



# Raffle Terms & Conditions

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# RAFFLE TERMS & CONDITIONS

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**SECTION: 1. GENERAL INFORMATION****1.1 DEFINITIONS****1.1.1 In this handbook:**

- a) “Advertising” refers to the use of media (e.g., newspapers, magazines, radio, television, signage, and internet including email messaging and social media) to communicate a message to a wider audience.
- b) “Accredited testing facility” (or ATF) means a test facility or laboratory registered and approved by AGLC for the purpose of gaming supply testing and certification.
- c) “AGLC” means Alberta Gaming, Liquor & Cannabis.
- d) “Background check” means a background investigation intended to determine the eligibility of an applicant, licensee, or registrant to ensure integrity and the lawful conduct of gaming.
- e) “Biometrics” means a biological identification input, such as fingerprints or retina patterns.
- f) “Bearer ticket” means a consecutively numbered ticket without the ticket purchaser’s name and contact information.
- g) “Bearer ticket raffle” means a raffle where the licensed charity sells bearer tickets and conducts the draw during a specific entertainment event.
- h) “Board” means the Board of AGLC.
- i) “Bona fide member” means an individual who is named in the official records of the charitable organization as a current member in good standing of the charitable organization.
- j) “Charitable Gaming Policies Handbook” (or CGPH) means the set of AGLC policies that apply to charitable gaming licensing eligibility and use of gaming proceeds.
- k) “Critical functionality” means files or software identified as part of the certification process by the ATF to be critical to the proper functionality or integrity in the operation of the ERS.
- l) “Discount tickets” means multiple tickets sold as a package at a price per ticket that is lower than the price charged for a single ticket (e.g., a single ticket for \$2 or three tickets for \$5).
- m) “Discrepancy Report” means a report prepared by the licensed charity, registered worker, and/or volunteer regarding a breach of the raffle terms and conditions, security breach or any illegal activity while conducting a raffle.

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- n) “Draw” means the approved random selection process by which a winner is determined.
- o) “Electronic bearer ticket raffle” means a raffle where the licensed charity sells and prints bearer tickets using raffle sales units and/or sells and distributes tickets online, and conducts the draw during a specific entertainment event.
- p) “Electronic draw” means a draw that utilizes a random number generator (RNG) to determine a prize winner.
- q) “Electronic entry” means the electronic record of a purchased raffle ticket that is entered into a draw to be conducted with a random number generator.
- r) “Electronic progressive raffle” means a raffle in which an electronic raffle system may be used for the sale of raffle tickets, the selection of the event prize winner, and/or the distribution of raffle prizes.
- s) “Electronic raffle” means a raffle in which an electronic raffle system may be used for the sale of raffle tickets, the selection of raffle winners, and/or the distribution of raffle prizes.
- t) “Electronic raffle equipment” means electronic hardware and software used in the conduct of an electronic raffle.
- u) “Electronic Raffle Standards Document” (or ERSD) means AGLC’s technical equipment and software standards that all electronic raffle system components must meet.
- v) “Electronic raffle system” (or ERS) means proprietary software and equipment (including handheld devices) used to conduct an electronic raffle.
- w) “Electronic raffle system administrator” (or ERS administrator) means a volunteer or paid person who manages the operation of the ERS hardware and software.
- x) “Electronic traditional ticket raffle” means a raffle using an electronic raffle system and where the licensed charity sells tickets for a period of time prior to the raffle draw.
- y) “Event prize” means a cash prize in a progressive raffle, which is a percentage of ticket sales from one raffle event in the raffle licence.
- z) “Expense” means an AGLC approved direct cost incurred by a licensed charity to conduct a raffle.

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- aa) "Gaming supplier" means an individual, corporation or other entity that makes, sells, advertises, or distributes gaming supplies either directly or indirectly to a licensed charity in Alberta.
- bb) "Gaming worker supplier" means an entity that is paid directly or indirectly to provide one or more raffle workers to assist a licensed charity with the conduct and management of its raffle.
- cc) "Generic accounts" means a shared user or role account that can be used by more than one person.
- dd) "Gross raffle revenue" means the total of all funds generated from the sale of raffle tickets.
- ee) "Joint venture raffle" means a contractual agreement between two or more eligible licensed charities to conduct a raffle event jointly.
- ff) "Licence" means a gaming licence issued by AGLC to a charitable or religious organization or board of a fair or exhibition authorizing the organization or board to conduct one or more gaming events.
- gg) "Licensed charity" means a charitable or religious organization or the board of a fair or exhibition holding a valid raffle licence issued by AGLC.
- hh) "Manual draw" means ticket stubs or counterfoils are placed into a container and the winning ticket stub is manually selected/drawn from the container.
- ii) "Manufacturer's suggested retail price" (or MSRP) means the cost a manufacturer assigns a product for sale by retailers.
- jj) "Member of the public" means a member of the population who has no role in the conduct and management of the raffle and is not a member of the licensed charity.
- kk) "Minor" means a person under the age of 18 years.
- ll) "Online prize distribution" means sending a winner a prize by email or over the internet (e.g., the prize winner downloads a voucher or gift certificate for redemption or receives an electronic funds transfer).
- mm) "Online ticket distribution" means a computer software platform used to send a ticket to the purchaser through the internet.
- nn) "Online ticket ordering" means a computer software platform that receives ticket orders through the internet and may process payments in real time. The licensed charity handles the ticket order(s) prior to providing the raffle ticket to the purchaser

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- (e.g., confirming order details, processing the payment, confirming receipt of payment).
- oo) "Online ticket sales" means an ERS with the abilities to facilitate ticket purchases through the internet including, but not limited to, ticket ordering, processing of payments in real time, and generating the ticket for distribution.
  - pp) "PCI" means Payment Card Industry.
  - qq) "Percentage draw" means a raffle where the cash prize is a percentage of the gross raffle revenue (e.g., 50/50 or 60/40).
  - rr) "PIN" means Personal Identification Number, an identifying number used in the process of authenticating an individual.
  - ss) "Prize" means cash, merchandise, or another item of value awarded to the winning ticket purchaser.
  - tt) "Proceeds" means gross raffle revenue less the cost of the raffle prize(s) and AGLC approved expenses.
  - uu) "Progressive prize" means a cash prize in a progressive raffle, which is a percentage of ticket sales accumulated from raffle ticket sales in the raffle licence.
  - vv) "Progressive raffle" means a type of raffle in which tickets are sold for a random chance of winning an event prize, and where the winner of the event prize also has a chance of winning a progressive prize.
  - ww) "Proprietary equipment" means equipment designed and/or distributed by a gaming supplier for a specific purpose or use in connection with an ERS.
  - xx) "Proprietary software" means software designed and/or distributed by a gaming supplier for a specific purpose or use in connection with an ERS.
  - yy) "Raffle" means a lottery scheme where tickets are sold for a random chance of winning a prize at a draw.
  - zz) "Raffle ticket manager" (or RTM) means a person who is paid to manage a raffle.
  - aaa) "Raffle worker" means the class of registration for a person who is paid to perform a function specified in the person's registration in respect of a raffle, as either an ERS administrator or an RTM, where the authorized total ticket value exceeds \$20,000.
  - bbb) "Raffle sales unit" (or RSU) means a portable/wireless device, remote hard-wired connected device, or standalone cashier station that is used as a point of sale for bearer tickets.

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- ccc) "Random number generator" (or RNG) means computer software designed to generate a sequence of numbers that cannot be reasonably predicted. An RNG is used to conduct an electronic draw to determine the outcome(s) of the raffle.
- ddd) "Sports draft" means a type of raffle in which a purchaser predicts specific results of a sporting event series by exercising choice or drawing a ticket with a pre-selected result, and the prize winner(s) is determined by the outcome of the series.
- eee) "Sports draft entry" means a record of a purchaser's predicted result or drawn pre-selected result for a sporting event series.
- fff) "Ticket" means a paper or electronic record provided to a raffle ticket purchaser.
- ggg) "Ticket number" means a unique identifiable number that is provided to the purchaser for each draw entry purchased, and which is eligible to be selected as the winning number for a raffle.
- hhh) "Ticket package number" means a unique identifiable number that is provided to the purchaser and represents a range of consecutively numbered raffle ticket numbers with the same price point (e.g., 1,000 tickets purchased for \$100 has a ticket package number D-100040002 printed on the ticket, instead of a list with each of the 1,000 raffle ticket numbers).
- iii) "Ticket stub" or "counterfoil" means a paper or electronic entry containing a ticket number matching that of a purchased ticket which will be used to conduct a draw.
- jjj) "Total ticket value" (or TTV) means the total number of tickets approved for sale multiplied by the price(s) of the tickets (e.g., 25,000 tickets at \$2 and 30,000 tickets at three for \$5, equals a total ticket value of \$100,000  $[(25,000 \times \$2) + ((30,000/3) \times \$5) = \$100,000]$ ).

