS
NUMBER: 5.4

COMMERCIAL BINGO HANDBOOK

PAGE 2 OF 2

SUBJECT: LINKED BINGO

5.4.11 Inventory/financial control systems for the linked bingo game must meet the requirements specified and approved by AGLC.

DATE ISSUED: April 6, 2023 **AUTHORITY:** Original signed by Len Rhodes

SUBJECT: VIDEO BINGO

POLICY

- 5.5.1 Video bingo must be played in conjunction with a bingo licence and operated according to these policies.
- 5.5.2 The licensed charities of a bingo association must pool video bingo proceeds according to the approved pool agreement. Pooled funds will be managed as outlined in Section 8.6.
- 5.5.3 A separate bank account is optional for video bingo (see Section 8.4.1).

CARD SALES

- 5.5.4 Video bingo card sales for regular and special games are permitted up to seven days in advance, subject to the following conditions:
- a) The bingo chairperson or appointed bonified charity member delegate of the scheduled charity must be present at the start of the advance sales of video bingo cards (see Subsection 5.5.5) to receive inventory for the charity's licensed event per the requirements in Subsection 8.3.1 a).
 - b) Video bingo cards sold for advanced sales must be clearly marked with the:
 - i) name of the hall;
 - ii) date of the bingo event the cards were sold for; and
 - iii) a different colour must be sold for each video bingo event; or
 - iv) cards must be clearly marked with the event the cards are being sold for.
 - c) Video bingo cards sales for play-at-home must end 30 minutes before the start of the event.
 - d) The bingo association, acting on behalf of or as agent for licensed charities to facilitate the pre-sales of bingo games and schemes for video bingo must do the following:
 - i) conduct separate pre-sales on an event-by-event basis, including maintaining a separation of event inventory, recording of sales and cash received from sales.

SUBJECT: VIDEO BINGO

- ii) inventory and cash reconciliation control forms must be completed each day on an event-by-event basis by cashiers and advisors. The completed inventory and cash control forms and the cash received from pre-sales must be placed in an envelope by the advisor, sealed and initialed on the seal (in permanent ink) and secured in the safe.
- iii) the prepared cash and control forms must be verified by the hall manager and placed in an envelope, sealed and initialed on the seal (in permanent ink).
- iv) The accumulated sealed envelopes for all days of video bingo pre-sales for each charity must be kept together with a record showing all events for which pre-sales were conducted with a corresponding sealed envelope prepared and secured.
- v) The bingo association has the option of banking the pre-sales revenue and withdrawing the funds as required prior to the start of the event. The bingo association must maintain adequate insurance to cover the amount of funds secured in the safe at any time. Any funds not covered by insurance must be secured by deposit.
- vi) Revenue collected through pre-sales must only be used for the event for which they have been collected and must not be comingled with revenue from any other event or used for any other purpose.

5.5.5 Hall managers must ensure bingo card inventory controls are maintained for video bingo sales, including:

- a) bingo card sales are recorded by individual player purchase, including card type, serial number and the specific event they are sold for; and
- b) video bingo inventory and cash control forms must meet the requirements of the provided samples (See Section 12, Video Bingo Forms).

5.5.6 Receipts must be issued for advanced sale purchases. Each player requires an individual receipt which is non-transferable. Receipts for

SUBJECT: VIDEO BINGO

advanced sales must be an NCR receipt with two copies (one for the player and one to be retained by the hall). NCR receipts must contain the following information:

- a) hall name;
- b) receipt number;
- c) date & event sold for;
- d) date sold & seller;
- e) product sales information: each type of card sold, including card type, regular or special game, the number of card faces sold, price per card face, total amount for each regular or special game, total of the individual player purchase and payment method (cash or debit); and
- f) prize claim information (to be completed when player redeems a prize): player name and phone number, prize payment method (cash, cheque or e-transfer), date, amount and spaces to record the name of the staff member issuing the prize payment and for the player to sign for receipt of the prize payment. Player's address is required when prize exceeds \$500.

5.5.7 The bingo chairperson of the licensed charity must:

- a) confirm the video bingo card inventory and cash control forms are accurate;
- b) ensure cash and inventory reconcile with the recorded sales; and
- c) sales of inventory and cash received are entered into the event.

VIDEO BINGO PROGRESSIVE GAMES AND SCHEMES

5.5.8 Video bingo programs may offer progressive games under the following conditions:

- a) progressive games or schemes must be approved by AGLC before they are implemented (see Subsection 5.1.9) and must be conducted consistent with the requirements for progressive games or schemes in Section 5.1 unless otherwise provided for in this Subsection.

SUBJECT: VIDEO BINGO

- b) the facility licensee has the option of establishing a progressive prize pool, which must:
 - i) progress from video bingo event to video bingo event using only one method (e.g., evening to evening, afternoon to afternoon, afternoon to evening, etc.); and
 - ii) be capped at an amount set by the Bingo Association.
- c) once a pot reaches its cap:
 - i) the pot must be played off within 30 days; and
 - ii) a second pot may be accumulated until the capped pot is played off.
- d) requirements for the caller for closing a progressive game during a video bingo event are found at subsection 5.1.12 h).
- e) halls are responsible to ensure that required control forms for video bingo progressive games meet the requirements of the sample forms provided (see Section 12 – Video Bingo) and are completed for video bingo progressive pots manual tracking and video bingo progressive pool winner tracking.

PRIZES

5.5.9 Video bingo prizes must be offered consistent with Section 5.1, including the offering of bonus prizes which must also meet the following conditions:

- a) second element of chance schemes (bonus pays – see also Subsection 5.1.17-5.1.18) with a visual component must provide remote players the visual component (e.g., Big Board Bonus); and
- b) bonus or guaranteed prizes available to in-hall players only must not use revenue from players not playing in-hall to fund the prize.

PRIZE CLAIM PROCEDURES

5.5.10 Bingo cards for declared bingos at video bingo events will be verified in accordance with AGLC Standard Rules of Play Subsection 1.1.13 (See Commercial Bingo Rules of Play and House Rules) with the following modifications:

SUBJECT: VIDEO BINGO

- a) in place of a Seller/Checker, the play-at-home player will provide the required bingo card information; and
- b) the caller or paymaster must record the winning card information along with the player's name for all prizes won by players not playing in-hall to facilitate the prize claim procedure (see Section 12 – Paymaster and Caller Verification Forms).

5.5.11 Players may only claim prizes with cards for the event that the card(s) were issued to and must have a valid receipt.

5.5.12 Video bingo card(s) must not be separated and the whole sheet (e.g., 3 up or 6 up, etc. – if applicable) must be returned in order to claim a prize. Any prizes won on altered or separated bingo cards will not be honoured.

5.5.13 Cards for verified wins during the video bingo event must be returned for prize payment to the licensed facility where they were purchased within 10 days of the event for which they were sold. Wins meeting all requirements will be paid by cash, cheque or e-transfer.

SUBJECT: GENERAL

POLICY

- 6.1.1 This section applies only to the sale of pull tickets in a licensed bingo facility.
- 6.1.2 A bingo association may submit a pull ticket application on behalf of or as an agent of its licensed charities for the purpose of selling pull tickets during their bingo events. A single licence is issued in the name of all licensed charities conducting pull ticket sales in the licensed facility.
- 6.1.3 Pull tickets must not be:
- a) awarded as bingo giveaway/promotional items;
 - b) used as bingo prizes;
 - c) offered at a discounted price; or
 - d) used as a raffle scheme.
- 6.1.4 The daily administration of pull ticket sales within a licensed facility must be the responsibility of a designated pull ticket manager. The facility licensee may:
- a) assign the day to day pull ticket administrative duties to the hall manager, resulting in a combined hall manager/pull ticket manager position (a combined position description is required); or
 - b) create a separate pull ticket manager position (part-time) and assign the day-to-day pull ticket administrative duties to this position (if a paid position, a separate position description is required).
- 6.1.5 The facility licensee must designate an individual to act as the alternate pull ticket manager to cover periods of absence of the designated pull ticket manager.

SUBJECT: COMPLYING WITH THE PULL TICKET LICENCE

POLICY

- 6.2.1 Pull tickets must be sold according to the pull ticket licence specifications and any special conditions required by AGLC.
- 6.2.2 Pull ticket licence amendments must be submitted in writing by the pull ticket licensee, through the elected executive of the association, to AGLC for approval.
- 6.2.3 The facility licensee must pay all winning tickets.
- 6.2.4 No person under the age of 18 years may purchase or play pull tickets or be awarded a pull ticket prize. Picture identification must be requested and provided as proof of age.
- 6.2.5 Pull tickets must be purchased with cash only. Cashing cheques of players or extending credit to players is not allowed.
- 6.2.6 The pull ticket unit's status, including the number of major winners, must not be disclosed to anyone.
- 6.2.7 Winning pull tickets will be redeemed only if identifiable with a specific unit sold in the licensed facility.
- 6.2.8 Rules of play:
- a) The facility licensee must establish and submit rules of play governing pull ticket sales. The rules of play must comply with these policies. Both the pull ticket licence and rules of play must be displayed at the sales area(s) in the licensed facility;
 - b) the following are required rules of play and must be posted in the licensed facility for convenient viewing by players:
 - i) If a facility is unable to complete an event or play event tickets in the traditional drawn balls method and there are unplayed event tickets, the following applies:
 - If a seal window component is available, the winner will be determined by opening the seal window on the flair card; or
 - If no seal window component is available, only "HOLD" tickets will be refunded and no prizes will be awarded.

SUBJECT: COMPLYING WITH THE PULL TICKET LICENCE

- ii) players must not draw or pick their own pull ticket(s) from pull ticket containers;
- iii) all disputes will be resolved by the bingo chairperson in consultation with the pull ticket manager or their alternate(s). Any unresolved disputes may be referred to AGLC; and
- iv) the seal card prize board or the bingo event ticket game card indicating the prize option chosen will be prominently displayed in a secure location (see Subsections 6.4.4 e) and 6.4.6 e)).

SUBJECT: TICKET REQUIREMENTS

POLICY

6.3.1 All pull ticket units must be purchased from a registered gaming supplier (see also Subsection 6.6.3) as follows:

- a) all pull tickets must be supplied to licensed charities by the facility licensee;
- b) the supplier(s) must be named and approved on the licence; and
- c) any change(s) to a supplier named on the licence must be submitted in writing and be approved by AGLC prior to the change(s) being made.

6.3.2 Only pull tickets and pull ticket units that meet the following standards are approved for sale:

- a) individual pull tickets:
 - i) the number(s) or symbol(s) under the ticket windows must be concealed;
 - ii) the concealed number(s) or symbol(s) cannot be seen when using a light source;
 - iii) ticket windows cannot and must not be previewed;
 - iv) there can be no difference in outer appearance between winning and non-winning tickets (i.e., before the windows are opened by a player to reveal symbol, letter or number configurations). For example, there must be no difference in the colour quality, edge shear marking, graphic marking of the pull tickets, or any other physical difference; and
 - v) an individual winning pull ticket must not have a prize value exceeding that approved by AGLC.
- b) pull ticket units:
 - i) winning pull tickets must be randomly seeded in each unit;
 - ii) each unit must be packaged to prevent tampering;



SECTION: PULL TICKET SALES

NUMBER: 6.3

COMMERCIAL BINGO HANDBOOK

PAGE 2 OF 2

SUBJECT: TICKET REQUIREMENTS

- iii) all tickets of an approved unit must be contained in heat sealed box(es) or bags;
- iv) all pull tickets in a unit must have a serial number that is unique from the serial number of any other unit; and
- v) AGLC must approve the number of pull tickets in a pull ticket unit.

DATE ISSUED: April 6, 2023

AUTHORITY:

Original signed by
Len Rhodes

SUBJECT: SALES

POLICY

6.4.1 Only pull tickets approved by AGLC may be sold.

6.4.2 Pull ticket units with a “seal card” feature (“seal card units”) or a “bingo event ticket” feature (“bingo event tickets”) may be sold in licensed bingo facilities.

- a) a seal card game is a pull ticket game featuring tickets that give players a chance to win a prize or prizes by removing a window from the pull ticket to reveal a specified winning symbol;
- b) a bingo event ticket game is a pull ticket game in which the bingo ball symbol or symbols on a winning pull ticket matches a specified number or numbers drawn and called by the caller during a licensed bingo event;
- c) some games include pull tickets bearing bingo ball symbols and that have the option of using bingo balls called during the course of a licensed bingo event or of removing the window covering(s) from a seal card to reveal matching bingo ball symbols, to determine the winner of a prize.
 - i) where the option chosen is of opening the window covering(s) on a seal card to determine the winner, the game must be considered a seal card game; and
 - ii) where the option chosen is of using bingo balls called during a bingo game to determine the winner, the game must be considered a bingo event ticket game;
- d) the facility licensee must select one option (either that described in Subsection 6.4.2 c) i) or ii)) and ensure that the option selected is prominently displayed on the bingo event ticket game card or seal card prize board (recorded in permanent ink) and announced in a manner audible to all players prior to the start of pull ticket sales.

SEAL CARD UNITS

6.4.3 In addition to the requirements in Subsections 6.3.2 and 6.4.2, seal card units and the seal card pull tickets within the unit must comply with the following:

SUBJECT: SALES

- a) there must be one or more sealed windows on the pull ticket containing the symbol, letter or number corresponding to the symbol, letter or number on the seal card prize board;
- b) there must be a place on the seal card prize board (front or back) for the player's name, address and telephone number to be entered beside the symbol, letter or number that matches the symbol, letter or number appearing in the open window of the player's pull ticket; and
- c) the dollar value of the prize for each pull ticket window must be indicated on the seal card prize board.

6.4.4 Sales of seal card units must comply with the following:

- a) to ensure the sellout of the unit during the bingo event, the size of the seal card unit(s) must be ordered according to the forecasted sales level for the bingo event;
- b) new seal card units must not be opened for sale unless there is a reasonable expectation that the unit will be sold out during the bingo event. Opening and pre-bundling of pull tickets is permitted in accordance with Section 8.3.1 c) to e);
- c) new seal card units must be a different colour and serial number than the previously sold unit;
- d) co-mingling of seal card units is not allowed;
- e) the seal card prize board must be conspicuously posted in full view of the players and secured at the location where the game is conducted, as specified in the rules of play. Where the facility licensee has the option to choose between one or more prize structures, the facility licensee, prior to the start of ticket sales, must record the prize option chosen in permanent ink on the seal card prize board. The facility licensee must ensure that the prize option chosen is prominently displayed on the card and is announced in a manner audible to all players present prior to the start of pull ticket sales;
- f) names of holders of pull tickets which contain the matching pre-designated symbols, letters or numbers on the seal card pull ticket may be printed on the appropriate line, next to that symbol, letter or number on the seal card;

SUBJECT: SALES

Note: In the exceptional circumstance in which an entire seal card unit is not sold at the bingo event, the facility licensee must announce to pull ticket players that they must print their contact information on the seal card prize board.

- g) the facility licensee is responsible for obtaining sufficient information to locate the winner(s) if the winner(s) is not present when the winning seal(s) is revealed;
- h) the seal(s) may be removed to reveal the prize(s) and winning line(s) when:
 - i) all pull tickets from the unit have been sold; or
 - ii) all pull tickets required to complete the prize board are sold and all tickets with a prize value over \$5 appear to have been sold. The facility licensee is to follow the procedures described in Subsection 6.4.4 a) and b) to ensure all prize board tickets are sold during the bingo event.
- i) the seal(s) must be revealed in the presence of the bingo chairperson and hall advisor or assistant advisor. The individuals will sign and date the seal card prize board. The seal card prize board must form part of the facility licensee's pull-ticket records and must be retained; and
- j) if the winner(s) cannot be determined or located within seven days of the seal(s) being revealed on the seal card prize board window, a discrepancy report must be submitted to AGLC, with the facility licensee's recommendation for disposition of the prize.

BINGO EVENT TICKET UNITS

6.4.5 In addition to the requirements in Subsection 6.3.2, bingo event ticket units must:

- a) contain instant-winning break open tickets;
- b) contain tickets that feature a symbol or symbols matching one or more of the 75 bingo balls (hold card) used to determine the winner of the bingo event ticket game;

SUBJECT: SALES

- c) contain a game card used to identify bingo event pull ticket(s) that are eligible for the bingo event ticket game prize(s), here referred to as a “bingo event ticket game card.” The bingo event ticket game card must indicate the dollar value of the prize(s) available; and
- d) be structured to comply with a 75 number bingo ball set.

6.4.6 Sales of bingo event ticket units must comply with the following:

- a) to ensure the sellout of the unit during the bingo event, the size of the bingo event ticket unit(s) must be ordered according to the forecasted sales level for the bingo event;
- b) new bingo event ticket units must not be opened for sale unless there is a reasonable expectation that the unit will be sold out during the bingo event. Opening and pre-bundling of pull tickets is permitted in accordance with Section 8.3.1 c) to e);
- c) new bingo event ticket units must be of a different colour and serial number from the previously sold unit;
- d) co-mingling of bingo event ticket units is not allowed;
- e) the bingo event ticket game card provided with the unit of tickets must be conspicuously posted in full view of the players and secured at the location where the game is conducted, as specified in the rules of play. Where the facility licensee has the option to choose between one or more prize structures, the facility licensee, prior to the start of ticket sales, must record the prize option chosen in permanent ink on the bingo event ticket game card. The facility licensee must ensure that the option chosen is prominently displayed on the card and announced in a manner audible to all players present prior to the start of pull ticket sales;
- f) names, addresses and phone numbers of holders of hold cards may be printed on the appropriate line next to that number(s) on the bingo event ticket game card provided with the unit of pull tickets (front or back). The licensee is responsible for obtaining sufficient information (name, address and telephone number) to locate the winner(s) if the winner(s) is not present

SUBJECT: SALES

when the bingo game completing the bingo event ticket draw is completed;

- g) the bingo event ticket game may be played when:
 - i) all tickets from the unit have been sold (more than one bingo event ticket unit may be played per bingo game series, however, each unit should be of a different type of bingo event ticket or, if the same type of bingo event ticket, must be of a different colour and series number); or
 - ii) in the exceptional circumstance where a unit was not completely sold out and the end of the bingo event is near:
 - for bingo event ticket units utilizing hold tickets containing a single bingo ball: the bingo event ticket game prize must be awarded pursuant to the method chosen by the facility licensee as described in Subsection 6.4.6 h) i). If there is no winner using this method, the facility licensee must draw an additional ball (which may or may not be needed in a licensed bingo game) to determine a winner. This procedure must be repeated until there is a winner; and
 - for bingo event ticket units utilizing hold tickets that require patrons to cover a pre-determined pattern, the licensee must award the bingo event game prize pursuant to the procedures described in Subsection 6.4.6 h) ii).
- h) bingo event ticket game prizes must be awarded using one of the following methods:
 - i) the prize is awarded to the player(s) holding the ticket bearing the bingo ball symbols matching the number called at a particular time or sequence in the bingo game, (e.g., the first number called, the 15th number called, or the last number used to complete the winning pattern, etc.). The method used to determine the winner(s) of the

SUBJECT: SALES

bingo event ticket game prize(s) must be clearly identified on the bingo event ticket game card; or

- ii) the prize is awarded to the first player(s) to daub a pre-determined pattern of bingo ball symbols appearing on the player's bingo event ticket. The licensee must verify, at the time a player claims to have won and before the prize is paid out, that the numbers covered on the bingo event ticket are of a winning arrangement. It may be possible to have multiple winners if a person declares a late win on the bingo event ticket game. Multiple winners must split the prize. Facility licensees must not require winners to have the last number called on their bingo event game ticket.

