

These Terms & Conditions govern licences issued to groups conducting bingo in a:

- a) **BINGO ASSOCIATION:** Members of a Bingo Association conducting events in a licensed Bingo Facility four or more days per week. Specific references to Non-Association bingos do not apply to Bingo Associations. The following conditions are excerpts taken from the Bingo Terms & Conditions and Operating Guidelines. A copy of the Bingo Terms & Conditions and Operating Guidelines, the Gaming and Liquor Act and Gaming and Liquor Regulation has been provided to the Association (who may also be the facility licensee). Bingo facility licensees and bingo licensees are responsible for becoming familiar with the legislation and with the Bingo Terms & Conditions and Operating Guidelines.
- b) **NON-ASSOCIATION (Other):** Groups who are individually licensed to conduct bingos from their own facility three or less days per week. The sections which appear in ***bold italic print*** do not apply to Non-Association bingos.

1. COMPLYING WITH LICENCE

1.2 Bingo Licensees shall:

- a) Conduct only the approved bingo program;
- b) Follow the approved licence amendment procedure for the bingo program; and
- c) Use the approved financial/inventory control system.
- d) Submit financial reports as required by Alberta Gaming, Liquor and Cannabis (AGLC).

1.3 Bingo shall be operated according to:

- a) The approved licence (NOTE: licence attachments may show changes from original application);
- b) The approved bingo program, including the house rules and rules of play;
- c) These Terms and Conditions;
- d) Any special Terms and Conditions required by AGLC; and
- e) **The “Bingo Terms and Conditions and Operating Guidelines.”**

1.4 Operation of a bingo event is the sole responsibility of the licensee, it cannot be delegated. Only members of the licensed group, as defined in their bylaws, shall work as volunteers in the position of Bingo Chairperson, Bonanza And/or Special Games Controller, Paymaster, Cashier and Satellite Game Controller (when performed by a volunteer), or any other position requiring access to the cashier’s cage area. As an

option, the licensed group may use outside help (non-members) on a volunteer basis to fill other positions as required, or continue to use only members in all positions. Groups whose members are disabled may accept outside volunteer help for all positions. **BINGO WORKERS MAY NOT BE PAID FOR THEIR SERVICES.**

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

1.5 AGLC Inspectors shall be permitted access to all areas of the bingo premises. They may examine licensee and/or association documents, equipment, and video tapes at their discretion; and may remove these as necessary.

1.6 **BINGO EQUIPMENT.** Paragraph 207(4)(c) of the Criminal Code states “...may not be operated on or through a computer, video device or slot machine.” Equipment that may be affected by this condition shall be submitted for review of AGLC. It must be approved before it is used at a licensed bingo event. All bingo equipment shall be kept in good repair.

- 1.7 Any suspected cheating or other problem, shall be reported as soon as possible to AGLC at 1-800-742-7818. After regular office hours, an answering service accepts calls; including collect calls.
- 1.8 Licence amendments including uses of gaming proceeds shall be submitted by an executive officer, in writing for AGLC approval.
- 1.9 All municipal, provincial and federal laws shall be obeyed.
- 1.10 The bingo licence, bingo program, house rules and rules of play shall be prominently displayed on the bingo premises.
- 1.11 Bingo shall not be played in any room where liquor is sold or consumed. For non-association bingos, if there is both a licensed club room facility for members and guests, and public use area; the areas must be separate and distinct while bingo is being held.
- 1.12 **Access to the Cash Cage area during a bingo event is limited to:**
 - a) **Advisor(s);**
 - b) **Bingo Chairperson;**
 - c) **Cashier's;**
 - d) **Controllers;**
 - e) **Other volunteers during the period their specific job duties require their presence; and**
 - f) **Association executive officers only when carrying out association business relevant to the event being conducted.**
- 1.13 **The licensee shall submit a renewal application through the bingo association at least forty-five days (45) before the existing licence expires.** Non-Association applications are required 30 days prior to the proposed start date.