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**SECTION: 1. GENERAL INFORMATION****1.2 LEGISLATION AND LICENCE REQUIREMENTS**

- 1.2.1 Licensed charities eligible to conduct a raffle must comply with these terms and conditions, all Board policies, and the following:
- a) *Criminal Code* (Canada);
  - b) *Gaming, Liquor and Cannabis Act*;
  - c) Gaming, Liquor and Cannabis Regulation;
  - d) Electronic Raffle Standards Document (for electronic raffles only);
  - e) Payment Card Industry (PCI) Data Security Standard for ticket payment processing;
  - f) National Institute of Standards and Technology (NIST) Guidelines for Securing Public Web Servers, for charitable organization websites that store information online or include online ticket purchases; and
  - g) all other applicable federal, provincial, or municipal laws.
- 1.2.2 A charitable organization must meet the eligibility policies specified in the Charitable Gaming Policies Handbook, which may be accessed at [aglc.ca](http://aglc.ca).
- 1.2.3 Conduct and management of a raffle is the responsibility of the licensed charity. The licensed charity must ensure administrative, operational, and financial governance over all activities related to the raffle and must not delegate the conduct and management of a raffle to any other entity.
- 1.2.4 Non-compliance with legislation or Board policies may result in disciplinary action up to and including suspension or cancellation of licence or registration.
- 1.2.5 Licensed charities must ensure raffle events are conducted and managed completely within the province of Alberta.
- 1.2.6 Pursuant to of the Western Canada Lottery Agreement, AGLC may not licence any lottery scheme which, because of its game similarity, would have a material detrimental effect on the sale of the Interprovincial Lottery Games managed, conducted, or operated by the Western Canada Lottery Corporation.
- 1.2.7 Changes to a licence may only be made through an amendment approved by AGLC. Requests for approval to amend a licence must be signed by an executive member of the licensed charity and submitted in writing to AGLC. If the amendments affect the awarding of prizes, the licensed charity must:
- a) advise ticket holders by way of advertising; and

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- b) amend unsold tickets.
- 1.2.8 AGLC may approve draw date amendments if the licensed charity can demonstrate extraordinary circumstances. If a draw date is amended and a ticket purchaser requests a ticket purchase refund, the licensed charity must issue a full refund to the ticket purchaser.
- 1.2.9 Each licensed charity involved in a joint venture raffle must:
  - a) be eligible for a licence;
  - b) be licensed by AGLC;
  - c) share responsibility for the costs/liabilities of the raffle; and
  - d) complete a Joint Venture Agreement specifying the liabilities and distribution of revenues.
- 1.2.10 A licensed charity must not transfer or assign its raffle licence.
- 1.2.11 The period for a raffle licence must not exceed two years.
- 1.2.12 Prior to issuing a licence, AGLC may restrict the total prize value or total ticket value of the raffle.
- 1.2.13 The licensed charity must have a mechanism to verify that the ticket purchaser is:
  - a) 18 years of age or older; and
  - b) located in Alberta at the time of purchase.
- 1.2.14 Any raffle may be monitored by an AGLC inspector.

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

2.1.1 Licensed charities must establish and maintain rules to govern the conduct of the raffle. Rules must comply with AGLC policy and must be made available upon request.

2.1.2 The following information must be included in the raffle rules:

TYPE OF RAFFLE	RAFFLE RULE REQUIREMENTS
<b>All Raffles</b>	<ul style="list-style-type: none"> <li>a) ticket purchasers must be 18 years of age or older, and the name of a minor must not be written on the ticket. If it is determined prior to the draw that a ticket has been issued to a minor, the ticket is deemed void and the purchaser refunded (see also Subsection 7.1.14);</li> <li>b) any persons prohibited from purchasing tickets (e.g., licensed charity members, raffle ticket managers, their immediate family members, etc.);</li> <li>c) minimum number of tickets that must be sold before requesting a draw date extension or a cancellation of the raffle. A draw date extension or a cancellation may not be approved if the breakeven point is reached (i.e., if enough tickets are sold to cover prize costs and expenses);</li> <li>d) purchase price of each ticket;</li> <li>e) number of tickets available for sale for each licence;</li> <li>f) method in which tickets can be purchased (e.g., online or raffle sales unit (or combination of both), in person etc.)</li> <li>g) subscription procedures and how ticket purchasers may unsubscribe (see Subsection 2.3.1 g));</li> <li>h) date and exact location of the draw(s) and that the draw(s) is open to the public;</li> <li>i) draw procedures and, if applicable, a statement acknowledging that certain winning tickets may be eligible for more draws in that raffle licence;</li> </ul>

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	<ul style="list-style-type: none"> <li>j) list of prizes, including description and value of each prize. If the prize list is deemed too extensive to be included in the raffle rules, a website link may be provided;</li> <li>k) order in which prizes will be awarded and whether prize winning tickets will be returned to the draw to be eligible for other identical prizes;</li> <li>l) seeding procedures (see Subsection 7.1.6);</li> <li>m) cash alternatives for any of the prizes;</li> <li>n) requirements or restrictions to prize claims (e.g., when prize trips must be taken, when prizes must be claimed, which products may be purchased with gift certificates, or any prize delivery costs that are the responsibility of the prize winner, etc.);</li> <li>o) condition of prizes (e.g., new, used, requiring repair, etc.);</li> <li>p) procedure if a winner cannot be contacted within the time limit for claiming a prize;</li> <li>q) procedure if a ticket purchaser requests to cancel a raffle ticket for a refund;</li> <li>r) if more than one name is written on a winning ticket stub, that the prize will be awarded to only one of the individuals named on the ticket stub. Neither the licensed charity nor AGLC is responsible for any disputes among the individuals whose names are written on the ticket stub;</li> <li>s) contact name and phone number for the licensed charity, in the event of a complaint; and</li> <li>t) for electronic raffles, a procedure in the event of a power failure.</li> </ul>
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2.1.3 Additional raffles rules are required for the following types of raffles:

TYPE OF RAFFLE	ADDITIONAL RAFFLE RULE REQUIREMENTS
<b>Bearer Ticket Raffles</b>	<ul style="list-style-type: none"> <li>a) time of the draw(s);</li> <li>b) value of prize(s) (i.e., MSRP or, if a percentage draw, the actual percentage of the gross raffle revenue to be awarded as a prize);</li> <li>c) method by which the draw(s) will be announced, and the location of the announcement;</li> <li>d) method of prize payment;</li> <li>e) time limit for the purchaser of the winning ticket to claim a prize (see Subsection 7.1.21 to 7.1.23);</li> <li>f) procedure for identifying an alternative prize winner if a winner cannot be contacted within the time limit for claiming a prize;</li> <li>g) procedure for awarding the prize on the last draw date of the licence period; and</li> <li>h) procedures for carrying over an unclaimed prize to a future draw in the same raffle licence or to a future raffle licence. The licensed charity may choose to award the unclaimed prize in its entirety to the new ticket winner, or use as an opening balance to be shared between the licensed charity and the prize winner. Alternatively, the licensed charity may retain unclaimed prizes to be used as gaming proceeds, or donated to another eligible charitable organization.</li> </ul>
<b>Progressive Raffles</b>	<ul style="list-style-type: none"> <li>i) location, date, and time of ticket sales and the draw;</li> <li>i) ticket purchases for multiple draws are prohibited;</li> <li>ii) licensed charities may offer ticket subscriptions in accordance with Subsection 2.3.1g).</li> </ul>

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	<ul style="list-style-type: none"> <li>j) percentage of ticket sales to the:               <ul style="list-style-type: none"> <li>i) licensed charity;</li> <li>ii) event prize (minimum 20 per cent); and</li> <li>iii) progressive prize.</li> </ul> </li> <li>k) specific criteria required for a player to win the progressive prize (e.g., drawing a specific card from a deck);</li> <li>l) progressive prize selection procedures, such as:               <ul style="list-style-type: none"> <li>i) pre-selection procedures (e.g., the purchaser may pre-select an envelope number at the time of purchase) including alternate procedures if the winner's pre-selected choice is no longer available (e.g., the next highest (or lowest) remaining envelope number); or</li> <li>ii) alternate procedures in the case of an absent winner (e.g., the licensed charity will select the highest (or lowest) remaining envelope number or select a designated proxy who has not been directly involved in the conduct and management of the raffle).</li> </ul> </li> <li>m) prize claim procedures (e.g., time limit, payment method, etc. [see Subsection 7.1.25 and 7.1.26]);</li> <li>n) exit plan as required in Subsections 2.3.3 d) and e).</li> </ul>
<b>Sports Drafts</b>	<ul style="list-style-type: none"> <li>o) maximum number of entries to be sold;</li> <li>p) a date by which the licensed charity must receive entries in order for entries to be eligible (see Subsection 2.3.4 a));</li> <li>q) procedures for how purchasers may select players and make trades;</li> <li>r) procedures for how points are awarded and the method used to determine winners in each prize category (i.e., winners of early bird, bonus,</li> </ul>