Note: The bingo caller must close bingo event ticket games using the procedures outlined in Subsection 1.1.12 of the Commercial Bingo Rules of Play and House Rules. In the case of a player complaint regarding the closure of a bingo event ticket game, AGLC will rule in favour of the player if these procedures are not followed.

- i) the winning bingo ball(s) and the bingo game series in which the bingo event ticket unit was played (e.g., regular game series 5) must be recorded on the bingo event ticket game card provided with the unit of tickets and the bingo chairperson and hall advisor must sign and date the bingo event ticket game card acknowledging their agreement that the number(s) recorded on the card are correct. The bingo event ticket game card must be retained for a period of 30 days after the pull ticket licence expires; and
- j) if the winner(s) cannot be determined or located within seven days of the bingo event ticket game being played, a discrepancy report must be submitted to AGLC, with the facility licensee's recommendation for disposition of the prize.

6.4.7 The facility licensee must provide each pull ticket seller with an initial float to accommodate unit sales. The cash from ticket sales must be balanced each time revenue (specified unit gross amount) from the sale of one unit is turned over to the bingo chairperson. The float will be retained by the seller to continue sales.

SUBJECT: SALES

- 6.4.8 Each pull ticket unit must have a separate container.
- 6.4.9 Provided the licensed charity is present:
- a) pull ticket sales may commence one hour prior to the start of the bingo event; and
 - b) sales and payment of winning tickets may continue for a period not exceeding one hour after the end of the bingo event.
- 6.4.10 Pull tickets must be sold within the floor area in which bingo is played or, with prior approval of AGLC and as stipulated on the licence, from an alternate location within the licensed premises other than the concession or merchandise booth. Sales must occur as follows:
- a) using a container(s) at a table or booth, or on a portable pull ticket cart:
 - i) the container must be:
 - clear and hard sided;
 - equipped with security locks;
 - open to viewing by buyers; and
 - capable of holding at least one unit of pull tickets.
 - ii) portable carts must:
 - provide a high security (lockable) cash drawer(s) with easy access by the seller; and
 - provide secure storage for additional pull ticket units.
- Note: Containers may need to be removable due to rotation of sellers.
- b) in the case of floor sellers, sales must occur using an apron which has separate pockets to accommodate each type of ticket being sold, a cash float, and the winning tickets which have been cashed in.
- 6.4.11 Pull ticket sales from a lottery booth as an alternate location, according to Subsection 6.4.10, are subject to the following:
- a) the sales must be conducted by a registered gaming worker;

SUBJECT: SALES

- b) the monies for or from the pull ticket sales must be kept separate from monies for or from lottery ticket sales; and
- c) no portion of the lottery booth will be included in the gaming floor or gaming expense allocations.

6.4.12 With traditional pull ticket units (except where tickets are pre-bundled), paid sellers must, in view of the public, empty each type of unit into a separate approved container and thoroughly mix the tickets.

6.4.13 Winning tickets with a value of \$5 and over must be:

- a) permanently defaced once the prize has been paid (e.g., such as with a black marker or hole punch); and
- b) retained until the pull ticket unit is reconciled or the unit is removed from sale at the discretion of the pull ticket manager:
 - i) if there are no major discrepancies in the reconciliation (defined as total shortage exceeding \$100 per unit deposited), the winning tickets may then be destroyed; and
 - ii) if major shortages appear, winning tickets must be retained and the pull ticket manager must immediately report the shortages to AGLC.

6.4.14 When a unit is sold out, the paid seller, hall advisor or assistant advisor must count the total cash received, remove the amount of the float (witnessed and verified by the bingo chairperson), and record any pull ticket unit shortage or overage amount. The cash, including any overage, is prepared for deposit by the bingo chairperson. The float will be retained by the seller to continue sales.

6.4.15 On a daily basis, the bingo chairperson, assisted by the pull ticket manager or hall advisor, must prepare the net revenue from the sale of pull ticket unit(s) for deposit to the pull ticket operating/pool bank account as follows:

- a) overages must be included in the deposit and reported in EMS. Shortages must also be reported in EMS;
- b) the deposit slip must indicate the serial number of each pull ticket unit being deposited. For traditional pull tickets, where

SUBJECT: SALES

the same serial number is applicable to multiple units, the color of the unit must also be recorded on the deposit slip and the Pull Ticket Inventory and Sales Record in the same box as the serial number (e.g., Serial # 123456 blue);

- c) the funds and deposit slip must be placed in a deposit bag and the bag then sealed;
- d) the sealed bag must be placed in a secure safe within the licensed facility and deposited within three banking days after the sale of the unit(s):
 - i) for licensed facilities using an armoured car service, the deposit bag must be picked up by the service on its next scheduled pickup and delivered to the bank; and
 - ii) for licensed facilities not using an armoured car service, the bingo association must make the bank deposit.
- e) a copy of the deposit slip must be retained by the facility licensee for subsequent verification through the bank reconciliation process.

SUBJECT: SECURITY

POLICY

- 6.5.1 Once a pull ticket unit(s) has been assigned to, and opened by, a paid seller, only that individual may sell tickets from the unit(s). If the pull ticket unit has been assigned to a hall advisor or assistant hall advisor, only that individual may issue tickets from that unit to a volunteer seller.
- 6.5.2 All complete or partial pull ticket units, not under the control of a hall advisor, assistant hall advisor, or paid seller, must be kept in locked secure storage.
- 6.5.3 A separate, lockable and secure storage area must be provided to each paid seller, hall advisor, or assistant hall advisor. These individuals must store their cash boxes and partially sold pull ticket units in this secure area.
- 6.5.4 Keys to the individual storage area must be kept only by the seller, hall advisor or assistant advisor. The pull ticket manager must securely retain a "master key" which permits entrance to all paid sellers' or advisors' storage areas.
- 6.5.5 Keys to the storage area for new unopened units must be kept only by the pull ticket manager.

SUBJECT: EXPENSES

POLICY

- 6.6.1 Pull ticket expenses must be handled according to the provisions of Section 8.1 related to the bingo association annual budget/event fee and combined operating/pooling account procedures.
- 6.6.2 The bingo association must pay for the cost of pull ticket units (including GST and freight costs) direct to the supplier, from the Pull Ticket Operating/Pool Bank Account as outlined in Subsection 8.4.1 b).
- 6.6.3 Pull ticket unit purchases must be supported by a dated invoice showing the:
- a) name of the bingo association;
 - b) pull ticket licence number;
 - c) type of unit, its colour and unit serial number;
 - d) number of units bought;
 - e) price per unit; and
 - f) total amount of purchase.

SUBJECT: POOLING

POLICY

6.7.1 Only units which have been completely sold and deposited or prepared for deposit during each month must be included in each monthly pool period.

Note: Revenue representing sales of a pull ticket unit which was sold out during a month must be deposited or prepared for deposit prior to the end of that month. This will ensure that each licensed charity that held a bingo event(s) during the month is fairly compensated for sales which occurred during the month in which they conducted the event(s).

6.7.2 AGLC will review the pull ticket purchase and sales records to verify the accuracy of its pull ticket revenue; AGLC will notify the facility licensee if any corrections are required. If no corrections are required, the bingo association can proceed to deduct the event fee for the pull ticket stream to determine the proceeds to be disbursed to the licensed charities (see Subsection 8.5).

6.7.3 The pooled pull ticket proceeds must be disbursed subsequent to AGLC approval by cheque or bank transfer within 21 days of the end of the pool period. The disbursement may take place from the pull ticket operating/pool bank account or, utilizing the alternate procedure in Subsection 8.6.6, from the bingo pooling bank account.

SUBJECT: PULL TICKET FINANCIAL REQUIREMENTS

POLICY

6.8.1 Pull ticket revenue must be managed as follows:

- a) sales revenue representing the specified net revenue of each unit must be deposited to the pull ticket operating bank account within three banking days after the sale of the unit(s);
- b) all payments from the pull ticket operating bank account must be made in accordance with Subsection 8.5; and
- c) the facility licensee and hall manager/pull ticket manager will maintain accurate and current financial/inventory and sales records. The two forms, entitled Pull Ticket Inventory and Sales Record Form 5434 and Monthly Pull Ticket Inventory Reconciliation Form 5436 must be used (see Section 12 - Forms). If volunteer sellers are used, the hall advisor must also use a pull ticket seller control form.

6.8.2 Within seven days of the end of each month, the association must forward supporting documentation for the month's sales as reported to AGLC Financial Review. Pull ticket licence fee payment is due within 21 days of the following month.

Note: A Monthly Pull Ticket Sales (Deposit) Report Form 5438 must be maintained at the licensed facility for each type of unit sold and deposited throughout the month. This form(s) must be made available to AGLC upon request.

SUBJECT: REPORTING OF UNIT SHORTAGES

POLICY

6.9.1 Shortages for each type of pull ticket unit being sold must be handled as follows:

- a) manufacturer shortages must be reported to AGLC immediately;
- b) the total shortage for each unit deposited and reconciled must be recorded on the Pull Ticket Inventory and Sales Record – Form 5434;
- c) a shortage due to the redemption of a winning ticket from a previously sold unit must be reconciled with the overage from the previously sold unit (i.e., a previous surplus deposit attributable to an unredeemed ticket); and
- d) recorded in EMS for the specified pool period.

6.9.2 If a facility licensee wishes to change the type, colour, or number of tickets per unit being sold, a shortage may occur due to the unit being removed from sale before the unit specified gross revenue was accumulated. In this case the following procedures must be followed:

- a) the type of unit being sold must be as close to sold out as possible and the unsold tickets remaining may be removed from sale;
- b) the facility licensee must contact AGLC regarding the disposal of any unopened units of the pull ticket type being terminated;
- c) a final reconciliation of the type of ticket terminated must be completed (Monthly Pull Ticket Inventory Reconciliation - Form 5436), and any shortages which may have occurred must be recorded on the Pull Ticket Inventory and Sales Record - Form 5434, and reported in EMS;
- d) a copy of the Pull Ticket Inventory and Sales Record - Form 5434 for the unit type terminated must be forwarded to AGLC; and
- e) if the total unit shortage exceeds \$100, the discrepancy must be reported to AGLC immediately.

SUBJECT: REPORTING OF UNIT SHORTAGES

6.9.3 The pull ticket manager may remove a type of unit from sale for a discretionary reason. In this case the following procedures must be followed:

- a) a reconciliation of the unit type must be completed (Monthly Pull Ticket Inventory Reconciliation – Form 5436);
- b) total unit shortages for the type of unit in question must be recorded on the Pull Ticket Inventory and Sales Record – Form 5434 and reported in EMS; and
- c) if the total unit shortage exceeds \$100, the discrepancy must be reported to AGLC immediately.



SECTION: KENO

NUMBER: 7.1

COMMERCIAL BINGO HANDBOOK

PAGE 1 OF 1

SUBJECT: GENERAL

POLICY

- 7.1.1 KENO may be installed in a licensed facility subject to the terms and conditions of: the facility licence; the Lottery Ticket Centre Policy Handbook; and the Lottery Ticket Centre Retailer Agreement between the facility licensee, the Western Canada Lottery Corporation (WCLC) and AGLC.
- 7.1.2 KENO may only be conducted in conjunction with a bingo licence.
- 7.1.3 KENO may be played during the hours that the licensed bingo facility is open to the public and within the hours specified by the WCLC, commencing no earlier than 5:00 a.m. and ending no later than 1:00 a.m. KENO may be played up to one hour before an event begins, and up to one hour after an event ends.

DATE ISSUED: April 6, 2023

AUTHORITY: Original signed by
Len Rhodes



SECTION: KENO

NUMBER: 7.2

COMMERCIAL BINGO HANDBOOK

PAGE 1 OF 1

SUBJECT: REMUNERATION AND FINANCIAL OBLIGATIONS

POLICY

- 7.2.1 The KENO retailer is a bare trustee for AGLC, and all monies received from KENO less prizes paid and retailer commissions are the property of AGLC.
- 7.2.2 Gross KENO sales are calculated as total sales prior to prize payout.
- 7.2.3 The KENO retailer must have required funds available for payment of winnings to which players are entitled.
- 7.2.4 Licensed charities are provided a commission of five per cent of gross KENO sales in a licensed gaming facility.
- 7.2.5 KENO retailers are provided a commission of five per cent of gross KENO sales for the space and services provided to operate KENO.

DATE ISSUED: August 27, 2024

AUTHORITY:

Original signed by
Len Rhodes



SECTION: KENO

NUMBER: 7.3

COMMERCIAL BINGO HANDBOOK

PAGE 1 OF 1

SUBJECT: PROCEEDS FROM KENO

POLICY

- 7.3.1 The bingo association must at all times hold the KENO charity commissions as trustee for and on behalf of AGLC and use the funds for the sole purpose of distributing them to licensed charities conducting events in the facility.

- 7.3.2 Semi-annual commissions from KENO will be distributed to licensed charities by the bingo association as calculated in the EMS and will be assigned one KENO pool ID number. Each licensed charity of the bingo association holding a bingo during the semi-annual pool period receives an equal share of the net proceeds based on the number of events it holds as a percentage of total events held during the pool period. The approved pooling account must be used to distribute the semi-annual commissions from KENO by bank transfer or cheque separately from the event pool distribution.

DATE ISSUED: April 6, 2023

AUTHORITY: Original signed by
Len Rhodes

SUBJECT: ANNUAL BUDGET AND EVENT FEE

POLICY

- 8.1.1 A critical function of the facility licensee, on behalf of or as an agent of its member licensed charities, is to prepare a detailed and accurate annual budget and to monitor its expenses throughout the year against its approved annual budget.
- 8.1.2 The facility licensee must provide each licensed charity with an annual budget for bingo and, if applicable, pull ticket sales that includes sales, prizes, and revenue to offset costs and generate proceeds.
- 8.1.3 The annual budget must:
- a) be approved by the facility licensee's member licensed charities.
 - b) not be charged as a percentage of gross revenue;
 - c) not include the costs of operating or providing non-gaming space, supplies or services, except as provided for in Subsection 8.2.4;
 - d) be reasonable and reflect expenses that the licensed charity will incur to conduct its events in the licensed facility; and
 - e) align with the fair market value of the space and services being provided.
- 8.1.4 An event fee will be collected for each applicable gaming stream (bingo and pull ticket) (see Subsection 8.2.3).
- 8.1.5 The common expense portion of the event fee will be allocated to the bingo and pull ticket streams based on the proportion of the previous year's net sales for each stream.
- 8.1.6 The event fee for bingo will be recorded in EMS on an event basis. The event fee for pull tickets will be assessed on a per event basis and recorded in the pull ticket pool in EMS for the month.
- 8.1.7 The annual budget and event fee breakdown must include the following:
- a) the total number of events to be conducted including a breakdown of the number of events by time slot;

SUBJECT: ANNUAL BUDGET AND EVENT FEE

- b) an itemized annual budget detailing the expenses being charged in the event fee (see Subsections 8.2.2 – 8.2.9); and
- c) the approval of the annual budget and event fee recorded in the minutes of the meeting at which the bingo association's licensed charities approved the event fee. The annual budget and event fee breakdown must be made available to AGLC upon request.

8.1.8 Increases to the annual budget/event must be approved through a motion of the bingo association member charities or at an executive meeting which authorizes the increase. The approval of the increase must be recorded in the minutes of the meeting and must be made available to AGLC upon request.

8.1.9 Within 120 days of the end of the bingo association's fiscal year, any surplus resulting from the actual annual expenses being less than the annual budget must be refunded to the licensed charities according to the number of events the licensed charity conducted during the year the surplus occurred.

8.1.10 The facility licensee must not, without prior AGLC approval, require licensed charities to pay any amounts in addition to the event fee (using gaming or non-gaming funds) to cover a deficit or for another purpose.

8.1.11 Requests of a financial nature submitted to AGLC must be signed by at least two executive members of the bingo association.

8.1.12 Bingo associations are required to develop and implement an internal expenditure approval policy. The internal expenditure approval policy must comply with policies in the CBH.

SUBJECT: EXPENSES

POLICY

8.2.1 The facility licensee's expenses incurred on behalf of its member licensed charities for the conduct of bingo and/or pull ticket sales must be collected from the licensed charities.

8.2.2 Annual Budget/Event Fee Expenses: Expenses noted below and marked with an asterisk (*) will be reported separately in EMS under the applicable stream.

a) Allocated common expenses that may be allocated across each of the gaming streams in proportion to the net sales per stream, are:

- i) advertising;
- ii) armoured car service;
- iii) association conferences and travel;
- iv) association yearly audit fees;
- v) bingo equipment and furnishings (e.g., blowers, tables and chairs (excludes EMS and e-dauber related equipment whose cost are covered separately as an exclusive bingo expense);
- vi) building security costs;
- vii) business licence fees, business taxes and property taxes;**
- viii) facility rent;**
- ix) facility reserve fund;*
- x) GST (on expenses where applicable; GST rebates must be refunded to licensed charities);
- xi) insurance;**
- xii) janitorial services;
- xiii) legal fees for review of the lease agreement and bylaws;
- xiv) miscellaneous;
- xv) office equipment and supplies;
- xvi) operating reserve fund;*

SUBJECT: EXPENSES

- xvii) promotions;
 - xviii) staff training;
 - xix) utilities (gas, power, etc.);** and
 - xx) wages, salaries, employee benefits and bonding (when not an exclusive position).
- b) Bingo exclusive expenses include but are not limited to the following:
- i) Bingo Alberta membership fee (if the bingo association is a member);
 - ii) bingo card costs;
 - iii) bingo licence fees;*
 - iv) e-dauber equipment, contract, support and maintenance;
 - v) EMS equipment, contract, support and maintenance;
 - vi) linked game expense;* and
 - vii) volunteer concession expense (see Subsection 8.2.6).*
- c) Pull ticket exclusive expenses include but are not limited to:
- i) pull ticket licence fees;*
 - ii) pull ticket manager wages and benefits (where a separate position exists and wages are not included in the event fee calculation of wages);
 - iii) pull ticket seller wages (if they are not included in the event fee calculation of wages); and
 - iv) pull ticket unit costs.*

Note: Unit costs and licence fees will be calculated by units sold at each event.

8.2.3 Bingo associations may apply for and, based on a demonstrated need, be approved for a concession facility expense allowance.

- a) The approved allowance will be considered on a cost recovery basis and be limited up to the amount of the concession losses on the expenses marked with a double asterisk (**) in subsection 8.2.2 a).

SUBJECT: EXPENSES

- b) The association must supply AGLC with all information that is deemed necessary to assess the request. Supporting documentation includes, but is not limited to:
 - i) the concession financial statement; and
 - ii) the lease agreement or ownership arrangement in regard to the facility.
- c) Any third-party concession rental or lease revenue must be deposited to the association expense operating bank account. The bingo association will make payments for expenses related to the concession facility expense allowance from this same account. Any additional shortfall related to these expenses must be made up from non-gaming funds.

8.2.4 Concession Equipment Allowance: Bingo associations may request approval from AGLC for a concession equipment allowance of up to 50 per cent to offset the purchase or maintenance of major concession equipment. Payment may be collected through the event fee or the facility reserve fund.

8.2.5 Facility Reserve Fund: The establishment and collection of gaming revenue into a facility reserve fund requires association executive approval and is subject to the following conditions:

- a) Facility reserve funds must only be used to meet significant future costs related to:
 - i) bingo related equipment and furniture;
 - ii) the gaming portion of interior facility upgrades and/or renovations; and
 - iii) approved structural changes specific to building structure integrity that affect the gaming portion of the building envelope (e.g., roof repairs or replacement, reinforcement of exterior walls). The total costs of such changes must be allocated between gaming and non-gaming activities;

Note: A cost allocation between gaming and non-gaming activities may not be required if non-gaming activity was within the bingo facility floor. For example, roof repairs covering the bingo facility portion of the building

SUBJECT: EXPENSES

envelope may be approved for up to 100 per cent to be paid with gaming funds even if the concession and lottery booth are contained within that area.