2. CONDUCT OF BINGO

2.1 Bingo Card Sales

- a) Only cash may be accepted for admissions and card sales. **Pre-selling admissions and cards is prohibited.**

- b) Cashing cheques or offering credit is prohibited.
- c) **Cashier(s) may exchange the following for Canadian funds:**
 - i) **Canadian or U.S. travellers cheques; and**
 - ii) **U.S. funds. The exchange rate shall be within 1% of the current bank rate, and shall be clearly posted. All foreign currency shall be deposited into the licensee's approved bank account.**
- d) Bonanza cards shall be sealed at time of sale, e.g. stapled, folded or packaged. This ensures sales are conducted in a random manner, and players and sellers do not know the card layout.

2.2 Prizes

- a) All prizes in the approved bingo program shall be awarded.
- b) Players win only if they have the correct card pattern for the game. All valid winners must be paid, players do not have to have the last number called to win.
- c) Both cash and non-cash prizes shall be funded only by admission charges and card/sheet sales. These shall be collected only at the event during which the prize is awarded. Donated prizes shall be identified on financial control forms.
- d) If non-cash prizes are awarded:
 - i) they shall not be provided, in any way, by suppliers of equipment, services, supplies, or premises;
 - ii) prize value shall be the retail value; and
 - iii) the licensee shall pay all prize costs. When completing Financial Reports, the actual prize costs shall be recorded under Prizes. Donated prizes shall be separately identified, and their retail value shall be included within the \$15,000 prize payout limit.

- e) Prizes shall be approximately 65% of sales. The total prize value for each bingo event shall not exceed \$15,000.00 (excluding the Satellite Game). If the prize payout exceeds this limit, the licensee shall complete a Discrepancy Report; which shall be submitted the next working day to the Regulatory Services Division. The Report must provide details of the event, including:
 - i) licensee's name,
 - ii) licence number,
 - iii) **bingo association name.**
- f) For games with separate card sales, prize payouts shall not exceed sixty-five percent (65%) of sales. There shall be no minimum or guaranteed prize for these games, except at a special event (refer to section 2.3).

Exception for Non-Association bingo is a progressive or accumulating jackpot, which can have a minimum or guaranteed prize. Groups must keep prize payouts for these games in-line to ensure they receive a financial benefit. All progressive or accumulating jackpots shall be awarded at least once during each year of the licence period. This includes fixed number jackpots. If not awarded earlier, the jackpot shall be awarded at the last event of each year. Jackpots that are awarded regularly can be carried over into the next licence period. If a group ceases bingo, the jackpot must be awarded.

- g) ***In a Bingo Association a prize pool cannot be accumulated over a series of events (exception loonie pot game).***

2.3 Bingo Program

- a) Only the approved bingo program shall be conducted. This includes price of all cards, start/finish time, prize structure for all games, give-aways/promotions, rules of play and house rules.
- b) ***No bingo game shall start before 12:00 noon. All games shall end by 12:00 midnight. Bingo starts with the awarding of the first prize and ends when the last prize is awarded. Prizes awarded as part of a pre-call are exempted.***

- c) ***No bingo program shall have more than seventy-five (75) games. A game is defined as a letter/number combination for which a prize is awarded.***
- d) ***No more than two bingo events will be licensed in the same hall on any day.***
- e) ***Association members shall run a common bingo program. This may be the same program each day of the week, or there may be changes from day-to-day during the week, repeating weekly. The only exceptions are monthly special events, new bingo association openings and bingo association anniversaries.***

Non-Association licensees conducting bingo at least four times per month may conduct:

- i) One special event per calendar month.
- ii) A special anniversary program, to coincide with its new licence period.

NOTE: At a special event, section 2.2(f) does not apply. Prize payouts on games with separate sales can exceed 65% of sales; prizes can be guaranteed.