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	<p>weekly/monthly special (e.g., most improved player), consolation, and grand prizes);</p> <p>s) procedures for identifying non-compliance with established sports draft rules and the consequences for non-compliant contestants (e.g., entry forms incorrectly filled out, entry forms received after the deadline, entry forms paid for with NSF cheques, entrants who exceed the maximum number of entries allowed, etc.);</p> <p>t) procedures for how ties are resolved;</p> <p>u) procedures for notifying purchasers of standings, points, and names of prize winners. At a minimum, the information must be updated monthly for regular season drafts and biweekly for playoff drafts;</p> <p>v) procedures for how the licensed charity will notify winners and how winners may claim their prizes (see Subsection 7.1.29); and</p> <p>w) procedure for identifying an alternate prize winner if a winner cannot be contacted within the time limit for claiming a prize.</p>
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## SECTION: 2. RAFFLE REQUIREMENTS

### 2.2 TICKET CONTENT

- 2.2.1 All raffle tickets and ticket stubs must contain a raffle ticket number that has been generated consecutively as tickets are sold.
- 2.2.2 Price categories for discount tickets (those sold in multiples) must be easily distinguished (e.g., different series numbers).
- 2.2.3 Tickets may contain additional information such as advertising, logos, coupons, or barcodes. This information may be contained on the ticket stock itself. Any additional information must not impact or obscure the required information.
- 2.2.4 Electronic raffle tickets and ticket stubs must include the issued date and time in 24 hour format showing hours and minutes.
- 2.2.5 Except for bearer tickets and sports drafts, tickets must contain the following information:

TICKET CONTENT REQUIREMENTS	
TICKET <i>(information provided to ticket purchaser)</i>	TICKET STUB <i>(information retained by licensed charity)</i>
<ul style="list-style-type: none"> <li>• ticket number or ticket package number</li> <li>• ticket price</li> <li>• raffle licence number</li> <li>• name of licensed charity</li> <li>• total number of tickets available for sale</li> <li>• date and exact location of draw(s)</li> <li>• description and value of prize(s)</li> <li>• prize restrictions (if applicable)</li> <li>• cash alternatives (if applicable)</li> <li>• notice that the ticket purchaser must be at least 18 years of age</li> </ul>	<ul style="list-style-type: none"> <li>• ticket number</li> <li>• raffle licence number</li> <li>• name and contact information of ticket purchaser</li> </ul>

- 2.2.6 For electronically issued bearer tickets when conducting a manual draw (not required for an electronic draw), the ticket and ticket stub must include the following information:
- a) ticket number;
  - b) issued date and time; and
  - c) RSU identifier from which the ticket was generated.

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2.2.7 For sports drafts, the following information must be included on both the tickets and ticket stubs:

- a) ticket number;
- b) name and contact information of ticket purchaser;
- c) prize list; and
- d) rules concerning:
  - i) choice of players and player trades;
  - ii) point accumulation and ties;
  - iii) details of bonus prize award (if applicable);
  - iv) final dates entries can be received to be eligible; and
  - v) cancellation of the draft.

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**SECTION: 2. RAFFLE REQUIREMENTS****2.3 TICKET SALES****GENERAL**

2.3.1 The following policies apply to all raffles:

- a) The licensed charity may choose to sell single and/or multiple ticket options. Multiple tickets may be sold at a discounted price (e.g., three tickets for \$5).
- b) For raffles with a TTV more than \$20,000, a draft copy of each ticket type (e.g., regular or discount prices) must be provided to AGLC.
- c) A licensed charity may convert tickets from one price category to another price category, but the total number of tickets must not exceed the number of tickets approved in the licence or its approved amendment.
- d) A licensed charity must sell tickets only at the price(s) indicated and approved in the licence application.
- e) If a licensed charity conducts more than one raffle concurrently, ticket purchasers must be given the option of purchasing a ticket for only one of the raffle licences. Ticket purchasers must not be obligated to purchase tickets for multiple raffle licences.
- f) When a series of draws occurs on a set schedule , the following conditions apply:
  - i) the ticket price may be reduced based on the percentage of prize value remaining (e.g., for a cash calendar raffle, the ticket price may be reduced by 1/12th each month);
  - ii) the licensed charity must include the discount pricing procedure in the raffle rules; and
  - iii) at time of sale, each ticket must state the reduced price and the eligible draw date(s).
- g) Raffles that have a recurring draw structure may offer subscriptions with the following conditions:
  - i) unsubscribe procedures must be displayed in a prominent and unobscured location on the online main user page;

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- ii) once the raffle licence is concluded ticket subscriptions may be cancelled or carried over into a new licence period. If a subscription is carried over, the licensed charity must send a notification to the buyer, advising them:
  - of any changes to their subscription (e.g. licence number, licence period, ticket pricing, etc.); and
  - how to opt out or make changes to their subscription (e.g., add, reduce or change ticket selections, such as change from a discount ticket package to a single ticket purchase).revenue from subscriptions must be dispersed and reconciled according to the ticket sales and revenue for each draw;
- iii) eligibility for subscriptions are not restrictive (i.e., exclusive offerings, exclusive discount ticket packages); and
- iv) ticket sales are not restricted to subscription-only methods.
- h) Licensed charities must not require members to purchase or sell raffle tickets as a condition of membership or continued participation in the programs or services the licensed charity offers.
- i) Tickets may be purchased with cash, cheque, money order, and any PCI compliant payment method. The licensed charity is responsible for ensuring that the revenue from ticket sales is received. Where a payment processor is used, the licensed charity cannot retain the information collected by the payment processor application. This includes bank account information, credit card numbers, and card verification value (CVV) numbers. The licensed charity may retain the purchaser's name, address, phone number, and email address for verification and contact purposes.
- j) The transaction and payment processing platform, or the ticket sales provider used by the licensed charity for processing online ticket sales, must meet current PCI Security Standards Council requirements. The online transaction and payment processing platform must not retain payment information, including debit card information, credit card information, and/or banking information.
- k) Websites and applicable software or hardware that store or receive personal information of ticket purchasers must comply with the National Institute of Standards and Technology (NIST) Guidelines on Securing Public Web Servers.

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- l) The licensed charity may permit persons visiting from out of province to purchase a ticket if the entire transaction of payment and receipt of ticket occurs while the person is in Alberta. If a licensed charity maintains a previous ticket purchaser list from previous raffles, and there are individuals on the list with addresses outside Alberta, a ticket application form must not be mailed or electronically transmitted to these individuals.
- m) A ticket is not considered purchased until a verified financial transaction is complete. Ticket requests returned for insufficient funds must be voided automatically.
- n) Licensed charities must only retain electronic entries (not paper ticket stubs) when conducting an electronic draw.
- o) Licensed charities selling tickets using an online ticket sales platform must not also sell preprinted tickets.
- p) Raffle tickets and a receipt of payment may only be issued and/or accessed electronically after payment has been processed.
- q) Licensed charities selling tickets using an ERS may distribute tickets on paper or electronically.
- r) Licensed charities that sell tickets using an ERS and distribute paper tickets may conduct:
  - i) a paper ticket draw by retaining paper ticket stubs at the time of sale; or
  - ii) an electronic draw by retaining an electronic entry at the time of sale.
- s) Except for bearer ticket raffles (see Subsection 2.3.3 d)), tickets sold online may be distributed electronically or mailed to the customer.

**BEARER TICKET RAFFLES**

2.3.2 The following additional policies apply to bearer ticket raffles:

- a) Bearer tickets may be used when conducted with an event as follows:
  - i) Paper bearer tickets may be used for single day events only.
  - ii) Bearer tickets generated electronically (online or through an RSU) may be used for events that do not exceed 14 days.
- b) All bearer ticket sales must occur:
  - i) at or in the immediate vicinity of the venue in which an entertainment event takes place; and/or

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- ii) online for ticket purchasers located within Alberta at the time of the sale.
- c) Ticket and cash reconciliation must be completed in a secure location.
- d) Tickets sold online must be provided to the purchaser electronically and the licensed charity must collect the purchaser's name, email address, and phone number.
- e) Tickets sold through a raffle sales unit (RSU) must be printed at the time of purchase and provided to the purchaser.
- f) Appropriate inventory control records must be used for each draw to ensure all sold tickets are entered into the draw.
- g) The draw must be announced to the public and occur before the end of the entertainment event or as soon as is practicable.
- h) For ticket sales at or in the immediate vicinity of the venue in which the entertainment event takes place, with the exception of the main raffle server, all computer equipment and accessories (e.g., RSUs, kiosks, printers, etc.) must be located on-site and be operated at the venue.
- i) Only RSUs, kiosks, and volunteer-operated computers located at the event and/or the online sales portal may connect to the raffle server. Unless approved or required (e.g., regulator's portal) by AGLC, computers outside the event location must not be able to access the raffle server during the raffle event.
- j) If there is a power failure or technical problem with the ERS, and the ERS can no longer be used, tickets may no longer be sold. Ticket sales may start again if the power returns or the technical issue is resolved within the time frame for the event, the system is recovered, and sales are reconciled.
- k) The configuration of printers used for the printing of ticket stubs must have sufficient capacity to print the number of ticket stubs based on the expected volume of ticket sales and within the time frame for the conduct of the event.