- iv) building fundamentals (e.g., furnace or water heater repairs/replacement). AGLC may approve gaming revenue to be used to cover 100 per cent of the gaming portion of these costs, if they serve both gaming and non-gaming activities in the bingo hall.
- b) Event facility reserve fund contributions must be reported through EMS using an approved AGLC expense ID and must be held in a separate bank account and/or term deposit.
- c) Facility reserve funds not used for the above purposes must be returned to the licensed charities. Funds collected and not used within a five-year period are subject to further review by AGLC. The facility reserve fund is not included in the calculation of a surplus at fiscal year-end.

8.2.6 Operating Reserve Fund:

- a) will not exceed 25 per cent of the approved event fee budget and may be used to cover gaming related operating costs identified in Subsection 8.2.2 or as provided in Subsection 8.6.4; and
- b) is not included in the calculation of a surplus at fiscal year end.

8.2.7 Additional conditions apply to the following expenses:

- a) Advertising and Promotions (see Section 1.9).
- b) Bingo-Related Conferences and Travel: In the event fee structure, facility licensees may include reasonable costs for bingo association executive members and hall managers to attend bingo-related meetings or conferences within Alberta. The event fee may also include travel and attendance costs associated with sending a maximum of two attendees per year to bingo-related conferences outside Alberta, but within North America. If additional attendees are required, approval of the bingo association general membership must be obtained.
- c) Facility Rent: The rental rate must not be calculated as a percentage of revenue. Rental rates may be based on a sliding

SUBJECT: EXPENSES

attendance scale if they are specified in the lease/rental agreement. New or renewed lease agreements must be provided to AGLC and must comply with policies in the CBH.

- d) **Miscellaneous:** this category is for those expenditures that may not be specifically listed in Section 8.2 (e.g., bank charges not already recorded as a pool expense).
- e) **Staff Training:** the annual budget may also include the costs of sending paid staff to courses that are beneficial or required for the conduct of the bingo association's bingo gaming business.

8.2.8 Volunteer Concession Expense:

- a) **Volunteer concession expense** is an eligible bingo expense that is included in the exclusive portion of the event fee for bingo and must be paid by the licensed charity at the bingo event or through the bingo association's bingo pool account.
- b) Licensed charities must set their own concession policy to assist with the control of this expense (e.g., no concession expenses are allowed or a specified dollar amount per event).
- c) Concession expenses incurred by volunteers at the event must comply with the following:
 - i) concession items must be purchased for and consumed by volunteers of the licensed charity during the time and within the facility that the bingo is being conducted;
 - ii) licensed charities are not required to purchase food or refreshments from the bingo facility concession. Licensed charities may arrange for food and refreshments to be brought into the hall;
 - iii) all expenditures must be supported by a receipt; and
 - iv) any concession expenses that exceed the amounts permitted are the responsibility of the individual volunteer(s).

SUBJECT: EXPENSES

8.2.9 The following must not be included in the event fee or be paid for with gaming funds:

- a) liquor, meals or hospitality for paid staff, volunteers (other than what is allowed for volunteers in Subsection 8.2.8), players or for suppliers of facility supplies and services;
- b) personal expenses of bingo association executive officers, board of directors and volunteers;
- c) any non-gaming activities including the direct costs of operating a food concession, gift shop or lottery booth; and
- d) the assessed concession share of the:
 - i) monthly facility operating costs (see Subsection 8.2.3); and
 - ii) equipment costs (see Subsection 8.2.4).

SUBJECT: BINGO EVENT FINANCIAL/INVENTORY CONTROLS

POLICY

8.3.1 The facility licensee must maintain a financial/inventory control system to account for all the revenues and costs of holding events, including the inventory, sales, prizes, giveaways to players, expenses and proceeds of events. Requirements for bingo event financial controls are as follows:

- a) Handling of cash, cards and pull tickets at the event level:
 - i) all transfers of cash, cards and pull tickets among paid staff and/or volunteers must be verified by physical count, witnessed, recorded and signed off (initialed);
 - ii) all entries on the financial/inventory control forms must be completed in permanent ink; and
 - iii) amendments/corrections to figures on control forms must be made by striking through the original entry ("white out" must not be used) and writing the corrected amount beside the original entry.
- b) Bingo card inventory controls must also include:
 - i) for supplier full bundles, a count of each full bundle is acceptable;
 - ii) for supplier partial bundles (previously opened), a physical count of each individual card is required; and
 - iii) bingo card inventory access must be strictly controlled by the facility licensee.
- c) Pull ticket inventory controls for pre-bundling of bingo event pull ticket inventory must include:
 - i) bingo event pull ticket units may be opened and counted by two individuals (staff or staff and volunteer) prior to an event;
 - ii) bingo event pull ticket bundles must have 50 tickets per bundle;
 - iii) both bundlers must sign that all tickets have been accounted for on the pull ticket unit control form which must remain in the unit; and

SUBJECT: BINGO EVENT FINANCIAL/INVENTORY CONTROLS

- iv) the bingo event pull ticket unit must be sealed with packing tape and initialed on the seal (in permanent ink) by both bundlers.
 - d) Pull ticket inventory controls for opening of a sealed bingo event pull ticket unit that was previously opened must include:
 - i) the unit must be opened by two individuals (pull ticket controller and staff or volunteer);
 - ii) the individuals identified above must verify that all bundles are present and sign the control form in the unit; and
 - iii) the pull ticket unit control form must form part of the event paperwork.
 - e) Bundling of bingo event pull tickets during an event must be done by the pull ticket controller who may be assisted by staff or a volunteer.
- 8.3.2 The required event financial/inventory control forms must be completed by volunteers and paid staff throughout the event (start to finish) as transactions occur.
- 8.3.3 The practice of pre-signing financial/inventory control forms, prior to the verification of transactions (see Subsection 8.3.1), is strictly prohibited.
- 8.3.4 The financial/inventory control forms and reports (EMS Event Operation and Manual Event Operation) are required records for each bingo event.
- 8.3.5 The following forms are mandatory for EMS or manual event operation:
- a) Bingo Worker Sign In Sheet (manual form);
 - b) Special Game Controllers' Record/Reconciliation and Special Game Sellers Card Control (manual forms);
 - c) Paymaster's Sheet (manual form);
 - d) Bingo Chairperson's Cash & Deposit Reconciliation (manual form);

SUBJECT: BINGO EVENT FINANCIAL/INVENTORY CONTROLS

- e) Ball Verification Sheet (for linked game and games requiring a specified amount of called numbers in order to award an additional prize) (manual form);
- f) X-tape for Cashier Station (EMS) or Cashier Sheet Inventory Issue & Sales Reconciliation/Register Reconciliation (manual form);
- g) Caller Summary Report (EMS) or Caller Sheet (manual form);
- h) Report on Inventory Reconciliation (EMS);
- i) Inventory Issuance Report (EMS) or the Event Inventory Issuance/Return (manual form);
- j) Event Summary (EMS) or Event Summary/Deposit Record (manual form); and
- k) Void Invoices Report (EMS only).

8.3.6 The following forms must be completed as required:

- a) Pull Ticket Unit Control Form, Pull Ticket Sales (Deposit) Report, Pull Ticket Inventory and Sales Record and Monthly Pull Ticket Inventory Reconciliation; and
- b) Discrepancy Reports – Form 5425 and Form 6619.

SUBJECT: GAMING BANK ACCOUNT OPERATING CONTROLS

POLICY

- 8.4.1 Bingo associations must have the following bank accounts:
- a) Bingo Operating Bank Account– for the purpose of depositing and disbursing all bingo event revenue as required in Subsection 8.5.2 and paying of approved expenses.
 - b) Pull Ticket Operating/Pool Bank Account (may be a combined account) – for the purpose of depositing all pull ticket revenue, paying all pull ticket expenses (including the pull ticket event fee) and the distribution of the pull ticket charity proceeds on a monthly basis as required in Subsection 8.5.2.
 - c) Bingo Pooling Bank Account – for the purpose of depositing all pooled revenue from bingo. KENO charity commissions must also be deposited to this account by licensed facilities that offer KENO. This account is also used for the distribution of bingo charity proceeds on a monthly basis.
 - d) Progressive Prize Bank Account – for the purpose of depositing progressive prize contributions not paid at the event level and paying accumulated progressive prize winnings.
 - e) Facility Reserve Fund and Operating Reserve Bank Account – for the purpose of depositing the Facility Reserve Fund portion and Operating Reserve Fund portion of the event fees and disbursing approved fund payments.
 - f) Sweep Account (optional – may use the association operating bank account) – for the purpose of depositing KENO funds to be swept by AGLC and depositing linked game prize and expense funds.
 - g) Video Bingo Account (optional for video bingo events) – for the purpose of depositing video bingo pre-sales and withdrawing of funds to conduct the video bingo event (see Section 5.5) and to deposit post-event net bingo revenue for disbursement (see Subsection 8.5.2).

SUBJECT: GAMING BANK ACCOUNT OPERATING CONTROLS

8.4.2 Authority on all payments from a gaming account must be consistent with the following:

- a) Two signatures are required on all cheques and bank transfers from the gaming accounts. Exception will be made for the following:
 - i) progressive prize bank account, which will require a single signature only, to allow for the hall advisor to disburse prize payouts by cheque at the event; and
 - ii) transfers to pre-authorized accounts, approved by the executive, will allow for the designated hall manager or bookkeeper to transfer funds between bingo association accounts as necessary.
- b) Payments for approved expenses must be:
 - i) made directly from the gaming account to the vendor or supplier by cheque, pre-authorized debit (PAD), electronic funds transfer (EFT), bank draft, or credit card;
 - ii) fully supported by receipts, invoices, and/or other documents such as contracts, agreements, time sheets, etc.; and
 - iii) authorized invoices or other supporting documents for credit card, debit card, PAD, EFT, and bank draft payments must be signed by two authorized signing authorities.
- c) The practice of pre-signing blank cheques is prohibited.
- d) The second authorized signatory on the gaming account and bank transfers must consist of only volunteer bingo association executive members.
- e) Voided cheques must not be discarded and must be stored with "VOID" written across the front.

8.4.3 All gaming accounts with chequing privileges must include the requirement for the availability of cheque images prepared and provided by the financial institution.

SUBJECT: GAMING BANK ACCOUNT OPERATING CONTROLS

- 8.4.4 A monthly bank reconciliation must be completed and reviewed for each gaming bank account by the end of the following month, as follows:
- a) A bingo association employee must prepare the monthly bank reconciliation.
 - b) The review must be completed by a volunteer executive member designated to perform the review (see the sample Reconciliation Checklist in Section 12).
 - c) The preparer and reviewer must not be related parties or cheque signing authorities.
 - d) The monthly bank reconciliation must be provided at the next bingo association executive board meeting.
 - e) Any significant discrepancies must be discussed with the bingo association executive immediately.
 - f) The reconciliation must be maintained for a minimum of two years by the association.

SUBJECT: DEPOSITS, EXPENSES AND DISBURSEMENT OF POOLED PROCEEDS

POLICY

8.5.1 The bingo association, acting on behalf of or as agent for licensed charities to facilitate the management of event revenue, must:

- a) on an event-by-event basis, prepare net-bingo event revenue and the progressive pot contributions, for deposit within three banking days after the event into the bingo association bank accounts. Net bingo event revenue equals sales less prizes, plus or minus cash overage/shortage;
- b) ensure all deposits are verified by the bingo chairperson (see Subsection 4.5.3 b)) and the deposit is secured until the deposit is made (see Section 3.7); and
- c) pay approved expenses or disbursements from the bingo association bank accounts.

8.5.2 The bingo association, acting on behalf of or as agent for licensed charities, must manage deposits and disbursements as follows:

- a) Bingo Operating Bank Account:
 - i) Deposits: All net bingo revenue (sales less prizes, plus or minus cash overage/shortage) must be deposited into this bank account (see subsection 8.5.1 a)).
 - ii) Disbursements: Make payments for actual event expenses directly to vendors, suppliers or other payees (see Subsection 8.4.2).
 - Within five days of the pool period end, all bingo event pool contributions less bingo event pool losses must be transferred to the bingo pooling bank account. Pooled contributions/losses are calculated as net bingo event revenue less the event expense.
 - On a frequency determined by the association or at a minimum at the end of the pool period, transfer the total event fee facility reserve funds and operating reserve funds to the Facility Reserve Fund and Operating Reserve Fund Bank Account.

SUBJECT: DEPOSITS, EXPENSES AND DISBURSEMENT OF POOLED PROCEEDS

- b) Pull Ticket Operating/Pool Bank Account:
 - i) Deposits: Within three banking days of a pull ticket unit being sold out, pull ticket revenue (sales less prizes, plus or minus cash overage/shortage) must be deposited into this bank account.
 - ii) Disbursements: This account must be used for the payment of exclusive pull ticket event expenses, at a minimum of within five days of the pool period end, transfer of pull ticket allocated common expenses to the bingo operating bank account, and the distribution of the pull ticket charity pooled proceeds. Pooled proceeds must be managed in accordance with Section 8.6, including using one of the disbursement provisions in Subsection 8.6.6. Pooled proceeds are calculated as pull ticket net event revenue less the exclusive and allocated common expenses.
- c) Bingo Pooling Bank Account:
 - i) Deposits: Within five days of the pool period end, all bingo event pool contributions less bingo event pool losses must be transferred from the bingo operating bank account to the bingo pooling bank account. If the bingo event pool losses exceed the bingo event pool contributions, the amount of the net loss is transferred from the bingo pooling bank account to the bingo operating bank account within five days of the pool period end.
 - Outstanding account play balances are deposited to this account (see Subsections 9.4.10 and 9.4.11).
 - KENO charity commissions must also be deposited to this account by facility licensees that offer KENO.
 - ii) Disbursements: Pooled proceeds must be managed in accordance with Section 8.6, including using one of the disbursement provisions in Section 8.6.6.

SUBJECT: DEPOSITS, EXPENSES AND DISBURSEMENT OF POOLED PROCEEDS

- d) Progressive Prize Bank Account:
 - i) Deposits: Deposit any progressive prize contributions not paid at the event level to this account (see Subsection 8.5.1 a)).
 - ii) Disbursements: Payments must be made from this account for accumulated progressive prize winnings.
- e) Sweep Bank Account (optional):
 - i) Deposits: Deposit linked game prize contribution, expense funds, and AGLC KENO sweep amount to this account.
- f) Facility Reserve Fund and Operating Reserve Fund Bank Account:
 - i) Deposits: On a frequency determined by the bingo association or at a minimum at the end of the pool period, deposit the facility reserve funds and operating reserve funds collected in the bingo operating bank account to this account.
 - ii) Disbursements: Approved payments are made from these funds.

Note: Separate ledgers must be maintained tracking the deposits to and disbursements from each fund.

- g) Video Bingo Account (optional):
 - i) Deposits of pre-sale revenue (debit and cash): to be deposited to this account as required (see Subsection 5.5.4) d) v)).
 - Deposits of video bingo event revenue: must be deposited within three banking days after the video bingo event, all net bingo revenue (sales less prizes, plus or minus cash overage/shortage) is deposited.
 - ii) Disbursements: For transferring funds to the Bingo Operating Bank Account to complete post-event transactions (see Subsection 8.5.2 a) ii)).

SUBJECT: DEPOSITS, EXPENSES AND DISBURSEMENT OF POOLED PROCEEDS

8.5.3 Regarding the bingo association's pull ticket operating/pool account, progressive prize account and its bingo pooling bank account, the following information must be completed by the bingo association after each pool period has ended and provided to AGLC:

- a) by the 7th day of the following month:
 - i) bingo events and pull ticket purchases and sales via EMS;
- b) by the 21st of the following month:
 - i) payment of pull ticket licence fees;
 - ii) pull ticket and bingo pool allocation details via EMS;
 - iii) progressive game pot lists (EMS generated);
 - iv) pull ticket inventory list; and
 - v) pull ticket invoices.
- c) by the end of the following month:
 - i) a copy of the progressive pot bank statement; and
 - ii) bank account reconciliation for the progressive pot bank account.

SUBJECT: POOLING

POLICY

8.6.1 Pooling of event proceeds from each gaming stream conducted within a licensed facility is mandatory for all licensed charities conducting events at the facility.

8.6.2 The bingo association must establish separate pools for bingo event and pull ticket proceeds, along with a separate bank account for depositing proceeds. The bingo association executive must oversee the pools.

8.6.3 Each licensed charity that conducts an event during the pool period must be part of the pools and must receive a share of the pooled proceeds in accordance with the terms of the pooling agreement. Each event during the monthly pool period will have an equal weighting in the distribution of pooled proceeds.

8.6.4 Individual gaming stream negative monthly pool balances must be managed as follows:

- a) the bingo association must refund expenses through an expense adjustment in EMS for the applicable stream:
 - i) the expense adjustment may be made by refunding surplus event fees collected from the applicable stream; or
 - ii) the expense adjustment may be made by using funds from the operating reserve fund (see Subsection 8.2.5 h)).
- b) negative pool balances may not be carried forward from one month to another; and
- c) negative pool balances cannot be transferred from one gaming stream to another (e.g., pull ticket positive pool balances (proceeds) cannot be applied to a negative bingo pool balance).

8.6.5 The distribution of pooled charity proceeds from bingo and pull tickets must be reported separately in EMS. A copy of the EMS Pooled Proceeds Report showing the separate pool distributions must be provided to each licensed charity.

8.6.6 Once the bingo and pull ticket distributions are completed in EMS and approved for release by AGLC, the bingo association has the

SUBJECT: POOLING

option of either of the following transactions, which must be completed within 21 days of the end of the pool period in which the proceeds were earned:

- a) writing two cheques or completing two electronic funds transfers (one from the bingo pool bank account and one from the pull ticket pool bank account) to each licensed charity for its share of the pooled proceeds; or
- b) the bingo association may transfer the total amount of the pull ticket pool from the pull ticket operating/pool bank account into the bingo pooling bank account and write one combined cheque or complete one combined electronic funds transfer to each licensed charity for its total share of the combined bingo and pull ticket pools.

8.6.7 Volunteer concession expenses must be managed as stipulated in the bingo association's pooling agreement. The pooling agreement must include one of the following procedures:

- a) at the event level the licensed charity issues a cheque from its approved bingo bank account to the concession operator for the cost of the licensed charity's volunteer concession expense; or
- b) the event volunteer concession expenses for the pool period are deducted from the licensed charity's pool allocation payment.

Note: The volunteer concession expense must be entered into EMS as a bingo expense along with the appropriate bank transaction (see Subsection 8.2.9).

8.6.8 To facilitate the pooling requirements in Subsections 8.6.1 to 8.6.3, the licensed charities of a bingo association must enter into a pool agreement. Pool agreements should address the requirements of these policies, and provide details about all aspects of the pooling arrangement, including but not limited to:

- a) a schedule of licensed charities participating in the pool agreement including the name of the charity and a space for each charity's signing officer's signature and his or her position in the organization;

SUBJECT: POOLING

- b) terms of the pool agreement, including:
 - i) the volunteer concession expense, as applicable;
 - ii) that all events have an equal weighting in the pool; and
 - iii) that charity proceeds are pooled on a monthly basis.
- c) details describing how the executive of the bingo association is required to manage the pool agreement;
- d) a statement that the monthly pooled charity proceeds will be disbursed by the bingo association to the licensed charities that conducted events in the pool period. The funds must be disbursed within 21 days of the end of the pool period in which the proceeds were earned; and
- e) any other information relevant to the agreement as stipulated by the licensed charities of the bingo association and as required by these policies.