2.4 Give-aways/Promotions

- a) Any item given to players in the hall, other than by means of a bingo game is considered a give-away. This could include door prizes, merchandise or food items. Give-aways/promotions shall comply with the following:
- b) The licensee shall conduct the give-away;
- c) It is limited to the bingo hall;
- d) Items can be provided by registered suppliers of equipment, services, supplies, or premises in accordance with a written agreement between the licensee and supplier;
- e) The actual cost of all items are recorded under Expenses on Financial Reports;
- f) Only players present at the event during which the give-away takes place may receive any item;

- g) Total retail value of all items shall not be more than twenty-five dollars (\$25) for each one hundred persons, or portion of that, attending the event. The value can be accumulated to offer one prize per event. For example, if 350 players are in attendance, prizes with a retail value of up to \$100 could be awarded. This could be one prize of \$100, or a series of prizes with a total retail value of up to \$100; and
- h) This does not include food, beverages or other merchandise sold on a regular basis at the concession, and given free or at a reduced cost to players by concession operators. The licensee cannot subsidize concession items, other than provided for in (g) above.

2.5 For a media bingo (Non-Association), or similar scheme:

- a) Retail value of all prizes shall be at least 30% of net revenue;
- b) Expenses shall not exceed 45% of net revenue. Expenses include reasonable cost to distribute cards and to advertise; and
- c) Cards shall be sealed at time of sale, e.g. stapled, folded or packaged.

2.6 **Rules-of-Play**

- a) Only games using the following format shall be licensed:
 - i) Balls are randomly selected from 75 ping pong type balls. Each ball is printed with a letter from the word *BINGO*, and a number from "1" to "75," as follows:

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

- ii) Players shall use cards, or sheets printed with one or more cards. Each having five vertical columns, with five rows in each column. One letter from the word *BINGO* appears over each column. All squares shall have a number as above, except the free centre square. Player shall mark each square as the letter/number on it is called.

- b) Bingo balls shall be of equal weight and size, and be in good condition. Each letter group shall be a different colour.
- c) Before play starts, the Bingo Chairperson, Caller, and **Association Representative** (or a player), shall check the bingo equipment to ensure:
 - i) the bingo equipment is operating properly, and
 - ii) all bingo balls are in play; and
 - iii) no light bulbs are burnt out in boards.
- d) Only players with admission proof shall play. Admission proof shall be visible at all times. The licensee may request this before allowing a player to continue to play or claim a prize.
- e) Only cards bought at the event shall be played. **(Except cards awarded as a bingo prize at an earlier event for that association).**
- f) For pre-calls of any game not video/audio recorded, a volunteer worker shall:
 - i) be present on the stage to verify letter and number of ball as it is drawn and called, and
 - ii) complete a Ball Verification Sheet which shall be kept as part of the event records.
- g) A ball is considered "called" when the letter/number combination of the ball has been announced by the caller.
- h) When Bingo is declared:
 - i) The Caller shall:
 - a) stop play by announcing bingo has been declared, and no more numbers will be called;
 - b) where the blower is turned off to verify a bingo, the ball in the "cradle" must remain there and be the next number called;
 - c) announce game type being checked;
 - d) describe procedure that will be used to verify bingos;