**PROGRESSIVE RAFFLES**

2.3.3 Progressive raffles must comply with the following additional policies:

- a) Licensed charities may use an ERS to conduct in-person or online ticket sales, distribute tickets, and use an RNG to select the winner of the draw. An RNG must not be used to determine any winner of a progressive prize.
- b) Progressive raffle ticket sales must be open to the public and cannot be restricted to a certain group.

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- c) A progressive raffle licence is issued for a single progressive raffle event, or a series of events up to a 24 month period. A progressive raffle event is concluded when 100 per cent of the progressive prize is won.
- d) For progressive raffles with a total ticket value \$20,000 and less, the total ticket value of all draws in the licence must not exceed \$20,000. Once ticket sales reach \$20,000, the licensed charity must award the progressive prize according to the approved exit plan.
- e) For progressive raffles with a total ticket value more than \$20,000, if the progressive prize is expected to reach \$1 million, the licensed charity must submit an operational plan to AGLC with considerations outlined in the [Progressive Raffle Best Practices guide](#). If no operational plan is submitted to AGLC by the time the progressive prize reaches \$1 million, then the progressive prize must be awarded according to the approved exit plan.

**SPORTS DRAFTS**

2.3.4 Sports drafts must comply with the following additional policies:

- a) All sports draft sales, and selection changes/trades must cease:
  - i) the third Friday after the regular season starts, for regular season drafts; or
  - ii) before the playoffs starts, for playoff drafts.
- b) Licensed charities must not sell portions or shares of individual sports draft entry forms.
- c) If more than one series is sold:
  - i) all entry forms in a series must be sold before sales of another series starts;
  - ii) each series must be a different colour, with the series number clearly marked;
  - iii) ticket numbers must run consecutively from one series into the next; and
  - iv) all prizes for each series must be awarded once sales for the series have started.

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**SECTION: 2. RAFFLE REQUIREMENTS****2.4 OPERATION AND PAYMENT**

2.4.1 For raffles with a total ticket value (TTV) more than \$20,000 where paper tickets are being used, a financial control plan must be submitted with the raffle application, and must specify:

- a) procedures for the:
  - i) secure storage of ticket inventory;
  - ii) distribution of tickets to sellers including signature confirming sellers have received tickets;
  - iii) return of sold and unsold tickets; and
  - iv) secure receipt and deposit of revenues.
- b) frequency of revenue deposits; and
- c) name(s) of person(s) responsible for:
  - i) collection of sold and unsold tickets;
  - ii) payment collection; and
  - iii) deposit of ticket revenue.
- d) record or control system for bearer ticket raffles that shows:
  - i) how tickets are allocated to sellers, sellers' names, and the name of the individual that allocates the tickets; and
  - ii) how cash is returned by sellers to the main bank and who is responsible for the collection of the total sum of cash and calculating the prize amount.

2.4.2 For ERS operated raffles with a total ticket value (TTV) more than \$20,000, a financial control plan must be submitted with the raffle application, and must specify:

- a) procedures for the:
  - i) purchase and distribution of tickets; and
  - ii) secure receipt and deposit of revenues.
- b) frequency of revenue deposits;
- c) draw method (electronic or manual);
- d) record or control system for how RSUs are distributed to sellers, if applicable; and

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- e) name and contact information of the person responsible for oversight and reconciliation of ticket sales and revenue.

2.4.3 In addition to the financial control plan requirements in 2.4.1, financial control plans for sports drafts must also specify procedures for draft data entry, including the name of the individual(s) responsible for data entry, the data system to be used, and procedures to confirm the accuracy of the information.

2.4.4 For raffles with a TTV more than \$20,000, the licensed charity must establish a separate raffle bank account. If more than one raffle licence is conducted simultaneously, a separate bank account must be opened for each raffle licence. All raffle revenue must be deposited to the raffle account established for that raffle and all expenses must be paid from the same account. All payments from the raffle account must be made in accordance with approved methods of payment outlined in Section 4.1.9 of the Charitable Gaming Policies Handbook (CGPH).

2.4.5 Other approved charitable organizations may be paid a commission to sell tickets, provided:

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

2.4.6 Licensed charities may pay a commission or handling fee to a commercial outlet to sell tickets, provided:

- a) the commission or handling fee plus applicable GST cannot exceed five per cent of the gross raffle revenue generated by the outlet; and
- b) signed copies of ticket-selling contracts which specify all services and fees provided must be submitted to AGLC with the raffle licence application.

2.4.7 Any suspected cheating or other irregularities must be reported immediately to AGLC at 1-800-742-7818.

2.4.8 All lost or stolen tickets/ticket stubs must be reported to AGLC immediately. A Discrepancy Report must be submitted to AGLC within three days of discovering the loss or theft of tickets/ticket stubs. The Discrepancy Report must specify:

- a) the total number and ticket numbers of the lost or stolen tickets/ticket stubs; and

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**SECTION: 2. RAFFLE REQUIREMENTS**

b) a detailed explanation of how the tickets/ticket stubs were lost or stolen.

2.4.9 If the tickets were lost or stolen before they were sold, the licensed charity must advertise in the market area where the tickets were lost or stolen that these tickets will not form part of the draw and will not be eligible for prizes. In addition, on the draw date, at the location of the draw and prior to the draw, the licensed charity must announce that the lost or stolen tickets will not form part of the draw.

2.4.10 If the ticket stubs were lost or stolen after the tickets were sold, the licensed charity must advertise in the market area that:

a) tickets with the affected ticket numbers were lost or stolen and will not form part of the draw; and

b) anyone holding such a ticket should contact the licensed charity so that another ticket can be issued or a refund provided.

2.4.11 Where raffle revenues or proceeds are missing due to suspected theft or fraud, the licensed charity 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 funds. AGLC must be notified immediately.

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**SECTION: 2.      RAFFLE REQUIREMENTS****2.5      ONLINE TICKET ORDERING**

- 2.5.1      Licensed charities may receive order requests and payment for ticket purchases online. The charity is responsible for processing all confirmed ticket orders. Charities may alternatively conduct online ticket ordering using an ERS to automatically process all ticket orders.
- 2.5.2      The transaction and payment processing platform, or the ticket sales provider used by the licensed charity for processing online ticket orders must meet current Payment Card Industry (PCI) Security Standards Council requirements. The online transaction and payment processing platform must not retain payment information, including debit card information, credit card information, and/or banking information.
- 2.5.3      Receipts for online ticket order payments may include ticket numbers, provided the receipt includes a disclaimer that the receipt is not an official ticket.
- 2.5.4      Licensed charities selling tickets using online ticket ordering must distribute tickets on paper by mail to the customer.
- 2.5.5      Licensed charities using online ticket ordering must conduct a paper ticket draw by retaining paper ticket stubs at the time of sale.

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**SECTION: 2.      RAFFLE REQUIREMENTS****2.6      TICKET INVENTORY MANAGEMENT**

- 2.6.1      To ensure the overall integrity of licensed raffles, licensed charities conducting online ticket sales using an ERS must ensure that the ERS is capable of clearly tracking, monitoring, controlling, and accounting for the sale of tickets.
- 2.6.2      The licensed charity must ensure that the ERS maintains inventory control and management for voided tickets, and the reconciliation of tickets where tickets are sold online and through other channels such as online ticket ordering, over the phone, or in-person.
- 2.6.3      The licensed charity must ensure that the ERS has the ability to set limits on the number of tickets that can be sold and for the period of time that they are for sale.