SECTION: FINANCIAL
NUMBER: 8.7

COMMERCIAL BINGO HANDBOOK

PAGE 1 OF 1

SUBJECT: RECORDS AND DOCUMENTS

POLICY

- 8.7.1 All original documents must be kept by the facility licensee at the licensed bingo facility for a period of two years after the bingo licence expires.
- 8.7.2 Each licensed charity must receive and keep a copy of the event summary form to compare with the financial report.
- 8.7.3 Events must be video/audio recorded. Recordings from each event must be kept for at least 15 days after the event.
- 8.7.4 The bingo association’s accounting books and records must follow Canadian generally accepted accounting principles.

DATE ISSUED: August 27, 2024 **AUTHORITY:** Original signed by Len Rhodes

SUBJECT: EVENT MANAGEMENT SYSTEM (EMS) FINANCIAL DATA

POLICY

- 8.8.1 The EMS must be able to provide for data entry, update, enquiry, and print capabilities for bingo event and pull ticket information as specified in the Technical Gaming Standards for Event Management Systems and E-Daubers.
- 8.8.2 EMS event detail records must be completed for each event at the time of the event.
- 8.8.3 The hall manager must confirm that all financial information is reported accurately and reflects the financial activity for the reporting period.
- 8.8.4 KENO charity commission payments must be allocated, and all disbursements managed and recorded as required in Section 7.3.
- 8.8.5 The EMS monthly submission reporting files from the facility licensee's EMS must be received by AGLC in the electronic format as specified in the Technical Gaming Standards for Event Management System and E-Daubers – Appendix A (see also Subsection 8.5.3).

SUBJECT: AUDIT REQUIREMENTS

POLICY

8.9.1 The books and records of the bingo association are subject to AGLC review and/or audit. Areas normally subject to an audit include, but are not limited to:

- a) books of original entry (including computerized records);
- b) invoices;
- c) bank statements and cancelled cheques or cheque images;
- d) event control and summary sheets;
- e) inventory control forms;
- f) contracts, agreements, or similar documents;
- g) payroll records;
- h) Income Tax and Goods and Services Tax (GST) returns;
- i) minutes of annual general meetings and of meetings of the general membership, board and executive;
- j) by-laws;
- k) annual financial statements; and
- l) the business and financial records (as outlined above) of any entity that is associated with the bingo association and/or an executive or board member of the bingo association in receipt of any of the bingo association's gaming proceeds either directly, indirectly, or through a series of transactions. (Note: Associated is defined as per section 1(7) GLCR).

SUBJECT: FINANCIAL STATEMENT REQUIREMENTS

POLICY

- 8.10.1 The financial statements (audited or review engagements, see Subsection 3.3.11 j)) of the bingo association must be submitted to AGLC annually, within 120 days of the fiscal year end. These must be prepared by an independent Chartered Professional Accountant (CPA) in good standing. The financial statement must identify and report on gaming and non-gaming activities separately.
- 8.10.2 The gaming expense categories used to report the bingo association's annual expenditures on the financial statements must be the same as the expense categories specified in the annual budget (see Sections 8.1 and 8.2).
- 8.10.3 The following items and gaming revenue streams must be reported on the financial statements as separate line items:
- a) bingo licence fee;
 - b) Bingo Alberta membership fee;
 - c) operating reserve fund;
 - d) facility reserve fund;
 - e) electronic fee;
 - f) gaming interest earned (excluding facility/operating reserve);
and
 - g) bingo event fee and pull ticket event fee (net of GST).
- 8.10.4 The submission of the bingo association audited or reviewed annual financial statements must also include the reserve fund balances (facility and operating) providing the current status of the fund along with supporting documentation (e.g., bank statements or confirmations of investment).

SUBJECT: FINANCIAL STATEMENT REQUIREMENTS

8.10.5 Year-end financial statements, at a minimum, must include the following items specific to bingo gaming operations:

Statement of Revenues and Expenditures

- a) Revenues: There must be a clear distinction between gaming and non-gaming revenues.
 - i) Gaming revenues are any funds paid to the bingo association by its members on an event fee basis and interest earned on funds held in gaming accounts.
 - ii) Amounts included in the event fee for an operating reserve fund or facility reserve fund must be excluded from retained earnings. Funds collected during the year for the operating reserve fund and facility reserve fund must not be included when calculating surplus to return to members. Cash held for such funds must be recognized as restricted cash on the balance sheet and interest earned must be allocated to the corresponding fund.
 - iii) Non-gaming revenue is all other forms of income.
- b) Expenses: There must be a clear distinction between gaming and non-gaming expenses. Gaming expenses are the direct costs incurred by a licensed charity to conduct bingo and pull ticket events that may be assessed against the gaming revenue collected above.

Balance Sheet

- c) Assets:
 - i) Cash on hand and in bank; refers to all cash on hand, including petty cash and float funds, and bank balance.
 - ii) Restricted cash: facility and operating reserve funds. The financial statements must present separate disclosure of facility reserve fund and operating reserve fund and corresponding interest earned on the restricted funds which should include the opening, additions, deductions, and ending balance.

SUBJECT: FINANCIAL STATEMENT REQUIREMENTS

- iii) Fixed assets: account separately for office equipment, bingo equipment, and lease hold improvements. Fixed assets are either amortized over their estimated useful life or expensed in the year purchased. These are required to be included in the financial statements as a note or Statement of Equity in Fixed Assets showing opening balance, additions, deductions, and ending balance.
- d) Liabilities:
 - i) Due to members: Subsection 8.1.11 states: "Within 120 days of the end of the bingo association's fiscal year, any surplus resulting from the actual annual expenses being less than the annual budget must be refunded to the licensed charities according to the number of events the licensed charity conducted during the year the surplus occurred."
 - ii) Member loans payable (non-gaming): Member contributions are funds paid by new members of the bingo association which are repaid to the members upon leaving the bingo association. The names of each member and amount of contributions owing to that member must be provided upon request.
- e) Equity:
 - i) Surplus (members' equity): represents equity of members in the bingo association. A Statement of Surplus (Members' Equity) showing opening balance, additions, deductions, and ending balance must be included in the financial statements.

SUBJECT: BASIC REQUIREMENTS

POLICY

9.1.1 The licensed facility must be a permanent facility or located within a permanent facility and be enclosed with solid floor-to-ceiling walls.

9.1.2 In addition to the equipment requirements detailed in Subsection 9.3 and the security requirements detailed in Subsection 9.5, the licensed facility must provide:

- a) cash cage area, deemed functional by AGLC, to accommodate a minimum of two event management system (EMS) stations, cash counting/advisor area, special game card sales/cash counting area;
- b) bingo paper/inventory storage area accessible from the cash cage area with strictly controlled access;
- c) volunteers' personal storage area;
- d) caller's stage raised to an appropriate height and situated in an area to provide a clear unobstructed view of the playing area;
- e) safe located in either the cash cage area or bingo paper/inventory storage area (see Subsections 9.1.2 a) or b));
- f) if e-daubers are offered, the server must be housed in a secure location;
- g) a secured surveillance monitoring area; and
- h) washrooms.

SUBJECT: POSTINGS AND SIGNS

POLICY

9.2.1 The facility licensee must post in a prominent place in the licensed facility the current:

- a) facility licence;
- b) licensed charity's bingo licence "hall copy;"
- c) rules-of-play;
- d) facility licensee house rules;
- e) pull ticket licence (if applicable);
- f) pull ticket house rules (if applicable);
- g) responsible gambling poster;
- h) gaming irregularities poster;
- i) video surveillance poster;
- j) rules of play for the linked bingo game (if applicable); and
- k) any other document or information that the Board of AGLC or AGLC requires to be posted.

9.2.2 At all public entrances of the facility, the following signs must be prominently posted (see Section 3.6 Minors):

- a) a "Minors Not Allowed to Play Bingo" sign; or
- b) if applicable, a "Minors Not Allowed to Play Bingo and KENO" sign; and
- c) a "Minors Prohibited" sign (only applicable to licensed facilities that offer e-daubers).

SUBJECT: BINGO EQUIPMENT

POLICY

9.3.1 The licensed facility must provide bingo equipment (owned or leased by the facility licensee) and bingo supplies, meeting industry standards, as follows:

- a) EMS;
- b) blower(s);
- c) EMS verification unit(s);
- d) flashboards;
- e) video monitors;
- f) audio/video recording equipment with the capability to store 15 days of events internally (e.g., on an internal hard drive) or externally (e.g., on VCR tapes, DVDs, etc.); and
- g) video camera focused directly on the ball chute of each blower;
- h) bingo balls;
- i) e-dauber system, if applicable; and
- j) paper bingo cards.

Note: All bingo equipment, excluding video monitors and equipment required for audio/video recordings (see Section 9.5), in a licensed facility must be supplied by or purchased from a registered gaming supplier.

9.3.2 Facility licensees must ensure all bingo equipment complies with the Technical Gaming Standards for Event Management Systems and E-Daubers.

9.3.3 All bingo equipment:

- a) must be kept clean and in proper working condition;
- b) must be securely operated; and
- c) repairs or modifications must be completed only by the manufacturer or registered gaming supplier (excluding equipment required for audio/video recordings (see Section 9.5)).

SUBJECT: BINGO EQUIPMENT

- 9.3.4 Only one set of bingo balls per blower must be used at any time. Callers must not be assigned individual sets of balls. Bingo balls must be:
- a) of equal weight and size;
 - b) kept clean at all times;
 - c) in good condition and free from cracks, indentations or other imperfections; and
 - d) of a different colour for each letter group.
- 9.3.5 The facility licensee must use an Event Management System (EMS) to track overall card inventory and the issuing of inventory to the event, track and report event sales, verify winning cards during the event, and record and report prizes.
- 9.3.6 Approved users of the facility EMS must, at all times, keep their EMS security access password confidential and not allow any other individual to access or use EMS under their security password.
- 9.3.7 To ensure the bingo equipment is in proper working order, various checks must be completed prior to the start of each event by the caller, bingo chairperson or paymaster, and a player, as indicated in the following chart:

SUBJECT: BINGO EQUIPMENT

<u>Equipment Checks</u>	<u>Caller</u>	<u>Chairperson or Paymaster</u>	<u>Player</u>
a) Turn on all flashboards, televisions and bingo machines. Press the test button on bingo machine to ensure all numbers on flashboards light up. Replace bulbs as required.	X		
b) Ensure all balls are facing up in the ball pocket tray, so the letter/number combination can be seen and that no duplicate ball numbers are present.	X	X	X
c) Test blowers and mixers on all bingo machines by drawing at least three balls. (Note: If a ball needs replacing during the event, the caller must replace the ball in plain view of players.)	X	X	
d) Turn on sound equipment and test to ensure it is in proper working order. Test all volunteer microphones (where applicable) to ensure they are in proper working order.	X	X	
e) Turn on cameras and audio and video recording equipment. Record for 30 seconds and review the recording to ensure the equipment is in proper working order.	X	X	
f) Turn on linked game receiver (where applicable).	X	X	

9.3.8 The verification unit must be used with an audio/video recording system. The entire event must be audio/video recorded using the system.

SUBJECT: ELECTRONIC DAUBERS

POLICY

- 9.4.1 The e-dauber system includes but is not limited to:
- a) e-daubers;
 - b) on-site server(s);
 - c) e-dauber related programming;
 - d) EMS; and
 - e) any and all other related components, equipment and elements.
- 9.4.2 The licensed charity that offers e-daubers to players:
- a) is responsible to operate the e-dauber system on-site in the licensed facility;
 - b) must operate the e-dauber system within its licensed facility only (e.g., it cannot be part of the bingo program of other licensed facilities except for the AGLC-approved linked bingo game); and
 - c) must ensure that volunteers are trained in the use of e-daubers.
- 9.4.3 The facility licensee that offers e-daubers through its bingo program:
- a) must ensure that paid staff are trained in the use, and basic daily maintenance (such as cleaning), of e-daubers and related equipment; and
 - b) may, based on its own assessment of market demand and viability, offer bingo with the use of e-daubers only during events (i.e., without paper cards).
- 9.4.4 The facility licensee's bingo program and rules of play may only offer bingo games or bingo schemes on an e-dauber that will, in all operational aspects, be recognized by the e-dauber unit or EMS equipment (including the bingo game or bingo scheme verification function/module which is used by the caller to verify a declared bingo).

SUBJECT: ELECTRONIC DAUBERS

E-DAUBER CARD FACE PURCHASES AND USER FEE

9.4.5 An e-dauber is limited to a maximum total of 99 card faces at a time for a bingo game; a licensed facility may set a lower maximum limit of card faces that may be played on an e-dauber.

9.4.6 Purchases of bingo card faces for the e-dauber may be provided:

- a) at the cashier station in the licensed facility;
- b) on an e-dauber by a player using their account balance;
- c) from a player-operated (self-serve) account play kiosk; or
- d) from floor sellers who may offer additional account play sales through an approved remote sales unit.

9.4.7 The facility licensee may charge a player a user or rental fee for the use of an e-dauber to offset the event fee expense related to the cost of the e-dauber system. Such user or rental fee is considered to be additional event revenue and must be included in the event deposit (see Subsection 8.2.3).

ACCOUNT PLAY

9.4.8 A facility licensee that offers e-daubers in its bingo program may establish account play for players of e-daubers.

9.4.9 With account play, e-dauber prizes are paid directly to the unit and added to the player's account balance.

9.4.10 The facility licensee must develop detailed procedures for outstanding account play balances as player funds held in trust and submit them to AGLC for review before implementing them.

9.4.11 Following the procedures in Subsection 9.4.10, any outstanding account play balance that remains unclaimed must become the property of the licensed charities of the bingo association and the funds deposited in their pooling account.

DISCREPANCIES OR MALFUNCTIONS

9.4.12 If a player's e-dauber loses power or malfunctions during an event and must be disabled, then:

- a) the licensed charity may provide the player with a working e-dauber unit to continue play from where play had left off; and



SECTION: LICENSED FACILITY REQUIREMENTS

NUMBER: 9.4

COMMERCIAL BINGO HANDBOOK

PAGE 3 OF 3

SUBJECT: ELECTRONIC DAUBERS

b) if the licensed charity is not able to provide a player with a working e-dauber, must print the e-dauber player's bingo card faces on paper to enable the player to manually continue play from where play had left off.

9.4.13 If there is a discrepancy between an e-dauber and EMS verifier, a ball tray manual callback is required.

DATE ISSUED: April 6, 2023

AUTHORITY:

Original signed by
Len Rhodes

SUBJECT: MINIMUM SECURITY STANDARDS

POLICY

9.5.1 All licensed facilities must meet the following minimum security standards:

- a) robbery procedures poster visibly posted (for paid staff and volunteers) within all enclosed cash counting areas;
- b) telephones in cash areas, including teller wicket and count room (if applicable);
- c) height markers installed at all exterior access ways, secure areas, and high-risk areas, as determined by AGLC;
- d) enclosed permanent wickets (e.g., glass, plexi-glass or bars) must be installed in the cash cage area and in all cash handling areas;
- e) access doors to the cash cage must be equipped with a peep hole and be securely locked at all times. Cash and bingo cards must always be counted in the cash cage;
- f) cash handling areas, cashiers' area and caller's stage to be equipped with a silent externally-monitored robbery alarm system;
- g) intrusion alarms/motion detectors must be installed; these are to be operational during silent hours;
- h) a surveillance plan that includes the following information:
 - i) a description of the facility licensee's policies and procedures with respect to surveillance, including the areas of the premises under surveillance, the types of activities that are recorded, and the periods of time for which the recordings of activities are kept;
 - ii) a floor plan each premises showing the placement of all surveillance equipment; and
 - iii) a description of the surveillance equipment and its capabilities for each bingo facility location.
- i) surveillance system cameras and recording equipment must be installed as follows:

SUBJECT: MINIMUM SECURITY STANDARDS

- i) surveillance system with all cameras linked to secure areas including a secured surveillance system monitoring and storage area; other links within the licensed facility may only be made to the secure area(s) with AGLC prior approval;
- ii) all cameras must be linked to video recorders and be recorded in real time, 30 images per second for all cashier stations and 15 images per second for all other areas, with date and time generation. Digital recording units must meet the following AGLC minimum standards:
 - the digital video recording device (DVRD) with a minimal pixel image common interchange format (CIF);
 - the DVRD must provide seven days of continuous storage for each and all cameras attached to it;
 - the DVRD may house a built-in security data container (SDC) or utilize external storage devices such as a network attached storage (NAS) device or redundant array of independent disks (RAID) attached storage; and
 - the DVRD must archive information data to a CD, DVD or flash drive in compressed format that may be authenticated. A viewing or playback tool must also be available to review this video, as well as a method for ensuring the authenticity of the video excerpt(s).
- iii) a minimum of one colour monitor (48 cm (19 inch) or larger) and full screen viewing capabilities must be used- public or player viewing of the monitor is not allowed;
- iv) stationary camera with a minimum of 480 lines of resolution and that provides clear identification of staff, volunteers and patrons or players must be installed so there is complete, full-time coverage of each entry/exit (not required for emergency-only exits);
- v) a dedicated stationary camera with a minimum of 480 lines of resolution and that provides a clear identification

SUBJECT: MINIMUM SECURITY STANDARDS

of staff and volunteers, and avoids any blind spots, to be situated overhead of:

- each cashier's position and supplemented by a secondary camera to capture a clear and unobstructed view of players or patrons, so they may be clearly identified;
- the cash cage and separate cash handling areas;
- the safe;
- the caller's stage; and
- the server room.

vi) cameras may be recording with time lapse or motion sensitive activation (minimum of 15 images per second) when the bingo facility is closed; and

vii) all equipment must be maintained and in proper working order; AGLC must be notified immediately if CCTV coverage falls below these minimum standards.

j) counterfeit money handling procedures developed by the facility licensee must be posted in all cash handling areas; and

k) posters as provided by AGLC advising patrons, paid staff, and volunteers that the licensed facility is subject to periodic surveillance.

9.5.2 The facility licensee and hall advisor must ensure access to the cash cage area during an event is limited to:

- a) bingo chairperson;
- b) hall advisor;
- c) assistant hall advisor;
- d) hall manager;
- e) assistant hall manager;
- f) pull ticket manager;
- g) paymaster;
- h) cashier(s);

SUBJECT: MINIMUM SECURITY STANDARDS

- i) special games controller(s);
- j) other volunteers, the caller, and pull ticket sellers, when their duties require their presence;
- k) bingo association's executive officers only when carrying out licensee business which is relevant to activities taking place at the event being conducted;
- l) security guards, only in emergency situations; and
- m) authorized officials of AGLC upon presenting AGLC identification.

9.5.3 The facility licensee must ensure access to the secured server is limited to the following individuals:

- a) hall manager;
- b) assistant hall manager;
- c) authorized officials of AGLC upon presenting AGLC identification;
- d) facility service personnel, who must be accompanied by authorized licensed facility staff;
- e) vendor technicians, who must be accompanied by authorized licensed facility staff;
- f) bingo association executive officers, but only if they are carrying out facility licensee business that is relevant to the activities occurring at the event being conducted at the time;
- g) hall advisor; and
- h) assistant hall advisor.