- e) announce number of bingos recognized and their approximate location in the hall. Players are responsible to make themselves heard by the caller on a declared bingo;
 - f) ask whether there are any more bingos, and pause to recognize these; and
 - g) announce the number of bingos which have been recognized, and that only these are eligible for prizes.
- ii) For full card games, Checker shall take declared card and put it in front of a player at another table.
 - iii) Where there is no bingo verification system a manual call back must take place. The procedure to be used shall be identified in the house rules.
 - iv) Where a bingo verification unit is used, the call back shall be conducted as follows, Seller/Checker:
 - a) Identifies declared bingo(s) to Caller; and
 - b) Verbally gives the Caller the card number(s).
 - c) If the prize value exceeds five hundred dollars (\$500), or a pre-call is done, the Seller/Checker also gives the Caller the card colour and series number(s).
 - d) Caller shall key the card number(s) into the verifier to display the card face on the TV monitor.
 - e) Seller/Checker will compare player's card to that displayed on the monitor, confirming both card face, and card number.
 - f) All displayed cards shall be left on the monitor screen for at least 5 seconds.
 - g) Caller shall record all prize payouts.
 - v) Cards may be used for a single game, or for two or more successive games in a series. Called balls shall remain in the ball pocket tray until the final game in a series is done. After all bingos are checked and verified, Caller shall clearly state that game series is closed; and return balls to the blower.
- vi) If the games' prize value exceeds five hundred dollars (\$500); or there is a pre-call:
 - a) Declared card(s) shall be checked against the master book, by the Bingo Chairperson, Paymaster or **Association Representative**.
 - b) Paymaster will record the name, address and telephone number of each winner on the back of the winning card, and attach it to the proper control sheet.
- i) The licensee, through its volunteer Bingo Chairperson, shall:
 - a) decide upon all matters relating to conduct of the event;
 - b) determine the winners; and
 - c) pay all prizes.
 - j) The linked bingo game (Satellite) shall be operated according to these Terms and Conditions and the approved Satellite Game Operations manual.

3. BINGO VERIFICATION UNIT

- a) Only the approved unit shall be used, and the unit shall be owned by the licensee.
- b) Unit shall only be used with an existing TV monitoring system. Each game using the unit shall be video/audio recorded. A copy of the video shall be kept for 14 days after the event.
- c) The licensee shall submit for approval a testing procedure that ensures the unit is in proper working condition. A record showing when, and by whom, the check is done, shall be maintained. The check:
 - i) compares the verifier unit to the master book.
 - ii) confirms the unit's manufacturer's seals have not been tampered with, and the wiring harness is secure.

- d) Before the start of the bingo, the unit shall be checked by a volunteer bingo worker and the caller, to ensure it is working properly.
- e) The Caller shall:
 - i) operate the unit according to these Terms and Conditions.
 - ii) describe the verification procedures that will be used for the event.

4. FINANCIAL

4.1 Expenses shall not exceed 10 percent of gross revenue (excludes hall rent) and must be charged on an actual cost per event basis according to the approved bingo program. **Pre-paid expenses shall be accounted for as part of the yearly audit. After approved expenses are paid, the surplus shall be refunded to the members. Members may determine how the refund is done.** The following expenses can be paid:

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

Non-association licensees may not claim rent for their own hall.
- b) Payment of approved hired staff. Staff shall be paid by cheque. Only the licensee or association may pay these staff. **In a Bingo Association Cashiers, Callers, Association Representatives and Satellite Game Controllers must be registered.**
- c) Purchase of bingo cards/paper.
- d) Advertising to describe activities in the bingo hall.
 - i) Advertising is limited to newspapers, magazines, radio, television, bill boards, signs, posters and flyers.
 - ii) Advertising does not include give-aways/promotions, which are included in Section 2.4.

e) **Joint advertising by landlords and bingo associations may be approved.**

- i) **The association shall be responsible for the content and design of the advertising. The landlord could assist in the cost.**
- ii) **A written agreement must be submitted for review by the Regulatory Services Division.**
- iii) **A cost breakdown and receipts must be kept and accounted for as part of the association yearly audit.**

f) **Cost of the association's yearly audit.**

- g) Cost of bonding hired or volunteer staff, if applicable.
- h) Volunteer meals or refreshments at the hall concession.
- i) Volunteers' out-of-pocket expenses that are incurred to work bingo. A voucher or receipt, such as a taxi receipt, must be provided.

4.2 **Proceeds** All revenue, less cash prize costs, shall be deposited into the licensee's approved bank account. All payments must be made from this account by cheque including transfers to the consolidated gaming account.