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**SECTION: 3. ELECTRONIC RAFFLE EQUIPMENT****3.1 EQUIPMENT APPROVAL AND REGISTRATION REQUIREMENTS**

- 3.1.1 All Electronic Raffle System (ERS) software and equipment, prior to being used in a raffle, must be:
- a) certified by an Accredited Testing Facility (ATF);
  - b) compliant with the Electronic Raffle Standards Document (ERSD); and
  - c) approved by AGLC.
- 3.1.2 Although the ATF may recommend the approval of gaming supplies for use in Alberta, the authority to approve gaming supplies rests solely with AGLC.
- 3.1.3 The ERS may be subject to periodic inspection by AGLC.
- 3.1.4 Licensed charities are not required to be registered as a gaming supplier to own and operate its own ERS. If a licensed charity provides or leases its ERS to another charitable organization, it must be registered as a gaming supplier with AGLC.
- 3.1.5 Corporations, gaming worker suppliers, raffle ticket managers, or individuals must be registered as a gaming supplier with AGLC prior to leasing, renting, or selling proprietary equipment, proprietary software, or an ERS to a licensed charity.
- 3.1.6 Registered gaming suppliers and licensed charities that develop their own ERS are responsible for any costs associated with ATF testing and certification of an ERS required for AGLC approval.
- 3.1.7 With prior AGLC approval, licensed charities conducting electronic raffles may use a data centre to host an ERS. Licensed charities must indicate their intent to do so at the time of licence application.
- 3.1.8 An ERS must have an uninterruptible power supply (UPS) support connected. The UPS must permit a shut-down that ensures all data stored within the ERS is retained during a power loss. An ERS server may be a component of a network that is supported by a network-wide UPS provided that the ERS server is included as a device protected by the UPS.

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**SECTION: 3. ELECTRONIC RAFFLE EQUIPMENT****3.2 ERS EQUIPMENT REQUIREMENTS**

- 3.2.1 ATFs must provide the results from certification testing directly to AGLC.
- 3.2.2 For the prevention of alteration or tampering, the ERS server(s) must:
- a) be located and operated in a secure location within Canada; and
  - b) have controlled access with physical protection against unauthorized access.
- 3.2.3 The licensed charity using an ERS must have a record or control system that includes:
- a) how tickets are allocated to sellers, sellers' names and the name of the individual that allocates the tickets;
  - b) how funds are returned by sellers to the main bank; who is responsible for the collection of the total sum of funds; and who is responsible for calculating the prize amount, including the breakdown of prize calculations; and
  - c) the winner's name and contact information.
- 3.2.4 Technical malfunctions, service interruptions, system changes, or other equipment problems must be immediately reported to Gaming Irregularities by calling 1-800-742-7818.
- 3.2.5 Any software, raffle sales unit (RSU), computer, or network that are part of/connect to the ERS must be secured using generally accepted practices for IT network security including, but not limited to:
- a) passwords (the charitable organization must draft requirements for length, complexity, and lifespan of the password);
  - b) PINs;
  - c) biometrics; and
  - d) authentication credentials (e.g., magnetic swipe, proximity cards, embedded chip cards).
- 3.2.6 Generic log in accounts may be used to access the ERS (e.g., to reissue tickets or verify purchases). The use of these accounts must be approved by AGLC prior to use and are limited to simple functionality.
- 3.2.7 Changes to critical functionality may only be made to the ERS with prior approval of AGLC.

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- 3.2.8 The licensed charity must ensure that the ERS, including the payment processing platform, online ticket distribution platform, and online prize distribution system, have mechanisms and controls for the security and protection of personal information and accounts.

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**SECTION: 4. GAMING SUPPLIERS, GAMING WORKER SUPPLIERS, AND RAFFLE WORKERS****4.1 REGISTRATION**

4.1.1 Registered gaming suppliers, registered gaming worker suppliers and raffle workers (RTMs and ERS administrators), while providing gaming supplies, gaming worker suppliers or services to assist a licensed charity, must ensure that they and the supplies or gaming workers that they provide, comply with the:

- a) *Gaming, Liquor and Cannabis Act (GLCA)*;
- b) Gaming, Liquor and Cannabis Regulation (GLCR);
- c) Board policies (including the Electronic Raffle Standards Document (ERSD)); and
- d) the terms and conditions of registration.

Failure to do so may result in disciplinary action up to and including the suspension or cancellation of the registration.

4.1.2 Registered gaming suppliers, registered gaming worker suppliers and raffle workers (RTMs and ERS administrators) must:

- a) ensure registration with AGLC is current;
- b) maintain the integrity of gaming; and
- c) notify AGLC immediately of any conduct, activity or incident that may contravene or contravenes the Criminal Code (Canada), the GLCA, the GLCR, or Board policies (including the ERSD).

4.1.3 A registrant must notify AGLC immediately after being charged with or convicted of an offence under:

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

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h) the GLCR

- 4.1.4 Any changes to the personal information of a registrant must be reported immediately to [gaming.registrations@aglc.ca](mailto:gaming.registrations@aglc.ca) or 1-825-480-4755.
- 4.1.5 A registrant whose registration is expiring or expired must re-apply for registration. If approved, the original registration number will continue to be used.
- 4.1.6 If a registrant has misled the Board, failed to provide information or provided inaccurate information, the Board may take disciplinary action including, but not limited to, suspension or cancellation of the registration.

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**SECTION: 4. GAMING SUPPLIERS, GAMING WORKER SUPPLIERS, AND RAFFLE WORKERS****4.2 GAMING SUPPLIER AND GAMING WORKER SUPPLIER REGISTRATION**

- 4.2.1 Where a licensed charity engages a registered gaming supplier or registered gaming worker supplier, the gaming supplier or gaming worker supplier assumes joint responsibility with the licensed charity for ensuring all contracted services comply with Board policies (including the ERSD).
- 4.2.2 Eligibility to hold a gaming supplier or gaming worker supplier registration is subject to a background check conducted on the applicant, the applicant's associates, and any key employees.
- 4.2.3 The Registration Application Package for a gaming supplier and a gaming worker supplier consists of the following:
- a) Application for Background Check (Form 5675);
  - b) Corporation, Partnership, LLC, Trust or Other Disclosure (Form 5677);
  - c) Personal Disclosure (Form 5676);
  - d) Consent to Records Check (Form 5678); and
  - e) deposit of a specified amount to cover the cost of the background checks.
- 4.2.4 Training must be provided to the licensed charity and ERS administrator(s) by the registered gaming supplier in the use of the equipment and software it supplies. The licensed charity must provide this training to all personnel using the equipment at a raffle event.

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**SECTION: 4. GAMING SUPPLIERS, GAMING WORKER SUPPLIERS, AND RAFFLE WORKERS****4.3 RAFFLE WORKER REGISTRATION AND REQUIREMENTS**

- 4.3.1 Only an individual is eligible to be registered as an RTM or ERS administrator. A business or company may not be registered as an RTM or an ERS administrator.
- 4.3.2 To be eligible for registration to perform the duties of an RTM or an ERS administrator, the applicant must:
- a) be at least 18 years of age; and
  - b) be a Canadian citizen or a landed immigrant, or a citizen of a foreign country who has received a work visa from federal authorities to work in a paid position as either an RTM or an ERS administrator. The appropriate documents from federal authorities must be provided as part of the registration process.
- 4.3.3 RTMs and ERS administrators, their employees, and members of their immediate family (a spouse, parent, son, daughter, brother, sister, or the spouse of any of these individuals) are not eligible to purchase raffle tickets or receive raffle prizes for raffles the RTM is contracted to manage.

**ELECTRONIC RAFFLE SYSTEM (ERS) ADMINISTRATORS**

- 4.3.4 An individual(s) must be designated as the ERS administrator. The ERS administrator is a volunteer or paid position who manages the operation of the ERS hardware and software. The ERS administrator must have a level of expertise and requisite training in the operation of the ERS hardware and software (event set-up, reports generation, troubleshooting, etc.).
- 4.3.5 Any individual being paid to manage the operation of the ERS hardware and software where the authorized TTV exceeds \$20,000 must hold a valid raffle worker registration for the ERS administrator function prior to working in this position. An individual being paid to manage the operation of the ERS hardware and software where the authorized TTV is \$20,000 or less does not require AGLC registration.
- 4.3.6 In the case of a volunteer ERS administrator, where the authorized TTV of the raffle is \$100,000 or more, the licensed charity must provide a records check (dated within the last three months of the application) for the volunteer ERS administrator with the licence application.
- 4.3.7 The Registration Application Package for an ERS administrator consists of the following:
- a) Registration Application for Gaming Worker – Electronic Raffle System Administrator (Form RS/GAM 5647); and
  - b) a records check (dated within the three months prior to the application).