SUBJECT: LICENSED FACILITY EXPANSION OR RELOCATION - GENERAL

POLICY

- 9.6.1 Approval of an expansion or licensing of a relocation of an existing licensed facility in a specified community may only be issued after all the respective requirements in Sections 9.6, 9.7 and 9.8 have been met.
- 9.6.2 An application for the expansion or relocation of an existing licensed facility in a community within a market area is initiated by a facility licensee.
- 9.6.3 In Sections 9.6, 9.7 and 9.8, a community refers to:
- a) a municipality as defined under the *Municipal Government Act* (Alberta), meaning:
 - i) a city, town, village, summer village, municipal district or specialized municipality;
 - ii) a town under the *Parks Towns Act* (Alberta); or
 - iii) a municipality formed by special Act; or
 - b) a Metis Settlement established under the *Metis Settlement Act* (Alberta); or
 - c) an Indian reserve as determined by Indigenous and Northern Affairs Canada (INAC) located within the provincial boundaries of Alberta.
- 9.6.4 In Sections 9.6, 9.7 and 9.8 a council refers to the council of:
- a) a city, town, village, summer village, municipal district or specialized municipality;
 - b) a town under the *Parks Towns Act* (Alberta);
 - c) a municipality formed by special Act;
 - d) a Metis Settlement established under the *Metis Settlement Act* (Alberta); or
 - e) an Indian reserve as determined by Indigenous and Northern Affairs Canada (INAC) located within the provincial boundaries of Alberta.
- 9.6.5 The facility licensee must bear all costs or expenses associated with their interest in expansion or a relocation of the licensed facility.

DATE ISSUED: April 1, 2020

AUTHORITY: Original signed by
Len Rhodes



SECTION: LICENSED FACILITY REQUIREMENTS
NUMBER: 9.6

COMMERCIAL BINGO HANDBOOK

PAGE 2 OF 2

SUBJECT: LICENSED FACILITY EXPANSION OR RELOCATION - GENERAL

- 9.6.6 AGLC will not assume any of the costs, expenses or liabilities associated with a licensee's application in expanding or relocating a licensed facility.
- 9.6.7 A new or relocated licensed facility requires a new facility licence. Only after a new facility licence is issued may gaming activities be permitted in the facility.
- 9.6.8 An approval issued by the Board of AGLC must be obtained prior to a facility licensee making significant financial commitments or investing gaming revenue to accommodate a proposed relocation.

DATE ISSUED: April 1, 2020 **AUTHORITY:** Original signed by Len Rhodes

SUBJECT: EXPANSION OF A LICENSED BINGO FACILITY

POLICY

9.7.1 In this section, “expansion” means the significant physical expansion of the gaming and non-gaming areas in a licensed facility as determined by AGLC. Such expansion may include an increase in the building envelope or its outer dimensions (for facility renovations including structural changes see Section 9.9).

Note: A building envelope refers to the outer perimeter of the building in which an existing licensed facility is located and includes space rented, leased, subleased, sold or otherwise provided to others in the same building. A building's outer dimensions refer to the building height as well as its envelope.

9.7.2 Approval for the expansion of an existing licensed facility may only be issued after the requirements in the following steps are completed in order:

1. Initial Assessment;
2. Community Support; and
3. Approval.

9.7.3 If at any time the facility licensee decides it no longer wishes to pursue the application for the expansion of its facility, it must notify AGLC in writing of its decision to withdraw the application.

STEP 1 – INITIAL ASSESSMENT

9.7.4 A facility licensee initiates Step 1 – Initial Assessment by providing to AGLC a proposal in writing for the expansion of an existing licensed facility.

9.7.5 The proposal must contain all required information related to the expansion of the licensed facility, including, but not limited to:

- a) a detailed description of the proposed expansion, including all gaming and non-gaming areas that will be affected;
- b) a market assessment, including:
 - i) a three year revenue forecast, including:
 - gaming and non-gaming revenue sources (e.g., lottery booth, merchandise sales, concession food and beverage services, etc.);

SUBJECT: EXPANSION OF A LICENSED BINGO FACILITY

- methods and assumptions used in the market assessment; and
- a risk assessment;
- ii) a marketing plan describing how both the financial and non-financial goals will be achieved; and
- iii) the estimated economic impact to community (e.g., jobs, tax revenue);
- c) the physical design of the facility, including:
 - i) legal address, site plans, drawings, blue prints, etc.;
 - ii) the impact on traffic and parking in the area;
 - iii) a description of any additional amenities to the bingo, such as a lounge with VLTS;
 - iv) a description of the facility's security features as outlined in Section 9; and
 - v) a breakdown of the construction costs and schedule and details on who is paying for these costs;
- d) a three year business plan, including:
 - i) pro forma financial statements, including:
 - both income and balance sheet statements;
 - revenue streams broken down by gaming and non-gaming activities;
 - operational expenses categorized and described in detail; and
 - a set of statements for the bingo's operations and a combined set of statements for entire facility if other amenities exist in the facility;
 - ii) three year cash flow projections and sensitivity analysis of projections, including the:
 - total financing costs;
 - terms of financing;

SUBJECT: EXPANSION OF A LICENSED BINGO FACILITY

- total capital (construction) and operational costs; and
- if financing is required, who will be the lender, and what are the terms of the credit agreement, etc.

Note: Any change to the legal structure or financial interests of the licensee will be subject to AGLC background checks.

9.7.6 Upon receipt of a proposal, which meets all the requirements in Section 9.7, AGLC will assess and validate the information to determine whether the proposed expansion has merit.

9.7.7 The assessment process will take into consideration factors such as, but not limited to, the following:

- a) impact to charities and gaming proceeds should the proposed licensed facility expansion take place;
- b) cannibalization of gaming revenues in the market area and surrounding areas resulting from the proposed licensed facility expansion; and
- c) impact to existing gaming facilities (e.g., RECs, video lottery retailers, bingo and casino facilities) in the existing market area.

9.7.8 The facility licensee will be advised if its submission is determined to have merit based on AGLC's assessment of the:

- a) completeness and accuracy of information in the submission;
- b) the feasibility of the proposed expansion of the facility;
- c) benefit to charities due to the proposed expansion of the bingo facility;
- d) projected gross gaming revenue. A significant proportion of the gross gaming revenue to be generated by the proposed expansion is expected to be new gaming revenue and will not be drawn from other existing or approved gaming facilities; and
- e) impact on the viability of existing or approved gaming facilities.

Note: An initial assessment that deems the expansion of an existing licensed facility to have merit does not assure the level of success or support of the licensed facility expansion.

SUBJECT: EXPANSION OF A LICENSED BINGO FACILITY

- 9.7.9 If AGLC deems the expansion to have merit, Step Two Community Support may be initiated.
- 9.7.10 A proposal deemed to have merit shall not be considered or promoted as an endorsement by AGLC of an expansion of the licensed facility.
- 9.7.11 If AGLC deems the proposed expansion not to have merit, the approval process concludes and the expansion will be rejected.
- 9.7.12 The facility licensee who submitted a proposal that has been rejected by AGLC will be advised in writing of:
- a) the reason(s) for the decision; and
 - b) the process to appeal AGLC's decision.

STEP 2 – COMMUNITY SUPPORT

- 9.7.13 Following from Subsection 9.7.9, AGLC may consider the views of the community including the views, if any, expressed by a council in relation to a proposed licensed facility expansion. AGLC may refuse to approve a proposed bingo facility expansion at any time throughout the process if it is of the view that the community is not in favour.
- 9.7.14 AGLC will:
- a) notify the council, through the council's chief administrative officer or municipal clerk or equivalent of the name of the applicant and details of the proposed expansion; and
 - b) consider any written response of council respecting its views on the proposed expansion of the licensed bingo facility in the community.
- 9.7.15 AGLC will not consider any conditions placed on or attached to a council resolution respecting a licensed facility expansion in the community.
- 9.7.16 Applicants are required to issue a public notice in the community advising the community of the proposed licensed facility expansion in the community. The advertisement must:
- a) specify the addresses within the community affected by the licensed facility expansion;

SUBJECT: EXPANSION OF A LICENSED BINGO FACILITY

- b) be approved by AGLC for its content and layout prior to being published; and
- c) be published in at least three issues within two consecutive weeks, where possible, in a newspaper(s) published and circulated in the community where the licensed facility is located.

9.7.17 Following from Subsection 9.7.16, the applicant must submit to AGLC a copy of the complete newspaper pages containing the advertisements.

9.7.18 If the council is silent and there is no significant demonstrated opposition respecting the licensed facility expansion in the community, AGLC at its discretion may decide to continue the approval process.

9.7.19 If AGLC at its discretion decides to continue the approval process, Step Three Approval may be initiated.

9.7.20 If AGLC at its discretion decides to conclude the approval process for the expansion of the bingo facility in the community, the process shall conclude.

9.7.21 The facility licensee who made application for the expansion of the licensed facility will be advised by AGLC in writing of:

- a) the reason(s) for the decision; and
- b) the process to appeal AGLC's decision.

STEP 3 – APPROVAL

9.7.22 Following from Subsection 9.7.19, AGLC will make a determination respecting the approval of the proposed expansion of a licensed facility.

9.7.23 AGLC may approve the proposed expansion of a licensed facility if the facility licensee has met all of the other requirements in Section 9.7 and can:

- a) demonstrate compliance with the approved structure and amenity requirements as outlined in the application package;
- b) demonstrate compliance with all provincial and federal legislation, regulation and policies;

SUBJECT: EXPANSION OF A LICENSED BINGO FACILITY

- c) demonstrate compliance with all municipal requirements, including local zoning or development requirements respecting the expansion and produce any permits, licences or authorizations necessary to operate; and
 - d) produce a copy of an executed lease (should be executed after approval is received), rental agreement or certificate of title or other acceptable proof of right to occupy and control the premises (pursuant to Section 14 of the Gaming, Liquor and Cannabis Regulation).
- 9.7.24 If AGLC decides to approve the expansion of the licensed facility, AGLC will advise the facility licensee in writing it can proceed with construction.
- 9.7.25 AGLC may at its discretion refuse to approve an proposed expansion of a licensed facility if:
- a) the facility licensee has:
 - i) misled AGLC; or
 - ii) provided inaccurate or incomplete information respecting the expansion; or
 - b) the proposed expansion does not comply with the approved structure and facility requirements; or
 - c) there is a substantial change to, or circumstance affecting the validity of, the information previously provided; or
 - d) there is a substantial change to the market.
- 9.7.26 If AGLC does not approve the proposed expansion of the licensed facility under the authority of Subsection 9.7.25, the facility licensee will be advised in writing of:
- a) the reason(s) for the decision; and
 - b) the process to appeal AGLC's decision.
- 9.7.27 If the facility licensee disagrees with the decision of AGLC, it may appeal the decision in writing as follows:
- a) AGLC's Vice President of Regulatory Services will consider the letter of appeal from the facility licensee. If the appeal is

SUBJECT: EXPANSION OF A LICENSED BINGO FACILITY

rejected, the licensee will receive a letter outlining the reason for the decision;

- b) if the facility licensee disagrees with the decision of the Vice President of Regulatory Services, it may further appeal the decision in writing to AGLC's Chief Executive Officer; and
- c) the Chief Executive Officer will consider the letter of appeal from the facility licensee. If the appeal is rejected, the facility licensee will receive a letter outlining the reason for the decision.

SUBJECT: RELOCATION OF A LICENSED BINGO FACILITY

POLICY

9.8.1 In this section, "relocation" means the relocation of an existing licensed facility for the purpose of serving its existing player base or market area; or capturing a new or different player base or market area as determined by AGLC.

9.8.2 A facility licensee may apply to relocate if there are no significant changes to the membership of the bingo association affiliated with the licensed facility, or to the bingo program or financial/inventory control system. If there are significant changes, AGLC may consider the application to relocate as an application for a new facility and require that additional information be provided.

9.8.3 Approval for or licensing of the relocation of an existing licensed facility may only be issued after the requirements in the following steps are completed in order:

1. Initial Assessment;
2. Community Support; and
3. Approval and Licensing

9.8.4 If at any time the facility licensee decides it no longer wishes to pursue the application for the relocation of the licensed facility, it must notify AGLC in writing of its decision to withdraw the application.

STEP 1 – INITIAL ASSESSMENT

9.8.5 A facility licensee initiates Step 1 – Initial Assessment by providing to AGLC a proposal in writing for the relocation of an existing licensed facility.

9.8.6 The proposal must contain all required information related to the relocation of the licensed facility, including, but not limited to:

- a) a market assessment, including:
 - i) a description of the proposed market area (including a map);

SUBJECT: RELOCATION OF A LICENSED BINGO FACILITY

- ii) a three year revenue forecast, including:
 - revenue sources (bingo and other revenue sources, such as concession food and beverage services, lottery booth, merchandise sales, etc.);
 - methods and assumptions used in the market assessment; and
 - a risk assessment;
- iii) a marketing plan describing how both the financial and non-financial goals will be achieved; and
- iv) the estimated economic impact to the community (e.g., jobs, tax revenue);
- b) the physical design of the new licensed facility, including:
 - i) the legal address, site plans, drawings, and blue prints, etc.;
 - ii) the impact on traffic and parking in the area;
 - iii) a description of any additional amenities to the bingo operation such as concession food and beverage services, and any other gaming or non-gaming activities or separate business entities located within the building envelope;
 - iv) a description of the facility's security features; and
 - v) a breakdown of the construction costs and schedule;
- c) a three year business plan, including:
 - i) pro forma financial statements, including:
 - both income and balance sheet statements;
 - revenue streams broken down by gaming and non-gaming activities;
 - operational expenses categorized and described in detail; and
 - a set of statements for bingo's operations (gaming and non-gaming) and a combined set of statements for the entire licensed facility if

SUBJECT: RELOCATION OF A LICENSED BINGO FACILITY

other amenities will exist in new licensed facility;

- ii) three year cash flow projections and sensitivity analysis of projections, including the:
 - total financing costs (including details of the lender and terms of the credit agreement, etc.);
 - terms of financing; and
 - total capital (construction) and operational costs.

Note: Any change to the legal structure or financial interests of the facility licensee will be subject to AGLC background checks.

9.8.7 The physical location and legal address of the proposed new facility is submitted as part of the application. It must remain unchanged throughout the process.

9.8.8 AGLC does not require municipal land use, zoning and development approval for the purposes of the initial assessment. Applicants should defer seeking appropriate municipal approvals until advised in writing by the Board as provided for in Subsection 9.8.31.

9.8.9 Upon receipt of a proposal, which meets all the requirements in Subsection 9.8, AGLC will assess and validate the information to determine whether the proposed relocation has merit.

9.8.10 The assessment process will take into consideration factors such as, but not limited to, the:

- a) impact to charities' events and gaming proceeds in both the existing and new market areas should the proposed bingo facility relocation take place;
- b) cannibalization of gaming revenues in the proposed new market area and surrounding areas; and
- c) impact to existing gaming facilities (i.e., RECs, video lottery retailers, bingo and casino facilities) in the proposed new market area.

SUBJECT: RELOCATION OF A LICENSED BINGO FACILITY

- 9.8.11 The facility licensee will be advised if its submission is determined to have merit based on AGLC's assessment of the:
- a) completeness and accuracy of information in the submission;
 - b) feasibility of the proposed new facility;
 - c) benefit to charities due to the proposed relocation of the licensed facility;
 - d) projected gross gaming revenue. A significant proportion of the projected gross gaming revenue to be generated by the proposed new facility is expected to be new gaming revenue and will not be drawn from other existing or proposed gaming facilities; and
 - e) impact to the viability of existing or approved gaming facilities.
- 9.8.12 An initial assessment that deems the relocation of an existing licensed facility to have merit does not assure the level of success or support of the bingo relocation.
- 9.8.13 If AGLC deems the relocation to have merit, Step Two Community Support may be initiated.
- 9.8.14 A proposal deemed to have merit shall not be considered or promoted as an endorsement by AGLC of a relocation of the licensed facility.
- 9.8.15 If AGLC deems the proposed relocation not to have merit, the approval process concludes and the relocation will be rejected.
- 9.8.16 The facility licensee who submitted a proposal that has been rejected by AGLC will be advised in writing of:
- a) the reason(s) for the decision; and
 - b) the right to request a hearing into the matter, as provided in Section 94 of the *Gaming, Liquor and Cannabis Act*.

SUBJECT: RELOCATION OF A LICENSED BINGO FACILITY

STEP 2 – COMMUNITY SUPPORT

- 9.8.17 Following from Subsection 9.8.13, AGLC may consider the views of the community including the views, if any, expressed by a council in relation to a proposed licensed facility relocation. If AGLC is of the view that the community is not in favour AGLC may refuse to approve a proposed licensed facility relocation at any time throughout the process.
- 9.8.18 AGLC will:
- a) notify the council, through the council's chief administrative officer or municipal clerk or equivalent of the name of the applicant and details of the proposed relocation; and
 - b) consider any written response of council respecting its views on the proposed relocation of the licensed bingo facility in the community.
- 9.8.19 AGLC may also choose to consider the views of adjacent communities in the specified market area that may be directly affected by the proposed bingo relocation. AGLC will follow the same process used when considering the views of the community where the proposed new licensed facility would be located.
- 9.8.20 AGLC will not consider any conditions placed on or attached to a council resolution respecting a bingo relocation in the community.
- 9.8.21 Applicants are required to issue a public notice in the community advising the community of the proposed relocation in the community. The advertisement must:
- a) specify the addresses within the community affected by the relocation;
 - b) be approved by AGLC for its content and layout prior to being published; and
 - c) be published:
 - i) in at least three issues within two consecutive weeks, where possible, in a newspaper(s) published

SUBJECT: RELOCATION OF A LICENSED BINGO FACILITY

and circulated in the community where the proposed licensed facility will be located; and

- ii) in at least three issues within two consecutive weeks, where possible, in a newspaper(s) circulated in adjacent communities (those consulted in Subsection 9.8.19) within the specified market area of the proposed licensed facility.

9.8.22 Following from Subsection 9.8.21, the applicant must submit to AGLC a copy of the complete newspaper pages containing the advertisements.

9.8.23 At the discretion of AGLC, if the relocation of a licensed bingo facility is essentially for the purpose of attracting the same player base or serving the same market area the requirements outlined in Subsection 9.8.21, regarding issuance of a public notice in the community, may be waived.

9.8.24 Note: All applications regarding the relocation of an existing bingo facility will be posted on AGLC's website, (See Subsection 1.6).

9.8.25 If the council is silent and there is no significant demonstrated opposition respecting the bingo relocation in the community, AGLC at its discretion may decide to continue the approval process.

9.8.26 If AGLC at its discretion decides to continue the approval process, Step Three – Approval and Licensing may be initiated.

9.8.27 If AGLC at its discretion decides to conclude the approval process for the relocation of the licensed facility in the community, the process shall conclude.

9.8.28 The facility licensee who made application for the relocation of the licensed facility will be advised by AGLC in writing of:

- a) the reason(s) for the decision; and
- b) the right to request a hearing into the matter, as provided in Section 94 of the *Gaming, Liquor and Cannabis Act*.

SUBJECT: RELOCATION OF A LICENSED BINGO FACILITY

STEP 3 – APPROVAL AND LICENSING

9.8.29 Following from Subsection 9.8.25, the Board will make a determination respecting the approval of the proposed relocation of a licensed facility.

9.8.30 The Board may approve the proposed relocation of a licensed facility if the facility licensee has met all of the other requirements in Section 9.8 and can:

- a) demonstrate compliance with the approved structure and amenity requirements as outlined in the application package;
- b) demonstrate compliance with all provincial and federal legislation, regulation and policies;
- c) demonstrate compliance with all municipal requirements, including local zoning or development requirements respecting the relocation and produce any permits, licences or authorizations necessary to operate; and
- d) produce a copy of an executed lease (the lease should be executed once approval has been given), rental agreement or certificate of title or other acceptable proof of right to occupy and control the premises (pursuant to Section 14 of the Gaming, Liquor and Cannabis Regulation).