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

4.3 Pooling

- a) *Only members of the same bingo association may enter into the pool. The association can either:
 - i) *establish separate pools for afternoon, evening and late night events, or*
 - ii) *establish one pool for all events.**
- b) *The association executive shall administer the pool. The names and positions of the pool administrators shall be provided to the Regulatory Services Division.*
- c) *A separate pooling bank account shall be established. Details on the bank account, and the names of signing authorities, shall be provided to the Regulatory Services Division.*
- d) *Association members shall enter a bingo pooling agreement, approved by the Regulatory Services Division. Sample wording is available.*
- e) *Following each bingo event, the Bingo Chairperson, witnessed by at least one other volunteer shall:
 - i) *complete the Reconciliation of Bingo Win/Loss and Pool Contributions form.*
 - ii) *write a cheque for Net Bingo Proceeds, and deposit it into the approved pooling account on the next business day. (Net Bingo Proceeds = Total Revenue less rent and expenses).**
- f) *The funds shall be distributed monthly to the members, in accordance with the pooling agreement. Each licensee shall deposit the funds, and any interest earned, in their approved bingo bank account. Funds shall be spent only on approved uses.*
- g) *The association shall forward a copy of the pool disbursements to AGLC as the disbursements are made. This will include the charity's name, AGLC I.D. number, date and amount of disbursement.*

- h) *The association shall submit a monthly bank reconciliation along with supporting documents (bank statements) to AGLC.*
- i) *The association's auditor must include pooling transactions as part of the audited annual financial statement.*

5. FINANCIAL RECORDS & REPORTS

- 5.1 The licensee shall maintain the approved financial/inventory control system.
- 5.2 *All association members must use the same system. All transactions shall be recorded on the control forms. The system shall be organized as follows:*
 - a) *Handling of cash at event level*
 - i) *all transfers of cash among staff shall be witnessed, verified, recorded and signed for.*
 - ii) *actual cash counts shall be recorded.*
 - b) *Inventory control for bingo supplies:*
 - i) *all stock transfers between a licensee and the association shall be verified and recorded.*
 - ii) *inventory records for all supplies shall be kept.*
 - c) *Bingo expenses:*
 - i) *all bingo expenses shall be recorded.*
 - ii) *all expenses shall be paid for by cheque.*
 - d) *All original control forms are the licensee's property (includes cash register tapes).*
 - i. *Forms shall be kept by the association at the bingo hall; and may be returned to the licensee once the association's yearly audit is completed.*
 - ii. *The licensee shall keep copies for their Financial Reports.*

- iii. When bingo events are video/audio recorded, tapes from each event shall be kept for at least fourteen (14) days after the event.

5.3 The Regulatory Services Division forwards the following financial reports as they become due. Groups have 60 days from the mail out date to complete and return the reports, cheque lists and bingo event summary (if required).

- a) Final (12 month) reports are mailed after the end date of the group's licence.
- b) If the group has a two year licence, they are mailed two final financial reports, one at the end of the first year, and another at the end of the second year.
- c) Supplementary Financial Reports are only necessary if the group stops running bingo at the facility, and they have funds left in their bingo account. These are mailed out every twelve months after the Final Report, until all proceeds are spent. If the group has a current licence, their ending bank balance (proceeds remaining) from the previous licence becomes part of the new financial report.

5.4 **All bingo association records shall be kept at the facility for two years after the licence expires.** Non-association bingo records shall be kept by the licensee for two years after the licence expires. Inspectors shall be allowed to examine and make copies of all bingo records. Inspectors may remove these for further review. The licensee may request copies in order to carry on its normal affairs.

5.5 **Audited financial statements and management letter/reportable audit findings letter of the Bingo Association must be submitted annually, within 120 days of the fiscal year end. It must be prepared by an independent Chartered Professional Accountant (CPA) in good standing.**

5.6 If a group has more than one gaming licence, they must open a Consolidated Gaming Account. For information, contact the Financial Review Section at 780-447-8600.

6. STAFFING

6.1 Volunteer members of the licensee shall not be paid. This includes, but is not limited to:

- a) Payment for working gaming events;
- b) Providing services to the bingo licensee or association;
- c) receiving money, goods, or services for personal use, from individuals that provide premises, services, equipment, or supplies to events sponsored by that volunteer's group.