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- 4.3.8 An ERS administrator must be:
- a) available during ticket sales and present at the draw to offer assistance with the system and volunteers; and
  - b) present during a bearer ticket raffle event.
- 4.3.9 All equipment must be set up prior to the event and the ERS administrator must verify that the ERS is working properly, networks are connected, and the system is configured with event details (date, time, etc.).
- 4.3.10 Once the ERS is configured and the raffle event is live, only the ERS administrator may:
- a) add or remove authorized users to access the ERS. Any changes made to the ERS must be logged;
  - b) provide a temporary password to permit remote access for technical support on the ERS. A discrepancy report, identifying the individual given access and the reason for granting access, must be submitted to AGLC immediately;
  - c) restart equipment and adjust settings/parameters during the raffle; and
  - d) compile the draw and ensure all eligible electronic entries are available for selection, if an RNG is being used.
- 4.3.11 The ERS administrator(s) must ensure that ERS access privileges are:
- a) assigned to each individual user, based on the requirements needed to perform their specific position duties; and
  - b) immediately revoked for individuals that no longer require, or are authorized, to have access provided in accordance with Subsection 4.3.10.

**RAFFLE TICKET MANAGERS**

- 4.3.12 An RTM is an individual that a licensed charity may choose to hire to manage a raffle. Where the authorized total ticket value (TTV) of the raffle exceeds \$20,000, a paid RTM must be registered with AGLC to perform all or part of these duties. An individual being paid to manage a raffle where the authorized TTV is \$20,000 or less does not require AGLC registration.
- 4.3.13 Duties and responsibilities of an RTM may include, but are not limited to:
- a) preparation of the raffle:
    - i) draft budget;
    - ii) develop and organize prize structure;

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- iii) develop and implement marketing strategy;
  - iv) procure prizes; and
  - v) prepare documentation to obtain raffle licence including service agreements.
- b) coordination with the licensed charity:
  - i) negotiate contracts between vendors and the licensed charity;
  - ii) attend key stakeholder meetings with, and on behalf of, the licensed charity;
  - iii) receive and verify invoices from vendors and submit them to the licensed charity for payment;
  - iv) monitor revenues and expenditures, and obtain prior approval from the licensed charity for all expenses and changes to budget;
  - v) report on banking and accounting procedures; and
  - vi) assist in preparing proposed amendments to the licence, if required.
- c) raffle ticket processing:
  - i) receive ticket orders by mail, phone, online, and from vendor sales locations;
  - ii) process payments;
  - iii) issue tickets;
  - iv) enter ticket order data;
  - v) respond to customer service inquiries;
  - vi) prepare bank deposits for all payment methods;
  - vii) balance and reconcile deposits to bank statements and data entry reports;
  - viii) process refunds, if necessary; and
  - ix) reconcile and return sold ticket stubs and unsold ticket inventory to the licensed charity.
- d) prize draw:
  - i) assist the licensed charity to organize and conduct the prize draw(s);
  - ii) ensure all eligible ticket stubs are present in draw container;
  - iii) record prize draw(s);
  - iv) coordinate prize delivery; and

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- v) catalogue and store unclaimed prizes.
- e) documentation and reports:
  - i) cooperate with AGLC inspectors by providing documents upon request;
  - ii) prepare raffle documents required for the licensed charity (see Raffle Records); and
  - iii) assist the licensed charity in preparing the financial report regarding revenues and expenses of the raffle event for submission to AGLC.
- 4.3.14 RTM fees for service including any applicable GST cannot exceed five per cent of the actual gross raffle revenue.
- 4.3.15 The raffle management contract must specify:
  - a) all services provided by and fees paid to the RTM;
  - b) a business plan for the raffle; and
  - c) a schedule by which the RTM must provide updates required by the licensed charity related to raffle revenue and expenses.
- 4.3.16 Where a licensed charity engages the services of an RTM pursuant to a raffle management contract, the RTM assumes joint responsibility with the licensed charity for ensuring all contracted services comply with Board policies (including the Electronic Raffle Standards Document).
- 4.3.17 Eligibility to hold an RTM registration is subject to a background check conducted on the applicant. The background check ensures the integrity and lawful conduct of gaming.
- 4.3.18 The Registration Application Package for an RTM consists of the following:
  - a) Personal Disclosure (Form 5676); and
  - b) deposit of a specified amount to cover the cost of the background check.

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**SECTION: 5.      ADVERTISING****5.1      ADVERTISING**

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

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**SECTION: 5.      ADVERTISING**

- 5.1.6 Ticket sales or raffle schemes must not be advertised or promoted to persons located outside Alberta.
- 5.1.7 Licensed charities that conduct more than one raffle concurrently must clearly advertise all raffle events as separate licences. Consecutive raffle licences may be advertised as a range of licence numbers (e.g., raffle licence #49110 to #49115).
- 5.1.8 All prizes must be advertised and awarded in accordance with the descriptions and MSRP values described in the raffle licence or in approved amendments to the licence.
- 5.1.9 If applicable, raffle advertisements must state that some tickets are eligible for more draws than other tickets. Advertisements may state that tickets purchased prior to a specific cut-off date are eligible for early bird draws.
- 5.1.10 Licensed charities are not required to advertise a list of prize winners. A record of the following must be kept with the raffle records and, if requested, must be provided at no cost to any ticket purchaser:
- a) name of the winner(s);
  - b) winning ticket number(s); and
  - c) prize(s) won.

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**SECTION: 6. DRAW PROCEDURES****6.1 DRAW PROCEDURES**

- 6.1.1 The licensed charity must be able to account for all tickets. Prior to the draw, the licensed charity must reconcile the number of sold tickets and unsold tickets as indicated in the ticket sales record with the number of ticket stubs, to ensure that all eligible tickets form part of the draw.
- 6.1.2 All draws must be open to the public. At least two executive members of the licensed charity (or delegates) must be present to witness each draw. Contact information (name and phone number) of both draw witnesses must be documented and maintained in the raffle records.
- 6.1.3 The ticket stubs for all sold tickets must be entered into the draw. The ticket stubs for any unpaid/unsold tickets must not be entered into the draw.
- 6.1.4 Licensed charities must create an audiovisual recording for all raffle ticket draws with an approved total ticket value more than \$20,000 and must retain the recording with the raffle records for two years after the last draw date.
- 6.1.5 Previous supporter draws that exclude tickets sold to first time raffle ticket purchasers are prohibited. Early bird draws are permitted as long as all ticket purchasers, not just ticket purchasers of previous raffles, are eligible for the draw. Appreciation for previous support may be shown through early or advance advertising of the raffle to ticket purchasers of previous raffles.
- 6.1.6 The ticket stub of each sold ticket must be eligible for each draw of non-identical prizes. The licensed charity, if stated in its raffle rules, may exclude a winning ticket stub from other draws for an identical prize. For example, if a raffle licence is offering 100 identical televisions as prizes, the licensed charity may exclude the winning ticket stub of one television prize winner from winning any further identical televisions. However, a winning ticket stub must be included in draws for other prizes.
- 6.1.7 AGLC may approve alternate draw procedures that vary from Subsection 6.1.6. Licensed charities must submit a detailed description of the alternate draw procedures with the raffle licence application, which must be approved prior to implementation. Examples of alternate draw procedures include separate draws for different prizes (e.g., ticket stubs placed in separate draws for non-identical prizes); or draws with a second element of chance where every ticket stub drawn is guaranteed a prize (e.g., a final prize draw is conducted with all ticket stubs drawn from preliminary draws, where the number of ticket stubs in the final draw equals the number of available prizes).

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**SECTION: 6. DRAW PROCEDURES**

- 6.1.8 The draw must not be conducted by any person who owns a ticket or a share of a ticket in the draw.
- 6.1.9 A record of each winning ticket stub drawn must be made indicating the:
- a) ticket number;
  - b) name and contact information of the prize-winner; and
  - c) time and date the ticket stub was drawn.
- 6.1.10 Winning ticket stubs must be immediately exhibited to witnesses and held open for inspection until the end of the draw or until returned to the draw container (for paper tickets) to be eligible for additional prizes.
- 6.1.11 If a draw occurs and the licensed charity later determines not all eligible ticket stubs were placed into the draw, the licensed charity must:
- a) notify AGLC immediately; and
  - b) within three business days of making the discovery, have an executive member submit a Discrepancy Report to AGLC, specifying the total number of affected tickets and an explanation for how the problem occurred.
- 6.1.12 If a draw occurs and the licensed charity determines that more than one eligible ticket with the same number was placed in the draw, the licensed charity must:
- a) notify AGLC immediately; and
  - b) within three business days of making the discovery, have an executive member submit a Discrepancy Report to AGLC, specifying the total number and serial numbers of the affected tickets and an explanation for how the problem occurred.
- 6.1.13 AGLC will review Discrepancy Reports and determine an appropriate course of action to maintain the integrity of the raffle event.