9.8.31 If the Board decides to approve the relocation of the bingo facility, AGLC will advise the facility licensee in writing it can proceed with construction.

9.8.32 The Board may at its discretion refuse to approve a proposed relocation of a licensed facility if:

- a) the facility licensee has:
 - i) misled the Board; or
 - ii) provided inaccurate or incomplete information respecting the relocation; or
 - iii) not constructed the new facility in compliance with the approved structure and amenity requirements or within the timeframe as outlined in the application package; or

SUBJECT: RELOCATION OF A LICENSED BINGO FACILITY

- b) there is a substantial change to, or circumstance affecting the validity of, the information previously provided; or
- c) there is a substantial change to the market.

9.8.33 If the Board refuses to approve the proposed relocation of a licensed facility under the authority of Subsection 9.8.32, the facility licensee will be advised in writing of:

- a) the reason(s) for the decision; and
- b) the right to request a hearing into the matter, as provided in Section 94, *Gaming, Liquor and Cannabis Act*.

SUBJECT: RENOVATION OF A LICENSED BINGO FACILITY

POLICY

9.9.1 In this section, “renovation” means any structural changes not considered to be an expansion of the licensed facility (as defined in Subsection 9.7.1) or any maintenance upgrades (e.g., painting) to the licensed facility.

9.9.2 A renovation, including structural changes and maintenance upgrades that exceeds \$10,000 and is paid for with the facility reserve fund (see Subsection 8.2.5 f)) requires prior approval of AGLC.

Note: A proposed maintenance upgrade (e.g., painting) that is to be paid for with non-gaming funds does not require notification to the AGLC.

9.9.3 Where a facility licensee is planning a renovation or structural change the facility licensee must submit a letter of intent to AGLC including:

- a) a diagram, sketch or blueprint of the proposed renovation(s) or description of the regular maintenance upgrade;
- b) a breakdown of the budgeted costs of the project or series of projects including the breakdown of renovation costs between gaming and non-gaming space; and
- c) details on the party or parties responsible for premises renovations, as outlined in the lease with the landlord; where the landlord is responsible for premises renovations, an explanation why the facility licensee is proposing to cover the costs of the project;
- d) details and breakdown of the proposed financing arrangements including a separate accounting of the gaming revenue to be used;
- e) copy of minutes of the meeting(s) where the licensed charities voted to proceed with proposed renovations to the licensed facility, financing arrangements, and with the use of gaming revenue on hand;

SUBJECT: RENOVATION OF A LICENSED BINGO FACILITY

- f) a schedule of names of individuals in the bingo association who will be responsible for overseeing the project respecting renovation of the licensed facility; and
- g) statement concerning how project contractors were selected, and whether or not any of the contractors are related to or have any connection to bingo association executive or licensed charities.

9.9.4 A renovation project or a series of renovations projects leading to completion of an entire project with a total value of \$100,000 or more must be approved by the Board of AGLC or its delegate. A renovation project or a series of projects with a total value of less than \$100,000 may be approved by the Regulatory Services Division of AGLC. The facility licensee must not make any financial commitments or disbursements prior to receiving the appropriate approval.

9.9.5 The minimum facility requirements (see Sections 9.1 to 9.5) will be considered during AGLC's review respecting a renovation.

9.9.6 If approval for a proposed renovation is rejected, the facility licensee will be notified as to:

- a) the reason(s) why the approval was rejected; and
- b) the right to request a hearing into the matter.

SUBJECT: GENERAL

POLICY

- 10.1.1 AGLC's Board determines the number of facility licences issued based on maximizing or sustaining return to charities. Based on its market assessment, an application process for a new bingo facility licence within a specified geographic area or community may be initiated by AGLC.
- 10.1.2 Approval for a new bingo facility licence will be determined by AGLC's Board through the four step process described in Section 10.2.
- 10.1.3 Bingo facility licence applicants must bear all costs or expenses associated with their interest in or application for a bingo facility licence.
- 10.1.4 AGLC will not assume any of the costs, expenses or liabilities associated with an applicant's interest in obtaining a bingo facility licence.
- 10.1.5 If at any time an applicant decides it no longer wishes to pursue its application for a bingo facility, it must notify AGLC in writing of its decision to withdraw its application.
- 10.1.6 The Board, at its sole discretion, may choose to end the application process for a new bingo facility licence at any step in the process.
- 10.1.7 In this section, an applicant must be:
- a) a bingo association, being an association of licensed charities incorporated under the *Societies Act* (Alberta);
 - b) an adult (18 years of age or older), who is a Canadian citizen or lawfully admitted to Canada for permanent residence;
 - c) a corporation, incorporated or continued by or under the *Business Corporations Act* (Alberta), *Companies Act* (Alberta) or *Societies Act* (Alberta) or any other enactment or registered under Part 21 of the *Business Corporations Act* (Alberta) or Part 9 of the *Companies Act* (Alberta); or
 - d) a partnership, registered under the *Partnership Act* (Alberta);
- 10.1.8 An applicant who is a:
- a) partnership, includes each partner;

DATE ISSUED: February 4, 2021

AUTHORITY: Original signed by
Len Rhodes

SUBJECT: GENERAL

- b) corporation, includes the officers and directors of the corporation; and
- c) volunteer executive of a bingo association, includes each member of the executive.

10.1.9 In Section 10, a community refers to:

- a) a municipality as defined under the *Municipal Government Act* (Alberta), meaning:
 - b) a city, town, village, summer village, municipal district or specialized municipality;
 - c) a town under the *Parks Towns Act* (Alberta); or
 - d) a municipality formed by special Act; or
 - e) a Metis Settlement established under the *Metis Settlement Act* (Alberta); or
 - f) an Indian reserve as determined by Crown-Indigenous Relations and Northern Affairs Canada (CIRNAC) located within the provincial boundaries of Alberta.

10.1.10 In Section 10, a council refers to the council of:

- a) a city, town, village, summer village, municipal district or specialized municipality;
- b) a town under the *Parks Towns Act* (Alberta);
- c) a municipality formed by special Act;
- d) a Metis Settlement established under the *Metis Settlement Act* (Alberta); or
- e) an Indian reserve as determined by Crown-Indigenous Relations and Northern Affairs Canada (CIRNAC) located within the provincial boundaries of Alberta.

SUBJECT: FOUR STEP APPLICATION PROCESS

POLICY

10.2.1 Following from Subsections 10.1.1 and 10.1.2, AGLC may initiate the Four Step Application Process in respect of an opportunity for a new bingo facility licence within a specified geographic area or community:

1. Request for Expression of Interest and Application Process
2. Applicant Selection
3. Community Support and Background Check
4. Construction and Licensing

10.2.2 An interested party's Expression of Interest, application, or the progression of an application through the four step process described in this section must not be considered or promoted as an endorsement by AGLC for a bingo facility in a geographic area or community.

STEP 1 - REQUEST FOR EXPRESSION OF INTEREST AND APPLICATION PROCESS

Expression of Interest

10.2.3 AGLC may issue a Request for Expression of Interest regarding a bingo facility in a specified geographic area or community.

10.2.4 AGLC will advise all the councils located within the specified geographic area or community, through the council's chief administrative officer or municipal clerk or equivalent, about its interest to develop a bingo facility in the specified geographic area or community.

10.2.5 A Request for an Expression of Interest will:

- a) identify the specified geographic area or community in which the proposed new facility would be located; and
- b) be publicly advertised by AGLC in the specified geographic area or community.

10.2.6 Interested parties will be allowed a period of up to 60 days to submit a response to the Request for Expression of Interest after the notice is first advertised as provided for in Subsection 10.2.5.b).

SUBJECT: FOUR STEP APPLICATION PROCESS

10.2.7 The response to the Request for Expression of Interest must be made in writing and must include the following:

- a) a signed letter stating:
 - i) the name of the interested party, including a list of all parties currently holding a financial interest in the corporation or partnership;
 - ii) short history of the interested party's business operations, including experience in the gaming industry, if any;
 - iii) nature and location of the interested party's current business operation, if any;
- b) a \$1,000 non-refundable deposit to cover AGLC costs (e.g., reviewing the Expression of Interest and application).

10.2.8 AGLC will review responses to the Request for Expression of Interest that are received within the required time, to determine if the response has met all of AGLC's requirements (see Subsection 10.2.7). Interested parties meeting these requirements will be invited to submit an application which must meet the requirements described in Subsection 10.2.10. Applications must be submitted to AGLC in writing within the time period specified in the invitation.

10.2.9 Any Expression of Interest not received by AGLC within the specified time period will be rejected. The interested party will be advised by AGLC in writing of its decision.

Application Process

10.2.10 Applicants must provide a concept proposal containing all required information related to the proposed new bingo facility.

The required information includes, but is not limited to:

- a) a detailed description of the applicant, including:
 - i) ownership group;
 - ii) business experience and years in business;
 - iii) experience in gaming and/or hospitality industry;
- b) a list of the charitable and religious organizations that would be served by the proposed new facility;

SUBJECT: FOUR STEP APPLICATION PROCESS

- c) a market assessment, including:
 - i) a description of the proposed market area (including a map);
 - ii) a three year revenue forecast, including:
 - new and cannibalized revenue sources (e.g., bingo and other revenue sources, such as a concession food and beverage services, lottery booth, merchandise etc.);
 - details of the methods and assumptions used in the market assessment; and
 - a risk assessment.
 - iii) a marketing plan describing how both the financial and non-financial goals will be achieved; and
 - iv) the estimated economic impact to the community (e.g., jobs, tax revenue).
- d) the physical design of the facility, including:
 - i) the legal address, site plans, drawings, blue prints, etc.;
 - ii) player seating
 - iii) the impact on traffic and parking in the area;
 - iv) a description of any additional amenities to the bingo facility such as a concession food and beverage services, and any other gaming or nongaming activities or separate business entities located within the building envelope.;
 - v) a description of the facility's security features; and
 - vi) the construction costs and schedule.
- e) a three year business plan, including:
 - i) pro forma financial statements, including:
 - both income and balance sheet statements;
 - revenue streams broken down by gaming and non-gaming revenue sources;

SUBJECT: FOUR STEP APPLICATION PROCESS

- operational expenses categorized and described in detail; and
- a set of statements for the bingo's operations (gaming and non-gaming) and a combined set of statements for entire facility if other amenities exist in new facility;
- ii) three year cash flow projections and sensitivity analysis of projections, including the:
 - total financing costs;
 - terms of financing; and
 - total capital (construction) and operational costs.
- iii) the legal structure of the organization, including:
 - a description of the applicants ownership or legal structure;
 - all directors or officers of the organization; and
 - if financing is required, who will be the lender, and what are the terms of the credit agreement, etc.

10.2.11 AGLC does not require municipal land use, zoning and development approval for the purposes of the Initial Assessment. Applicants should defer seeking appropriate municipal approvals until advised in writing by the Board as provided for in Subsection 10.2.35.

10.2.12 After the deadline for application submission, Step Two: Application Selection may be initiated.

STEP 2 – APPLICATION SELECTION

10.2.13 Following from Subsection 10.2.12, applications for a bingo facility in a specified geographic area or community are evaluated including, but not limited to the following:

- a) facility standards and operating requirements set out in Sections 3 and 9 and elsewhere in the CBH;
- b) required application information related to the proposed new facility as required under Subsection 10.2.10;
- c) feasibility of the proposed new facility;

SUBJECT: FOUR STEP APPLICATION PROCESS

- d) ownership group (e.g., business history, experience in gaming and/or hospitality industry); and
- e) other gaming market considerations, including but not limited to:
 - i) new gaming revenue;
 - ii) impact on existing gaming facilities in or around the geographic area or community;
 - iii) benefit to charities due to the proposed the new bingo facility;
 - iv) capital expenditure;
 - v) employment opportunities;
 - vi) economic benefit to community; and
 - vii) ownership concentration in the province.

10.2.14 The evaluation of applicants will be conducted by a Bingo Facility Applicant Evaluation Committee ("Committee") internal to AGLC.

10.2.15 The members of the Committee will be designated by AGLC and comprise senior staff of AGLC. As AGLC deems appropriate, the Committee may obtain assistance in conducting the evaluation from external sources (e.g., consultants).

10.2.16 None of the members of the Committee may be or appear to be in a conflict of interest in fulfilling his or her duties as a member of the committee.

10.2.17 The committee will report the results of its evaluations and recommendations to the Board. The Board may initiate Step Three Community Support and Background Check.

10.2.18 Applicants will be advised by AGLC in writing of its:

- a) decision and reason(s) for the decision; and
- b) the right to request a hearing into the matter, as per section 94, *Gaming, Liquor and Cannabis Act*.

SUBJECT: FOUR STEP APPLICATION PROCESS

STEP 3 – COMMUNITY SUPPORT AND BACKGROUND CHECK

Community Support

10.2.19 Following from Subsection 10.2.17, prior to further consideration respecting the approval of the bingo facility licence, the Board may consider the views of the community including the views, if any, expressed by a council in relation to a proposed new bingo facility. If the Board is of the view that the community is not in favour the Board may end the application process.

10.2.20 The Board will:

- a) notify the council, through the council's chief administrative officer or municipal clerk or equivalent of the name of the applicant and details of the proposed new bingo facility; and
- b) consider any written response of council respecting its views on the proposed new bingo facility in the community.

10.2.21 The Board may also choose to consider the views of adjacent communities in the specified geographic area or community that may be directly affected by the proposed new bingo facility. The Board will follow the same process used when considering the views of the community where the proposed new bingo facility would be located.

10.2.22 The Board will not consider any conditions placed on or attached to a council resolution respecting a new bingo facility in the community.

10.2.23 The applicant will be required to issue a public notice in the community advising the community of its proposed new bingo facility in the community.

The advertisement must:

- a) specify the addresses within the community affected by the new bingo facility;
- b) be approved by AGLC for its content and layout prior to being published; and
- c) be published:
 - i) in at least three issues within two consecutive weeks, where possible, in a newspaper(s) published and

SUBJECT: FOUR STEP APPLICATION PROCESS

circulated in the community where the proposed new bingo facility will be located; and

- ii) in at least three issues within two consecutive weeks, where possible, in a newspaper(s) circulated in adjacent communities (communities consulted with as provided for in Subsection 10.2.21).

Note: social media platforms may be used in conjunction with newspaper media to issue the public notice.

10.2.24 Following from Subsection 10.2.23, the applicant must submit to AGLC a copy of the complete newspaper pages containing the advertisements.

10.2.25 If the council is silent and there is no significant demonstrated opposition respecting a new bingo facility in the specified geographic area or community, the Board at its discretion may decide to continue the approval process.

Background Check

10.2.26 Following from Subsection 10.2.17, the Board may direct AGLC to conduct a thorough background check into one or more selected applicants. The applicant (executive officers of the bingo association) must submit the completed form entitled "Bingo Facility Licence Application - Executive Officers Particulars."

10.2.27 The background check is to ensure criminal interests, or those who otherwise would be a detriment to the integrity or lawful conduct of gaming in the province, are prevented from obtaining a bingo facility licence.

10.2.28 AGLC will report the results of the background check to the Board.

10.2.29 The Board will determine whether an applicant meets the requirements of the background check.

10.2.30 If the Board determines an applicant has failed to meet the requirements of the background check, the application is rejected.

10.2.31 Applicants, not meeting the background check requirements or whose application is ended by the Board, will be advised by the Board in writing of its:

- a) decision; and

SUBJECT: FOUR STEP APPLICATION PROCESS

- b) the right to request a hearing into the matter, as per section 94, *Gaming, Liquor and Cannabis Act*.

Note: Unsuccessful applicants will have the balance of their deposit returned.

10.2.32 If the Board at its discretion decides to continue the approval process, Step Four: Construction and Licensing may be initiated.

10.2.33 If the Board at its discretion decides to end the approval process for the new the bingo facility in the specified geographic area or community, the process shall end.

10.2.34 The applicant will be advised by the Board in writing of its:

- a) decision and reason(s) for the decision; and
- b) the right to request a hearing into the matter, as per section 94, *Gaming, Liquor and Cannabis Act*.

Note: Unsuccessful applicants will have the balance of their deposit returned.

STEP 4 – CONSTRUCTION AND LICENSING

10.2.35 Following from Subsection 10.2.32, the Board may make a determination to issue a conditional approval and advise the applicant in writing it can proceed with construction.

10.2.36 Pursuant to section 4 of the Gaming, Liquor and Cannabis Regulation, the Board must decide whether or not to consider any objection made respecting a new bingo facility licence and advise the person who made the objection as to the Board's decision in the matter (see Section 10.10).

10.2.37 The Board may approve the proposed bingo facility licence if the applicant has met any conditions set by the Board with respect to the conditional approval, all of the other requirements in Section 10.2 and can:

- a) demonstrate compliance with the approved structure and amenity requirements as outlined in the application package;
- b) demonstrate compliance with all provincial and federal legislation, regulation and policies;

SUBJECT: FOUR STEP APPLICATION PROCESS

- c) demonstrate compliance with all municipal requirements, including local zoning or development requirements respecting the new bingo facility and produce any permits, licences or authorizations necessary to operate; and
- d) produce a copy of an executed lease, rental agreement or certificate of title or other acceptable proof of right to occupy and control the premises (pursuant to section 14 of the Gaming, Liquor and Cannabis Regulation).

10.2.38 The Board may at its discretion refuse to issue a bingo facility licence if:

- a) the applicant has:
 - i) misled the Board; or
 - ii) provided inaccurate or incomplete information with regards to its licence application; or
 - iii) not constructed the bingo facility in compliance with the approved structure and amenity requirements or within the timeframe as outlined in the application package; or
- b) there is a substantial change to, or circumstance affecting the validity of, the information previously provided; or
- c) there is a substantial change to the market.

10.2.39 If the Board refuses to issue a bingo facility licence under the authority of Subsection 10.2.38, the applicant will be advised in writing of the:

- a) reason(s) for the decision; and
- b) right to request a hearing into the matter, as per section 94, *Gaming, Liquor and Cannabis Act*.

SUBJECT: GENERAL

POLICY

11.1.1 Facility licensees, licensed charities and registered gaming workers are required to cooperate fully with AGLC inspectors and police officers attending at a licensed facility. A licensee must, upon the request of an inspector, or official of AGLC:

- a) assist the inspector in carrying out an inspection; and
- b) provide the inspector or official of AGLC with records, documents, books of account and receipts and provide a place where they may be inspected, audited, examined or copied.

11.1.2 Inspectors carry AGLC photo identification and a badge while on duty. Licensees and registrants should request proof of identification prior to providing information or access.



SECTION: ENFORCEMENT

NUMBER: 11.2

COMMERCIAL BINGO HANDBOOK

PAGE 1 OF 1

SUBJECT: INCIDENT REPORTS AND HEARINGS

POLICY

- 11.2.1 An AGLC inspector who observes an alleged violation may prepare an Incident Report detailing the circumstances.
- 11.2.2 The Chief Executive Officer or delegate may propose a penalty or refer the Incident Report to the Board for review and decision where circumstances warrant.
- 11.2.3 On reviewing an Incident Report, the Board may decide to impose a penalty with or without a hearing.