6.2 **No member of the association's executive and/or board of directors shall have a financial interest in a company or be employed by a company that provides:**

- a) **the hall;**
- b) **services;**
- c) **equipment; or**
- d) **supplies.**

6.3 **Hired staff shall not be a voting member on the association's executive and/or board of directors.**

6.4 All volunteer and hired staff shall sign an attendance form before starting work.

6.5 **Bingo Association volunteer and hired staff shall not play bingo or purchase or redeem pull-tickets at any event they work.** Non-Association paid bingo workers may not play bingo at any time during the event they are working. Non-association volunteer workers may play bingo only after all duties related to that event are finalized.

6.6 With the exception of sellers/checkers in 6.9 d), volunteer and hired staff shall work one position at a time. Before working a second position, the accounting procedures for the first position shall be completed and verified.

6.7 Only the following positions may be paid for their services at a bingo event:

- a) Caller (1);
- b) Cashier (up to 2);
- c) **Association Representative (up to 2);**
- d) **Satellite Game Controller (1), and**

Members of the licensed group cannot be paid to work these positions.

6.8 **All hired bingo staff in an association facility must have a valid current registration.**

6.9 **The Bingo Association must submit job descriptions for the following positions. Once approved, both volunteer and hired staff must perform the duties as described for the job they are performing.** Non-Association Licensees are not required to submit job descriptions and may use A-F below as a guide.

- a) **Bingo Chairperson.** Volunteer position responsible for the bingo operation. This includes: supervising all staff; assigning duties to volunteer staff; secure handling of cash; and complying with financial/inventory controls, notifies the Regulatory Services Division of any cheating, or other problem (refer to 1.7).
- b) **Paymaster** is a volunteer position that supervises the awarding of prizes.
- c) **Bonanza Controller** is a volunteer position that supervises card sales for games with separate sales (bonanzas). Calculates prize payouts.
- d) **Seller/Checker** is a volunteer position that sells cards to players. Accounts for cash from sales; exchanges regular hard cards; and verifies winning cards. Providing proper inventory and financial controls are in place, and with specific AGLC approval, may sell up to two kinds of bingo cards at one time.
- e) **Cashier/Cash Register Operator** may be a volunteer or paid position. Answers to Bingo Chairperson. Duties shall be identified in the association's job description. A maximum of two (2) persons per event may be paid for these duties.
- f) **Caller** may be a volunteer or paid position. Answers to Bingo Chairperson. Conducts approved bingo program. Only one person per event may be paid for this position.
- g) **Satellite Game Controller may be a volunteer or paid position reporting to the bingo chairperson. Supervises and controls the satellite game card sales. Reports sales to the Network Studio and completes required financial control forms. Only one person per event may be paid for this position.**

h) **Association Representative may be a volunteer or paid position. It has both operational and administrative duties, which may be performed by one person, or divided into two positions. In either case, no more than two individuals shall be paid per event to perform these duties. Specific job description(s) shall be prepared and submitted to the Regulatory Services Division for approval.**

i) **Operational. Answers to Bingo Chairperson. Event duties including bingo card licensee float transfers, assist in completing control forms, training volunteers.**

ii) **Administrative. Answers to Association Executive. Association duties directed by the executive including scheduling of dates, paid staff, inventory of bingo supplies, financial record keeping, vendor payments, bingo program recommendations.**

7. CONTACTING AGLC

7.1 Written communication may be addressed to either of the following:

Regulatory Services
50 Corriveau Avenue
St. Albert, Alberta
T8N 3T5

Fax: 780-447-8912

Regulatory Services
310, 6715 - 8 Street N.E.
Calgary, Alberta
T2E 7H7

Fax: 403-292-7302

Regulatory Services
6910 - 50 Avenue
Stettler, Alberta
TOC 2L0

Fax: 403-740-7051

7.2 The following is a list of Regulatory Services Division Office telephone numbers. Telephones will be answered by machine when staff are not available and outside normal office hours.

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

Gaming Irregularities Only: 1-800-742-7818