**MANUAL DRAWS USING PAPER TICKET STUBS OR COUNTERFOILS**

- 6.1.14 Ticket stubs must be manually drawn from a container that is transparent or constructed with mesh so that ticket stubs can be seen from the outside.
- 6.1.15 Prior to each draw for non-identical prizes, the ticket stub container must be rotated, or the container contents agitated, a minimum of three times. Prior to each draw for identical prizes, the ticket stub container must be rotated, or the container contents agitated, at least once. Anti-static spray may be used to facilitate the rotation of ticket stubs.

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**SECTION: 6. DRAW PROCEDURES**

- 6.1.16 The arm of the person making the draw must be bare below the elbow and, immediately prior to making the draw, the person must exhibit the draw arm and both sides of the open hand to the draw witnesses.
- 6.1.17 Except for the person making the draw, all other persons must not put their arm in the draw container.
- 6.1.18 When selecting winning ticket stubs, the person making the draw must look away from the container in the direction of the witnesses.
- 6.1.19 The licensed charity must retain all ticket stubs with the raffle records for two years after the last draw date.

**ELECTRONIC DRAWS USING AN RNG**

- 6.1.20 The licensed charity must contact AGLC prior to the installation of an RNG. An inspection of the RNG by AGLC may be required prior to use.
- 6.1.21 The RNG computer software, computer networks, and equipment supporting the software must be located within Canada, in a secure area with strictly controlled access.
- 6.1.22 After the draw, the winning numbers must be posted on the website of the licensed charity for the minimum amount of time the winner has to claim the prize or for the duration of the raffle licence, whichever is greater.

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**SECTION: 7. PRIZES****7.1 PRIZES**

- 7.1.1 The prize(s) must be awarded as described and approved in the licence application. The licensed charity is responsible for contacting prize winner(s) and must make reasonable efforts to notify the prize winner(s).
- 7.1.2 A prize must be awarded for every draw. Eligibility to enter another draw is not a prize.
- 7.1.3 The manufacturer's suggested retail price (MSRP) of all prizes, including cash alternatives, must be at least 20 per cent and cannot exceed 80 per cent of the approved total ticket value. The MSRP of each individual prize must be equal to or greater than the lowest ticket price.
- 7.1.4 Stated prize values must be equal to or less than the MSRP.
- 7.1.5 Cash alternatives to a prize must equal the prize value, or be disclosed at the time of application and stated in the raffle rules.
- 7.1.6 Licensed charities may be approved to seed a raffle prize with non-gaming funds or a non-gaming donation from a sponsor. Seeded funds cannot be revoked.
- 7.1.7 Licensed charities may be required to guarantee raffle prizes. If such a guarantee is required, the applicant must either:
- a) submit written documentation confirming that a secondary raffle bank account has been established where all gross raffle revenue will be deposited until sufficient revenue is generated to secure all prizes;
  - b) provide evidence of sufficient funds in a non-gaming bank account to secure prizes;  
or
  - c) submit sales receipt documenting that all prizes have been paid in full.
- 7.1.8 Confirmation of the prize value (e.g., an invoice from the supplier) must be retained for all merchandise prizes with an MSRP greater than \$5,000 and for all travel prizes regardless of value.
- 7.1.9 When the MSRP of a merchandise prize exceeds \$5,000, and it is a unique prize (e.g., custom built vehicle), the licensed charity must submit with its application two independent third-party appraisals from qualified appraisers stating the appraised value.
- 7.1.10 Where restored or used vehicles are offered as prizes, the licensed charity must submit with its application a certified vehicle inspection indicating the vehicle is roadworthy. The licensed charity must also submit two independent third-party appraisals from qualified appraisers stating the appraised value of the vehicle.

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**SECTION: 7. PRIZES**

- 7.1.11 Where the prize is a vehicle, the licensed charity must complete a transportation log detailing the date, purpose, mileage, and driver of all trips taken by the vehicle from the time the licensed charity obtained the vehicle until the time the vehicle was awarded to the prize winner. The transportation log must be retained with the raffle records and be submitted to AGLC, if requested.
- 7.1.12 Where second-hand merchandise, previously-used show home furniture, collectibles, or antiques are offered as prizes, the licensed charity must submit with the application two independent, third-party appraisals from qualified appraisers stating the appraised value of the prize merchandise.
- 7.1.13 Licensed charities conducting raffles with homes as a prize must retain a complete list of individual costs for appliances, furniture, and decorations in each room of the house. Additionally, the advertised value of the lot must reflect the average selling price of similar lots in the same subdivision or area at the time the application is submitted.
- 7.1.14 If a draw occurs and the licensed charity determines the prize winner is under 18 years of age, the ticket is deemed void, and the licensed charity must conduct a second draw (see also Subsection 2.1.2).
- 7.1.15 Prizes must be immediately transferable without encumbrances on the title to the winner. No costs, including taxes, may be charged to the winner for the transfer of the property or title into the winner's name except for possible prize delivery transportation costs as specified in the approved raffle rules.
- 7.1.16 The licensed charity must allow a minimum of three months from the date of the draw for the winner to claim the prize, except for prizes in:
- a) Subsection 7.1.17;
  - b) bearer ticket raffles; and
  - c) progressive raffles.
- If the prize remains unclaimed after the specified time limit identified in the raffle rules, the prize or cash equivalent to the MSRP of the prize must be donated to a charitable beneficiary approved by AGLC.
- 7.1.17 Where houses, vehicles, travel package, live animals, or perishable items such as food and plants are offered as prizes, the licensed charity may set a deadline for the prize winner to claim the prize. If the winner does not claim the prize within the specified time, an alternative prize must be provided. AGLC must approve the deadline and alternative prize(s) and both must be listed in the raffle rules.

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**SECTION: 7. PRIZES**

- 7.1.18 Licensed charities are prohibited from offering cannabis as a raffle prize. (Cannabis means any part of a cannabis plant, including the phytocannabinoids produced by, or found in, such a plant, regardless of whether that part has been processed or not.)
- 7.1.19 The licensed charity must submit a list of unclaimed prizes to AGLC with the Raffle Financial Report.
- 7.1.20 Percentage draw prizes (e.g., 50/50) must be based solely on gross ticket sales (including seeded funds, if applicable) and must be a minimum of 20 per cent and a maximum of 80 per cent of ticket sales (e.g., 20/80). Percentage draw prizes are not based on cash retained by ticket sellers.

**BEARER TICKET RAFFLES**

- 7.1.21 The licensed charity has the option to allow up to, but no more than, 30 days for the winner(s) to claim the prize.
- 7.1.22 If using paper bearer tickets, the winner(s) must have a minimum of 10 minutes to claim the prize.
- 7.1.23 If any ticket sales occur online, the winner(s) must have a minimum of 48 hours to claim the prize.

**PROGRESSIVE RAFFLES**

- 7.1.24 Each draw must include the chance to win 100 per cent of the progressive prize. If secondary prizes are offered, the value of the progressive prize must not be reduced.
- 7.1.25 If ticket sales occur at the venue, where ticket purchasers are likely to be present to claim the prize, the winner must have a minimum of 10 minutes to claim the prize.
- 7.1.26 If any ticket sales occur online, progressive prize selection procedures must be established (see Subsection 2.1.3 I)).

**SPORTS DRAFTS**

- 7.1.27 Standings must be based upon official statistics provided by the appropriate league office.
- 7.1.28 An outside firm may be used to post and verify standings. It may have no other involvement.
- 7.1.29 All prize winners' names and point standings must be advertised at the end of the draft to allow for any challenge to the standings. Prizes cannot be awarded for two weeks after being advertised.

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**SECTION: 7. PRIZES****7.2 ONLINE PRIZE DISTRIBUTION**

- 7.2.1 Prizes distributed online must be suitable and appropriate for online distribution; this may include cash prizes, or vouchers for goods or services.
- 7.2.2 The licensed charity must ensure that the online prize distribution system has a mechanism to:
- a) verify that the individual to whom the prize is distributed is in fact the prize winner; and
  - b) have the prize winner verify that he or she is 18 years of age or older.
- 7.2.3 A prize winner must be given the option of receiving the prize via an alternate method, as specified in the raffle rules.

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**SECTION: 8. RAFFLE REVENUE, EXPENSES AND PROCEEDS****8.1 EXPENSES**

8.1.1 Only AGLC approved expenses may be deducted from the gross raffle revenue. The following expenses may be approved:

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

8.1.2 Expenses including applicable GST must not exceed 30 per cent of the approved total ticket value. Any expenses exceeding this limit must be paid from non-gaming funds. The raffle ticket manager fee and commissions paid to other charitable organizations to sell tickets are excluded from this 30 per cent calculation.

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

8.1.4 The registered gaming supplier providing the ERS must be paid on a cost of service basis (e.g., fixed fee and/or flat rate). Payment based on a percentage share of ticket sales is prohibited.