DATE ISSUED: April 6, 2023

AUTHORITY: Original signed by
Len Rhodes

SUBJECT: FORMS

POLICY

12.1.1 The forms listed in this Subsection (12.1.1) are manual event financial/inventory control forms referred to in Sections 8.3:

- a) Bingo Worker Sign In Sheet;
- b) Special Game Controllers' Record/Reconciliation;
- c) Special Game Seller(s) Card Control;
- d) Paymaster's Sheet;
- e) Bingo Chairperson's Cash & Deposit Reconciliation;
- f) Ball Verification Sheet;
- g) Cashier's Sheet Inventory Issue & Sales Reconciliation/Register Reconciliation;
- h) Caller Sheet (Replaces EMS Caller Summary Report);
- i) Event Inventory Issuance/Return (replaces EMS Inventory Issuance Report);
- j) Event Summary/Deposit Record – Manual Operation;
- k) Monthly Pull Ticket Sales (Deposit) Report – Form 5438;
- l) Pull Ticket Inventory and Sales Record – Form 5434;
- m) Monthly Pull Ticket Inventory Reconciliation – Form 5436; and
- n) Bank Statement Reconciliation Check List.

12.1.2 Discrepancy Report - Form 5425

12.1.3 Sample Lease Provisions

12.1.4 Sample Bingo Association Annual Update

12.1.5 Sample Video Bingo Control Forms – referred to in Section 5.5:

- a) Video Bingo Inventory Issuance & Cash Reconciliation
- b) Video Bingo Paymaster Sheet
- c) Video Bingo Phone Verification Sheet
- d) Video Bingo Progressive Pot Balance Tracking Sheet
- e) Video Bingo Progressive Pot Winner Sheet

BINGO WORKER SIGN IN SHEET

PLEASE PRINT CLEARLY

Bingo Facility Licensee/Licensed Charity Information (Complete two or more forms for shared events.)

Bingo Facility Licensee: _____	Date: _____
Licensed Charity Name: _____	Bingo Licence No.: _____
No. Volunteers Required: _____	Check one of the following: Full Slot: _____ Shared Slot: _____
No. Volunteers Provided: _____	

Facility Licensee Paid Staff

Position	Name (Print)	Signature
Hall Advisor		
Games Manager		
Cashier #1		
Cashier #2		
Assistant Hall Advisor		
Caller		
Pull Ticket/Balls Seller*		
Pull Ticket/Balls Seller		
Pull Ticket/Balls Seller		
Pull Ticket/Balls Seller		
Bingo Coordinator		
Security Guard		

Continued on Back

Sample Volunteer Sign In (Refer to Volunteer Information section on Page 1)

Page 2

	Licensed Charity Position	PRINT Name	Signature	Member of Licensed Charity? Yes / No	Time In
1.	Chairperson *				
2.	Paymaster *				
3.	Special Games Controller *				
4.	Special Games Controller *				
5.	Special Games Controller*				
6.	Special Games Controller *				
7.	Volunteer Bingo Coordinator				
8.	Floor Seller/Checker				
9.	Floor Seller/Checker				
10.	Floor Seller/Checker				
11.	Floor Seller/Checker				
12.	Floor Seller/Checker				
13.	Floor Seller/Checker				
14.	Floor Seller/Checker				
15.	Volunteer Pull Ticket/Balls Seller				
16.	Volunteer Pull Ticket/Balls Seller				
17.	Volunteer Pull Ticket/Balls Seller				
18.	Volunteer Pull Ticket/Balls Seller				
19.					
20.					
21.					
22.					
23.					
24.					

Required Event Paperwork

* Must be a Bona Fide Member of the Licensed Charity

**SPECIAL GAME CONTROLLER'S
RECORD / RECONCILIATION**

Bingo Facility Licensee: _____
 Licensed Charity Name: _____ Date: _____
 Name of Controller: _____ Game Type & No.: _____

Float Received (To be completed prior to first game) \$ _____
 Cards Received: _____ Colour: _____ Series: _____

VERIFICATION
(Signature)

_____ Game Controller _____ Bingo Chairperson _____ Hall (or Assistant) Advisor

Cards may be single cards or sheets of multiple card faces (i.e., 3 up strip, 9 up strip, etc.)

RECONCILIATION

<u>Cards</u>	<u>Cash</u>
Cards Received _____	Cards to Sellers _____
Less: Cards to Sellers _____	Less: Cards Returned from Sellers _____
Sub-Total _____	Cards Sold _____
Add: Cards Returned by Sellers _____	Cash Required (Price per unit X units sold) _____
Sub-Total _____	Less: Cash Received _____
Less: Cards Destroyed/Voided _____	Over / Short _____
Total Cards Returned to Facility License _____	Less: Cash transfers to Chairperson _____
_____ (Signature)	or Paymaster _____
Hall (or Assistant) Advisor	_____
_____ (Signature)	_____
Controller	_____

Explanation for Overages or Shortages: _____

Float Returned \$ _____

Special Game Controller
Signature

Bingo Chairperson
Signature

Completed Form Reviewed by Hall (or
Assistant) Advisor

Date

Signature

SPECIAL GAME SELLER(S) CARD CONTROL

Bingo Facility Licensee: _____

Date: _____

Game Name: _____

Licensed
Charity: _____

Seller: _____ Name: _____

Seller: _____ Name: _____

Float Rec'd Start of Event _____
Float Ret'd End of Event _____

Float Rec'd Start of Event _____
Float Ret'd End of Event _____

Initial Out: _____ Initial In: _____

Initial Out: _____ Initial In: _____

Number Received	Initial	Voids	Number Returned	Initial	Sold	Actual Cash	Over / Short
T O T							

Number Received	Initial	Voids	Number Returned	Initial	Sold	Actual Cash	Over / Short
T O T							

****TOTAL EACH SELLER AS THEY CASH OUT****

Seller: _____ Name: _____

Seller: _____ Name: _____

Float Rec'd Start of Event _____
Float Ret'd End of Event _____

Float Rec'd Start of Event _____
Float Ret'd End of Event _____

Initial Out: _____ Initial In: _____

Initial Out: _____ Initial In: _____

Number Received	Initial	Voids	Number Returned	Initial	Sold	Actual Cash	Over / Short
T O T							

Number Received	Initial	Voids	Number Returned	Initial	Sold	Actual Cash	Over / Short
T O T							

PAYMASTER'S SHEET

Bingo Facility Licensee: _____

Licensed Charity: _____

Date: _____

Paymaster: _____

Morn: _____ Aft: _____ Eve: _____ LN: _____

GAMES SUMMARY

Game#	Payout Amount	Regular # • \$	Gold # • \$	Total Prize	Accumulated	Game #	Payout Amount	Regular # • \$	Gold # • \$	Total Prize	Accumulated
1		•	•			21		•	•		
2		•	•			22		•	•		
3		•	•			23		•	•		
4		•	•			24		•	•		
5		•	•			25		•	•		
6		•	•			26		•	•		
7		•	•			27		•	•		
8		•	•			28		•	•		
9		•	•			29		•	•		
10		•	•			30		•	•		
11		•	•			31		•	•		
12		•	•			32		•	•		
13		•	•			33		•	•		
14		•	•			34		•	•		
15		•	•			35		•	•		
16		•	•			36		•	•		
17		•	•			37		•	•		
18		•	•			38		•	•		
19		•	•			39		•	•		
20		•	•			40		•	•		

Game Type:					
	Prize	No. of Winners	Pay Per	Total Payout	Accumulated Payout
1					
2					
3					
4					
5					
6					
7					
8					
9					
Other Promotions					
Door Prizes					
King/Queen					
Other					

Bonanza #1	Prize	No.	Each	Payout
Bonanza #1				
Precall				
Blackout				
Consolation				
Bonanza #2				
Precall				
Blackout				
Consolation				
TOTAL BONANZA				

Total Cash Received \$ _____
 Total Payout \$ _____
 Total Returned \$ _____
 Over/Short \$ _____
 Over/Short Explanation _____

Cash Received From Bingo Chairperson

Time	Bingo Chairperson Initial	Paymaster Initial	Amount

Bingo Chairperson
Signature

Paymaster
Signature

Hall Advisor
Signature

PAYMASTER'S RECONCILIATION

Cash Received from Bingo Chairperson:

Time	Bingo Chairperson's Initials	Paymaster's Initials	Amount		
_____	_____	_____	_____	TOTAL	\$ _____
_____	_____	_____	_____		
_____	_____	_____	_____		

Less: Accumulated Payout (*From Games Summary, above*) \$ _____

Total Returned to Bingo Chairperson:

Time	Bingo Chairperson's Initials	Paymaster's Initials		
_____	_____	_____		\$ _____
			OVER/SHORT	\$ _____

OVER/SHORT Explanation: _____

Paymaster
Signature

Bingo Chairperson
Signature

BINGO CHAIRPERSON'S CASH & DEPOSIT RECONCILIATION

Bingo Facility
Licensee: _____

Charity: _____ Date: _____

Morning: _____ Afternoon: _____ Evening: _____ Late Night: _____

Opening Float \$ _____

Add: Cash received from cashier(s) \$ _____

Less: Paymaster float transferred \$ _____

Less: Additional transfer to Paymaster \$ _____

<u>Game Controller Transfers:</u>	<u>Sales</u>	<u>Actual Cash</u>	<u>Over/Short</u>
_____	\$ _____	\$ _____	\$ _____
_____	\$ _____	\$ _____	\$ _____
_____	\$ _____	\$ _____	\$ _____
TOTALS	\$ _____	\$ _____	\$ _____

Add: Cash returned by Paymaster \$ _____ \$ _____

Less: Float Returned to Facility Licensee \$ _____ \$ _____

TOTAL CASH TO BE DEPOSITED \$ _____

CERTIFIED CORRECT

Bingo Chairperson Signature

Bingo Chairperson (print name)

Advisor Signature

Advisor (print name)

BALL VERIFICATION SHEET

Bingo Facility Licensee: _____

Licensed Charity: _____ Date: _____ Game: _____

Paymaster (Print): _____ Caller (Print): _____

The following is to be completed by the Paymaster/volunteer AS the balls are drawn and called by the Caller. The Caller signs the sheet only after he or she has verified the letter and number combination noted with the "Holed" balls.

Example:
 1st ball called B 3
 2nd ball called O 61
 3rd ball called N 35

1 st ball called	_____	26	_____	51	_____
2 nd ball called	_____	27	_____	52	_____
3 rd ball called	_____	28	_____	53	_____
4 th ball called	_____	29	_____	54	_____
5	_____	30	_____	55	_____
6	_____	31	_____	56	_____
7	_____	32	_____	57	_____
8	_____	33	_____	58	_____
9	_____	34	_____	59	_____
10	_____	35	_____	60	_____
11	_____	36	_____	61	_____
12	_____	37	_____	62	_____
13	_____	38	_____	63	_____
14	_____	39	_____	64	_____
15	_____	40	_____	65	_____
16	_____	41	_____	66	_____
17	_____	42	_____	67	_____
18	_____	43	_____	68	_____
19	_____	44	_____	69	_____
20	_____	45	_____	70	_____
21	_____	46	_____	71	_____
22	_____	47	_____	72	_____
23	_____	48	_____	73	_____
24	_____	49	_____	74	_____
25	_____	50	_____	75	_____

Paymaster _____ Signature
 Caller _____ Signature

This form is used for the linked game when there is an equipment failure requiring manual operation during an event.

**Manual Operation
CASHIER'S SHEET
INVENTORY ISSUE & SALES RECONCILIATION/REGISTER RECONCILIATION**

Bingo Facility Licensee: _____

Event: _____

Licensed Charity: _____

Date: _____

Cashier: _____

Cash Register No.: _____

Colour	Units Received	3 UP	6 UP	9 UP	12 UP	TOTAL
Series 1- 6	Regular Cards	_____	_____	_____	_____	
	Less: Voids	_____	_____	_____	_____	
	Sub-Total	_____	_____	_____	_____	
	Less: Returns	_____	_____	_____	_____	
	Cards Sold	_____	_____	_____	_____	
	x Price	3.00	6.00	9.00	12.00	
	Equals	\$ _____	+ \$ _____	+ \$ _____	+ \$ _____	= \$ _____
Series 1-6	Gold/Combo Cards	_____	_____	_____	_____	
	Less: Voids	_____	_____	_____	_____	
	Sub-Total	_____	_____	_____	_____	
	Less: Returns	_____	_____	_____	_____	
	Cards Sold	_____	_____	_____	_____	
	x Price	6.00	12.00	18.00	24.00	
	Equals	\$ _____	+ \$ _____	+ \$ _____	+ \$ _____	= \$ _____
TOTAL CARDS SOLD						\$ _____

Unit Sale Price:	CASH	\$ _____	\$ _____	\$ _____
Gross Sales (Units Sold x Unit Sale Price):		\$ _____	\$ _____	\$ _____
Cashier Register Total (Amount (A) from Pg. 1 of Cashier's Sheet)		\$ _____		
Sub-Total				\$ _____
Over/Short				\$ _____

Over/Short Explanation:

CERTIFIED CORRECT:

Bingo Chairperson: _____
Signature

Hall Advisor: _____
Signature

Cashier: _____
Signature

NOTE – This form required only during an equipment failure and manual operation – to replace the EMS X tape and POS Inventory Reconciliation Report and Inventory Issuance Report.

**Manual Operation
CALLER SHEET**

Bingo Facility Licensee: _____

Caller's Name: _____
(please print)

Licensed Charity: _____

Date: _____

Paymaster: _____

Morn: _____ Aft: _____ Eve: _____ LN: _____

GAMES SUMMARY

Game#	Payout Amount	Regular # ° \$	Gold # ° \$	Total Prize	Accumulated	Game #	Payout Amount	Regular # ° \$	Gold # ° \$	Total Prize	Accumulated
1		°	°			21		°	°		
2		°	°			22		°	°		
3		°	°			23		°	°		
4		°	°			24		°	°		
5		°	°			25		°	°		
6		°	°			26		°	°		
7		°	°			27		°	°		
8		°	°			28		°	°		
9		°	°			29		°	°		
10		°	°			30		°	°		
11		°	°			31		°	°		
12		°	°			32		°	°		
13		°	°			33		°	°		
14		°	°			34		°	°		
15		°	°			35		°	°		
16		°	°			36		°	°		
17		°	°			37		°	°		
18		°	°			38		°	°		
19		°	°			39		°	°		
20		°	°			40		°	°		

Game Type:					
Prize	No. of Winners	Pay Per	Total Payout	Accumulated Payout	
1					
2					
3					
4					
5					
6					
7					
8					
9					
Other Promotions					
Door Prizes					
King/Queen					
Other					

Bonanza #1	Prize	No.	Each	Payout
Bonanza #1				
Precall				
Blackout				
Consolation				
Bonanza #2				
Precall				
Blackout				
Consolation				
TOTAL BONANZA				

Information received from Paymaster

Caller's Signature

Total Cash Received by Paymaster \$ _____

Total Payout \$ _____

Total Returned by Paymaster \$ _____

Over/Short \$ _____

Event Inventory Issuance/Return

Event Slot/Date: _____

Charity Name: _____

Chairperson: _____

Serial Numbers	Cards/books issued	Initial Receipt	Issued By	Issued to:	Cards/books Returned	Initial Return

Required for Manual Operation only.

Event Summary/Deposit Record - Manual Operation

Bingo Facility Licensee: _____

Licensed Charity: _____

Date: _____

Licence Number(s): _____

Attendance: _____

Time Slot: _____

No. Volunteers: _____

Event Summary/Deposit Record - Manual Operation

	Sales Per Game (Paper)	Sales Per Game (Electronic Images)	Event Prize Per Game	Progressive Prize Contribution	Total Prize/Game
Regular Game Cards:					
\$1.00/card face	_____	_____			
\$2.00/card face	_____	_____			
Combo (\$____/3up)	_____	_____			
\$____/card face	_____	_____			
Total Regular Sales	_____	_____			
Regular Prizes:					
Regular Games			_____		_____
King /Queen			_____		_____
Door Prize			_____		_____
_____			_____		_____
Total Regular Prizes			_____		_____
Pots:					
Loonie Pot #1	_____			_____	_____
Loonie Pot #2	_____			_____	_____
Wild Pot	_____			_____	_____
_____	_____			_____	_____
_____	_____			_____	_____
_____	_____			_____	_____
Special Games:					
Early Bird/Nickel	_____	_____	_____	_____	_____
Bonanza #1	_____	_____	_____	_____	_____
Bonanza #2	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

MONTHLY PULL TICKET SALES (DEPOSIT) REPORT

Report of Deposits Made in Each Month
(Copy must be submitted to the AGLC within seven days of the end of each month)

BINGO FACILITY LICENSEE NAME	MONTH REPORTED
------------------------------	----------------

COMPLETED BY (PRINT)	SIGNATURE
----------------------	-----------

Product Name: _____	Product Code: _____
No. of Tickets Per Unit: _____	Selling Price Per Ticket: _____
No. of Units with Funds Deposited: _____	Cost Per Unit: _____
Licence Fees = \$_____ Per Unit x No. of Units Deposited =	\$ _____ (a)

Product Name: _____	Product Code: _____
No. of Tickets Per Unit: _____	Selling Price Per Ticket: _____
No. of Units with Funds Deposited: _____	Cost Per Unit: _____
Licence Fees = \$_____ Per Unit x No. of Units Deposited =	\$ _____ (b)

Product Name: _____	Product Code: _____
No. of Tickets Per Unit: _____	Selling Price Per Ticket: _____
No. of Units with Funds Deposited: _____	Cost Per Unit: _____
Licence Fees = \$_____ Per Unit x No. of Units Deposited =	\$ _____ (c)

Product Name: _____	Product Code: _____
No. of Tickets Per Unit: _____	Selling Price Per Ticket: _____
No. of Units with Funds Deposited: _____	Cost Per Unit: _____
Licence Fees = \$_____ Per Unit x No. of Units Deposited =	\$ _____ (d)

LICENCE FEES SUBMITTED (Total of (a), (b), (c) and (d) above) \$ _____
(Make Cheque Payable to the Alberta Gaming, Liquor and Cannabis Commission)

NOTE: USE ADDITIONAL SHEETS IF MORE THAN FOUR TYPES OF UNITS WERE SOLD DURING THE MONTH.



BINGO ASSOCIATION : _____
 SUPPLIER: _____
 INVOICE #: _____

DATE RECEIVED: _____ PT#: _____
 RECEIVED BY: _____
 UNIT TYPE: _____

NOTE: USE A SEPARATE FORM FOR EACH INVOICE AND TYPE OF UNIT.

PULL TICKET INVENTORY AND SALES RECORD
 (Submit as required in the Commercial Bingo Handbook)

GROSS REVENUE PER UNIT _____ PRIZE PAYOUT PER UNIT _____
NET REVENUE PER UNIT _____

UNIT SERIAL #	UNIT COLOUR	ISSUED BY: (SIGNATURE)	RECEIVED BY: (SELLER'S NAME PRINT & INITIAL)	DATE ISSUED	DATE UNIT CONSIDERED SOLD	AMOUNT RECEIVED	OVER*	SHORT*	SELLER'S SIGNATURE	PULL TICKET MGR. SIGNATURE FOR RECEIPT OF CASH	DEPOSITOR'S INITIALS AND DATE DEPOSITED
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											
13											
14											
15											
16											
17											
18											
19											
20											

* Record overages or shortages: at the 30-day reconciliation; or when a type of unit solid is changed; or when a unit is removed at the discretion of the Pull Ticket Manager.

MONTHLY PULL TICKET INVENTORY RECONCILIATION

(Submit as required in the Commercial Bingo Handbook)

LICENCE NO. PT _____	PERIOD: FROM: _____	TO: _____
NAME OF TICKET _____	NUMBER OF TICKETS IN EACH UNIT _____	

NOTE: A SEPARATE FORM MUST BE USED FOR EACH TYPE OF TICKET PURCHASED/SOLD DURING THE MONTH REPORTED*

Inventory at End of Previous Reporting Period _____

ADD: Total Units Received During This Reporting Period _____

SUB TOTAL _____

DEDUCT: Total Units Deposited During This Reporting Period _____

Number of Sealed Units Returned to Supplier During This Reporting Period _____

EQUALS: Inventory at End of This Reporting Period _____ (A)

Physical Count of Inventory at End of This Reporting Period*

Consisting of: Partial Units _____

Unopened Units _____

TOTAL _____ (B)

NOTE: (A) and (B) must equal each other. Any differences between Inventory Reconciliation and counts must be reviewed and accounted for.

PREPARED BY _____ DATE _____

* Inventory count at the end of each month will be the total of unopened units in stock and partial units in possession of Sellers.

_____ BINGO ASSOCIATION

BANK STATEMENT RECONCILIATION CHECK LIST

Account Name _____ **Account Number** _____

BANK STATEMENT FOR THE PERIOD ENDING _____, 20 _____

<i>Inspection</i>	<i>YES / NO</i>	<i>INITIALS</i>
Bank statements were received in the sealed envelope sent from the bank prior to opening for examination		
The beginning bank balance is equal to the prior months ending bank balance		
The number of cancelled cheques or cheque images and cheque details (such as cheque number, payee and amount) that are listed on the bank statement agreed to those listed on the issued cheque ledger (outstanding items for this period form part of this examination).		
Previous outstanding item list has been reviewed, verified and updated		
Two authorized signatures were present on each cancelled cheque or cheque image		
Bank deposit slips were compared with the general journal and bank statement, and the correct amount of funds were deposited within the required time frame		
Examinations of the cancelled cheques or cheque images were completed and no alterations to the cheques were noted		
When endorsements appeared on the back of the cancelled cheque or cheque image, they agreed with the payee name on the front of the cheque		

EXAMINATION OF THE ABOVE WAS COMPLETED ON:

NAME (please print) _____

POSITION _____

SIGNATURE: _____

COMMENTS:

NOTE: A reconcilliation must be completed for all gaming bank accounts.

--	--



DISCREPANCY REPORT

Website: aglc.ca

CHECK ONE: BINGO CASINO

NAME OF ORGANIZATION	LICENCE NO.
FACILITY WHERE EVENT HELD	DATE

TIME _____

DETAILS

ACTION (if any)

(USE ADDITIONAL PAGES IF NECESSARY)

NORTH OF RED DEER TO: Alberta Gaming, Liquor and Cannabis
Compliance and Social Responsibility
50 Corriveau Avenue
St. Albert, Alberta T8N 3T5
Telephone: 780-447-8600
Fax: 780-447-8912

NAME AND TITLE OF PERSON REPORTING (PLEASE PRINT)

RED DEER AND SOUTH TO: Alberta Gaming, Liquor and Cannabis
Compliance and Social Responsibility
#110, 6715 - 8th Street NE
Calgary, Alberta T2E 7H7
Telephone: 403-292-7300
Fax: 403-292-7302

SIGNATURE OF PERSON REPORTING

SAMPLE LEASE PROVISIONS

Bingo associations are required to negotiate and sign a lease agreement or an offer to lease in the case of a new bingo association on behalf of its member licensed charities.

- The bingo association is required to have the proposed lease or offer to lease reviewed by its lawyer. A copy of the lawyer's letter of advice shall be submitted to AGLC. Costs to have the lawyer's review done and to obtain the letter of advice may be paid for from future bingo association revenue.
 - The lease should not be signed: until it has been reviewed and recommended by the bingo association's lawyer and reviewed by AGLC for consistency with the Commercial Bingo Handbook (CBH); and, in the case of a new bingo association, until approval in principle for the new facility licence has been granted by Board of AGLC.
 - Each bingo association is encouraged to seek an independent appraisal as to the lease value of the premises and how it compares with the market value in the area. A copy of the appraisal should be submitted with the facility licensing application package.
 - The contents and drafting of the lease or offer to lease is at the discretion of the bingo association and landlord, however, the lease must not conflict with any of the policies contained in the CBH.
 - The following sample clauses for a lease agreement are a guideline only. The term tenant used in the sample clauses refers to a bingo association.
-

1. DATE OF LEASE AGREEMENT

2. PARTIES. Full legal names of the landlord and the tenant.

3. PREAMBLE

3.0 Premises

- a) legal and municipal descriptions of lease property;
- b) purpose of lease and intended use of the property; and
- c) include maps or drawings with measurements of the premises that show bingo gaming area, caller station, common areas, concession, cash cage, paper storage room, washrooms, parking lot and number of parking stalls, etc.

3.1 Lease Term. The lease period, including lease start and end dates.

3.2 Right to Occupy. The tenant has the exclusive right to use the premises for the conduct of bingo events, for the sale of pull tickets, for the playing of KENO, for the sale of liquor products, and for any other related purpose.

4. DEFINITIONS

Define the terms contained in the lease agreement that require a specific interpretation or understanding.

5. TENANT'S COVENANTS

5.0 Rents. The amount of rent on a monthly basis or the formula used to calculate the rental charge. Include the following factors:

- a) any provisions for rent based on half time sales or for special events/anniversaries;
- b) negotiated rental rates should consider the market area in which the facility is located;
- c) what costs the landlord is responsible for in the lease;
- d) what costs, if any, beyond the rental rate that the tenant must pay, e.g., building improvements, repair and maintenance, janitorial, taxes, utilities, garbage removal, snow removal, bingo equipment (excluding e-dauber and Event Management System equipment), office equipment, etc.;
- e) term of the lease;
- f) possibility of extending the lease;
- g) rebates or reduced rates for insufficient attendance, closure on statutory holidays or cancellation of an event due to circumstances beyond the tenant's control;
- h) penalties for delay or non-payment of rent; and
- i) the means by which the rent is to be paid and where.

5.1 Hours. State the days/hours during which the tenant has the right to occupy the premises.

5.2 Bingo Operations

- a) the tenant has the sole right to conduct bingo events:
 - i. with the exception of the concession area; OR
 - ii. including the concession area and has the exclusive right to receive, store and sell food items, beverages and confections; OR
 - iii. with the exception of the concession area, but has the exclusive right to sell bingo ink daubers, or will receive a portion of the revenue from ink dauber sales by the concession operator;
- b) the tenant is responsible for all income and expenses arising out of the bingo operation.

5.3 Insurance

- a) level of insurance that is to be maintained by the tenant; and
- b) required indemnifications if applicable.

5.4 Compliance with the Law. The tenant is obliged to comply with all federal, provincial and municipal requirements including statutes, bylaws, orders, rules, and regulations.

5.5 Premises Capacity. State the total number of persons the premises can accommodate for bingo events and related purposes.

5.6 Rules and Regulations. The tenant is required to observe such other rules and regulations as the landlord may make.

5.7 Right of Access. The landlord is entitled to reasonable access to view its own equipment and the premises for repair, maintenance and/or replacement.

6. LANDLORD'S COVENANTS

6.0 Quiet Enjoyment:

- a) the tenant is entitled to quiet enjoyment of the premises;
- b) the landlord is not to interfere in any way with the tenant's operations; and
- c) the tenant has the sole right to conduct bingo events and related activities.

6.1 Tenant Access. Specify the terms under which the landlord is to allow the tenant access to the premises.

6.2 Assignment of Rents. In the event the landlord cannot meet third party obligations, it agrees to assign the rents payable by the tenant to a third party.

6.3 Services and Equipment

- a) A clause that specifies the landlord's responsibilities, e.g.:
 - i. to pay all public utilities, taxes, liability, and property insurance;
 - ii. to provide all janitorial supplies and services;
 - iii. to provide regular maintenance (e.g. painting, cleaning of walls, etc.) and repair of the exterior/interior of the building in which the bingo events are held, including the parking lot and grounds;
 - iv. to provide adequate heat, air-conditioning, and air exchange in accordance with accepted standards;
 - v. if applicable, to provide any agreements regarding the lease or supply of operating equipment such as cash registers, electronic signs, bingo machines, tables, chairs, and the repair of all the equipment being leased (a schedule(s) providing specific details of these items should form part of the lease); and
 - vi. to provide signage on the premises;
- b) Where the landlord is running the concession operation, a clause should be included dealing with the quality and standard of food and beverages to be provided, the level of service expected, and that the concession will be fully operational during all bingo events.

7. PROVISOS

7.0 Advertising to describe activities in the bingo hall.

- a) advertising is limited to newspapers, magazines, e-mail, social media, radio, television, internet, billboards, signs, posters, and flyers;
- b) joint advertising by landlords and tenants may be approved.
 - i. the tenants must be responsible for the content and design of the advertising. The landlords may assist in covering the costs; and
 - ii. a written agreement must be submitted for review by AGLC;
- c) advertising does not include promotions/giveaways as described in the Commercial Bingo Handbook.

7.1 Officers: Officers and directors of the tenant are not to be held personally liable for any rents or fees payable.

7.2 Agency: Neither party to this agreement is the agent, representative, master, or servant of the other for any purpose, whether contractual or otherwise.

7.3 Assignment of Agreement

- a) this lease agreement cannot be assigned by either party without consent in writing from the other party; and
- b) consent cannot be unreasonably withheld.

8. OPTIONS

8.0 To renew lease, notice is to be given before the expiration of the term of the lease. The lease should specify the renewal period(s) and how much notice to renew is to be given.

8.1 To purchase the facility or head lease if that is the arrangement.

8.2 Requirements and notice to terminate or cancel lease.

9. ARBITRATION. Process for arbitration: disputes arising out of this lease agreement are governed by the *Arbitration Act* of Alberta.

10. FORCE MAJEURE. If the landlord is restricted in fulfilling its obligations by causes beyond its control, the landlord is relieved from fulfilling its obligations during such restriction.

11. INTERPRETATION. In this lease agreement, words that are singular and plural have the same meaning.

12. BINDING EFFECT OF AGREEMENT. This lease agreement binds all heirs, executors, administrators, successors, and assignments of the landlord and tenant.

13. PARTIES TO SIGN AGREEMENT ON SIGNATURE LINES; INCLUDE DATES.

14. INDEMNIFICATION.



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

SAMPLE BINGO ASSOCIATION ANNUAL UPDATE

For the Period _____ to _____

PLEASE PRINT CLEARLY

Name of Bingo Association Corporate Access Number

Legal Address: _____

Most recent lease on file expires _____ 20__

Is this lease still in effect? Yes _____ No _____

If no, provide copy of current lease

HAS THE BINGO ASSOCIATION REVISED, OR MADE ANY CHANGES TO, ANY OF THE FOLLOWING IN THE LAST 12 MONTHS? YES _____ No _____

IF YES, PLEASE ATTACH COPIES OF REVISED DOCUMENTS, AND HIGHLIGHT THE AREAS WHICH WERE CHANGED.

Operating By-laws	YES	_____	NO	_____
Financial Inventory/Control System	YES	_____	NO	_____
Duties of Volunteer and Hired Staff	YES	_____	NO	_____
Event Allocation Procedure	YES	_____	NO	_____

THE FOLLOWING MUST BE ATTACHED TO, OR PROVIDED ON, THIS FORM:

- Current list of executive members including their names, addresses, phone numbers and email addresses.
- An Executive Officers Particular Form for each executive member (Form 5423-2).
- List of persons who can request amendments to the association's bingo programs or event dates.
- Association membership which includes the bingo representatives' names and contact phone numbers.
- Copy of minutes of the last annual general meeting.

- Total number of events that licensed charities will operate during the year. Please distinguish between morning, afternoon, evening, and late night events.
- Dates the hall will be closed during the licensed period.
- List of all paid staff members and their names, positions, registration numbers and rates of pay.
- Copy of current bonding policy for paid staff.
- Licence fees (fees may be submitted monthly, quarterly or however no later than 15 days prior to the beginning of the period chosen).
- Managing Bingo Event revenues - Letter of Application – Option 1 with Pooling Agreement (Schedule A) – Charity Account; or
- Managing Bingo Event revenues - Letter of Application – Option 2 with Pooling Agreement (Schedule A) – Clearing Account.

UPDATE OF EXECUTIVE MEMBERS

Position	Name	Address (include postal code)	Telephone
			Home: Work:
		Email address:	
			Home: Work:
		Email address:	
			Home: Work:
		Email address:	
			Home: Work:
		Email address:	
			Home: Work:
		Email address:	

LIST OF PERSONS WHO CAN REQUEST AMENDMENTS TO THE ASSOCIATION'S BINGO
PROGRAMS OR EVENT DATES

Position	Name	Telephone
		Home: _____ Work: _____
		Home: _____ Work: _____
		Home: _____ Work: _____
		Home: _____ Work: _____
		Home: _____ Work: _____
		Home: _____ Work: _____

Association mailing address or the name and address of the location where future correspondence to the association should be mailed:

Name: _____

Address: _____

Fax Number: _____ Cell: _____

Submitted by:

Name of Elected Executive Officer (please print)

Executive Position

Signature

Date

SAMPLE VIDEO BINGO Pre-sales					
Card Inventory Issuance/Daily Sales & Cash Reconciliation/Card Inventory Return					
Charity Name:			Event Date:		
Hall Name:					
Charity Delegate Name (Printed) & Signature:					
Cards Issued for Pre-sale		Date Issued :			
	Reg Gms - 6 Up	Reg Gms - 9 Up	SP GM 1	SP GM 2	SP GM 3
Serial Number					
Card Colour					
Opening Inventory Issued*					
*Delegate to initial the issued amount after verified.					
DAILY INVENTORY ISSUANCE AND SALES RECORDS					
Date of Sales:					
Cashier 1:			Cashier 2:		
	Reg Gms - 6 Up	Reg Gms - 9 Up	SP GM 1	SP GM 2	SP GM 3
Serial Number					
Inventory Issued					
Inventory Returned					
Inventory Voided					
Inventory Sold					
Cashier 1:	Total Cash:	Short/Over:	Cashier 2:	Total Cash:	Short/Over:
	Total Debt:			Total Debt:	
	Total Sales:			Total Sales:	
*Cashiers to initial all transactions for the sales day.					
Date of Sales:					
Cashier 1:			Cashier 2:		
	Reg Gms - 6 Up	Reg Gms - 9 Up	SP GM 1	SP GM 2	SP GM 3
Serial Number					
Inventory Issued					
Inventory Returned					
Inventory Voided					
Inventory Sold					
Cashier 1:	Total Cash:	Short/Over:	Cashier 2:	Total Cash:	Short/Over:
	Total Debt:			Total Debt:	
	Total Sales:			Total Sales:	
*Cashiers to initial all transactions for the sales day.					
RECONCILIATION OF PRE-SALE CASH AND INVENTORY ON EVENT DAY PRIOR TO START OF EVENT SALES					
Event Date:			Time Slot:		
Charity Delegate Name (Printed) & Signature:					
	Reg Gms - 6 Up	Reg Gms - 9 Up	SP GM 1	SP GM 2	SP GM 3
Serial Number					
Inventory Issued					
Inventory Returned					
Inventory Voided					
Inventory Used**					
Total Cash Received**					
*Delegate to initial the returned and sold card inventory and cash received after verified before the start of the event.					
**To be entered by the Advisor and/or Cashier at the event after verified by charity delegate and prior to the event starting.					

SAMPLE VIDEO BINGO Paymaster - Regular Games									
Date & Event:		Charity:							
Serial # 6up									
Serial # 9up									
Colour									
Page/Part	Winner	Checkmark for each winner					Payout # x \$	Total	
Pg 1 Part 1 -	Streaming								
	In House								
Pg 1 Part 2 -	Streaming								
	In House								
Pg 2 Part 1 -	Streaming								
	In House								
Pg 2 Part 2 -	Streaming								
	In House								
Pg 3 Part 1 -	Streaming								
	In House								
Pg 3 Part 2 -	Streaming								
	In House								
							First Half Total		
Page/Part	Winner	Checkmark for each winner					Payout # x \$	Total	
Pg 4 -	Streaming								
	In House								
Pg 5 Part 1 -	Streaming								
	In House								
Pg 5 Part 2 -	Streaming								
	In House								
Pg 6 Part 1 -	Streaming								
	In House								
Pg 6 Part 2 -	Streaming								
	In House								
Pg 7 Part 1 -	Streaming								
	In House								
Pg 7 Part 2 -	Streaming								
	In House								
Pg 8 -	Streaming								
	In House								
							Second Half Total		
							Total Regular Game Payouts		
							Total Special Game Payouts		
							Total Prize Payouts		
Chairperson:									
Paymaster:									

SAMPLE VIDEO BINGO Paymaster - Special Games

Date & Event:		Charity:
---------------	--	----------

Special 1 <card information>	
Special 2 <card information>	
Special 3 <card information>	

Special Games	Winner	Checkmark for each winner						Payout # x \$	Total
Special Game #1 Part 1	Streaming								
	In House								
Special Game #1 Part 2	Streaming								
	In House								
Special Game #2 Part 1 -	Streaming								
	In House								
Special Game #2 Part 2 -	Streaming								
	In House								
Special Game #3	Streaming								
	In House								
Special Game #4	Streaming								
	In House								

Special Games	Winner	Checkmark for each winner						Payout # x \$	Total
	Streaming								
	In House								
	Streaming								
	In House								
	Streaming								
	In House								
	Streaming								
	In House								
	Streaming								
	In House								

Chairperson:	
Paymaster:	

VBINGO Winner Verification **Regular Games** - Phone Verification

Hall Name:	Event Date:	Charity Name:
------------	-------------	---------------

Key Personal	Name(Print)	Name (Signature)	
Chairperson:			
Paymaster:			
Phone Rep(s)			

Page/Part	Name	Phone Number	Hall Information			Serial # (top of card)	Page #	Colour	Card #	Bingo Verified		Payout \$	Total
			Name	Date	Event					Accept	Declined		
Pg 1 Part 1 -													
Pg 1 Part 2 -													
Pg 2 Part 1 -													
Pg 2 Part 2 -													
Pg 3 Part 1 -													
Pg 3 Part 2 -													

Page/Part	Name	Phone Number	Hall Information			Serial # (top of card)	Page #	Colour	Card #	Bingo Verified		Payout \$	Total
			Name	Date	Event					Good	Declined		
Pg 4 -													
Pg 5 Part 1 -													
Pg 5 Part 2 -													
Pg 6 Part 1 -													
Pg 6 Part 2 -													
Pg 7 Part 1 -													
Pg 7 Part 2 -													
Pg 8 -													
											Grand total		

VBINGO Winner Verification **Special Games** - Phone Verification

Hall Name:	Event Date:	Charity Name:
------------	-------------	---------------

Key Personal	Name (Print)	Name (Signature)
Chairperson:		
Paymaster:		
Phone Rep(s)		

Game	Name	Phone Number	Hall Information			Serial # (top of card)	Colour	Card #	Progressive	Bingo Verified		Payout \$	Total
			Name	Date	Event					Accept	Declined		
Special Game #1 Part 1													
Special Game #1 Part 2													
Special Game #2													
Special Game #3													
Special Game #4 Part 1													
Special Game #4 Part 2													

Special Game	Name	Phone Number	Hall Information			Serial # (top of card)	Colour	Card #	Progressive	Bingo Verified		Payout \$	Total
			Name	Date	Event					Good	Declined		

Grand total

Hall Name:	Progressive Pot Winner
Charity Name:	
Event Date AND Time Slot:	_____
Pot Won:	_____
Amount Won:	_____
Payment Type:	Cash Cheque e-Transfer
Cheque # _____	(circle one)
e-mail address required for e-transfer:	_____
Winners Name:	_____
	<i>Please Print</i>
Winner's Signature:	_____
	<i>(Confirmation of payment received.)</i>
Address:	_____

Phone Number:	_____
Advisor Signature:	_____
Chairperson Signature:	_____