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**SECTION: 8.      RAFFLE REVENUE, EXPENSES AND PROCEEDS**

- 8.1.5      Gross raffle revenue must not be spent on raffle expenses nor approved use of proceeds until sufficient funds are available to pay for the raffle prizes. Until the raffle prizes are secured, approved raffle expenses must be paid from non-gaming funds (i.e., funds that have not been generated from a gaming event). Once the prizes are secured, gross raffle revenue from the raffle account may be used to reimburse the expenses paid from non-gaming funds. The source of non-gaming funds must be disclosed at the time of application.

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**SECTION: 8. RAFFLE REVENUE, EXPENSES AND PROCEEDS****8.2 BANK ACCOUNTS AND PROCEEDS**

- 8.2.1 The policies established by the Board for the use, disbursement, and retention of raffle proceeds are contained in the Charitable Gaming Policies Handbook which may be accessed at [aglc.ca](http://aglc.ca).
- 8.2.2 Licensed charities that conduct only small raffles (total ticket value (TTV) \$20,000 and less) do not require a designated gaming bank account. Gross raffle revenue must be deposited into a non-gaming account for the payment of prizes and expenses, and the remaining raffle proceeds must be spent on charitable purposes.
- 8.2.3 For licensed charities that conduct small raffles (TTV \$20,000 and less) in addition to other types of charitable gaming (e.g., bingo or casino), the gross raffle revenue, cost of prizes and approved raffle expenses must be conducted through a separate non-gaming account. After the last draw date and once the gross raffle revenue, cost of prizes and AGLC approved expenses have cleared the bank account, the raffle proceeds must be deposited into an existing gaming bank account (e.g., bingo or casino), to be spent on approved use of proceeds.
- 8.2.4 For raffles with a TTV more than \$20,000, the gross raffle revenue, cost of prizes and approved raffle expenses must be conducted through a designated gaming account (separate gaming accounts are required for each raffle more than \$20,000). Once the gross raffle revenue, cost of prizes and AGLC approved expenses have cleared the bank, the raffle proceeds may be transferred to another gaming bank account (e.g., bingo or casino), and must be spent on approved use of proceeds.
- 8.2.5 The licensed charity is required to disburse all raffle proceeds within 36 months, which begins on the date of the last draw.

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**SECTION: 9. RAFFLE CANCELLATION****9.1 CANCELLATION PROCEDURES**

- 9.1.1 Requests to cancel a raffle must be submitted to AGLC in writing. The request must be signed by a volunteer executive member of the licensed charity and include the following:
- a) reason(s) for the cancellation;
  - b) factors that affect the status of the raffle such as whether:
    - i) the raffle has reached the break-even point;
    - ii) any draws have already taken place; or
    - iii) any prizes have been awarded;
  - c) confirmation of the number of tickets that have been sold;
  - d) total cash received from ticket sales; and
  - e) total expenses, including cost of prizes, incurred up to the date of the request for cancellation.
- 9.1.2 If the cancellation of a raffle is approved, the licensed charity must publicly advertise that the raffle has been cancelled and that the revenues from ticket sales will be refunded.
- 9.1.3 The licensed charity must refund the cost of the ticket to all ticket purchasers within three months of the raffle cancellation. The licensed charity must demonstrate a reasonable effort to provide refunds to all ticket purchasers. Ticket purchasers may choose to donate the cost of the ticket to the licensed charity. Proceeds that are not refunded must be documented, retained in a gaming bank account, and spent in accordance with the approved use of proceeds.
- 9.1.4 The licensed charity must send a letter to AGLC signed by a volunteer executive member confirming that all refunds have been made within three months of the raffle cancellation.
- 9.1.5 For raffles with a total ticket value more than \$20,000, the licensed charity must provide additional reporting, including but not limited to, copies of bank statements and cheque images that show refunds have cleared the raffle account. AGLC will refund licence fees upon receipt of all required information.

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**SECTION: 10.      REPORTS AND RECORDS****10.1      FINANCIAL REPORTS**

- 10.1.1      For raffles with a total ticket value (TTV) \$20,000 and less, the licensed charity must submit the Raffle Licence Financial Form to AGLC within 60 days following the last draw date. Additional reporting may be required as determined by AGLC.
- 10.1.2      For raffles with a TTV more than \$20,000, licensed charities are required to complete financial reports, as provided by AGLC, regarding the revenues, expenses, and proceeds generated during their raffle event(s). Yearly raffle reports will be required until the proceeds are spent or transferred to another gaming account. Licensed charities must submit the completed financial report(s) within 60 days from the mail-out date, along with the supporting documents as indicated in the report.
- 10.1.3      Licensed charities have the option of hiring a third-party individual to prepare raffle financial reports in accordance with Section 4.6.5 of the Charitable Gaming Policies Handbook.
- 10.1.4      For more information regarding financial reports, consult the Charitable Gaming Policies Handbook or contact AGLC's Customer Care at 1-825-480-4755.

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**SECTION: 10.      REPORTS AND RECORDS****10.2      RAFFLE RECORDS**

- 10.2.1      The licensed charity must keep a record of all ticket numbers. The record must show the distribution of tickets, payments, and unsold tickets. It should show enough detail to account for all tickets, payments, unsold tickets, and to reconcile totals after the raffle is completed.
- 10.2.2      All electronic entries, server data, and electronic report/records, such as ticket numbers and sales, must be backed up and stored externally from the server on durable electronic media.
- 10.2.3      All raffle records must be kept for a minimum of two years after the last draw date. Other reporting bodies may require records to be retained for longer. These records include, but are not limited to:
- a)      bank statements;
  - b)      cheques that cleared the bank account/digital image cheques;
  - c)      invoices/receipts;
  - d)      ticket inventory control sheets;
  - e)      list of prize winners;
  - f)      all unsold tickets (if applicable);
  - g)      all ticket stubs of sold tickets or electronic entries;
  - h)      contact information of the executive members (or delegates) that witnessed the raffle draw;
  - i)      letter of agreement with a commercial outlet (if applicable);
  - j)      contract with registered raffle ticket manager (if applicable);
  - k)      letter of understanding or memorandum of agreement with other charitable organizations (if applicable);
  - l)      audiovisual recording of the ticket draw (if applicable);
  - m)      prize appraisals (if applicable);
- 10.2.4      Licensed charities, ERS administrators and registered raffle ticket managers, and their employees must ensure that AGLC inspectors have access to all records. AGLC inspectors may copy or temporarily remove records at their discretion, and will provide a receipt for any items removed at the time of removal or as soon as possible after the removal.

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**SECTION: 10.      REPORTS AND RECORDS**

10.2.5      After an electronic raffle has concluded, the licensed charity must provide the following ERS reports to AGLC upon request:

- a)      Raffle Drawing Report including the following information:
  - i)      date and time of event;
  - ii)     date and time of the start and finish of sales;
  - iii)    licensee identification;
  - iv)    sales information (sales totals, refunds, voids, reprints, and sales by price point);
  - v)     prize(s) awarded to winning participant(s);
  - vi)    refund totals by event;
  - vii)   ticket numbers-in-play;
  - viii)  winning number(s) drawn; and
  - ix)    other reports as requested by AGLC.
- b)      Error/Exception Report - A report outlining system exception information including, but not limited to, changes to system parameters, corrections, overrides, and voids. All error/exception reports should include date and time stamp of the event(s).
- c)      Ticket Report - A report which includes a list of all tickets sold, including all associated ticket numbers, selling price, and RSU identifier.
- d)      Sales by RSU - A report including the breakdown of each RSU's total sales (including ticket numbers sold) and any voided and misprinted tickets.
- e)      Sales Online - A report including a breakdown of online sales, including ticket numbers issued and any voided or faulty tickets or reissue requests.
- f)      Voided Ticket Number Report - A report which lists all ticket numbers that have been voided.
- g)      RSU Event Log - A report listing all events recorded for each RSU, including the date and time, and a brief text description of the event and/or identifying code.
- h)      RSU Corruption Log - A report listing all RSUs that are unable to be reconciled to the system, including the RSU identifier, RSU operator, and the money collected.
- i)      Online Corruption Log - A report listing all online transactions that were unable to be reconciled to the system.

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**SECTION: 10.      REPORTS AND RECORDS****10.3      AUDIT REQUIREMENTS**

- 10.3.1      The books and records of licensed charities are subject to review and/or audit by AGLC and must be maintained in a manner acceptable to AGLC.
- 10.3.2      In addition to the raffle records listed in Sections 10.2.3 and 10.2.5, the areas normally subject to audit will include, but are not limited to:
- a)      books of original entry (including computerized records);
  - b)      inventory control forms;
  - c)      contracts, agreements or similar documents;
  - d)      tax returns;
  - e)      minutes of annual general meetings, and meetings of general membership, board and executive;
  - f)      working paper files of external accountants/auditors; and
  - g)      annual (audited) financial statements.

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