

What is the Alberta Gaming, Liquor and Cannabis' (AGLC) policy on asking for identification?

- AGLC policy states: "Licensee staff **are required to ask** for proof of age whenever a person who appears to be under 25 years of age attempts to buy liquor, cannabis or to enter a licensed premises where minors are prohibited.

Did you know...

- Anyone appearing under the age of 25 should produce identification upon each entry.
- Supervisory staff must ensure adequate steps are in place to identify minors.
- All employees are responsible.
- All entry points must be monitored at all times.

How do you judge if someone is under 25?

- The point is if you're not sure... ASK! It is the only way to ensure you are meeting the policy.

What happens if you don't ask for ID and/or sell liquor or cannabis to a minor?

Staff:

- Failure to request proof of age from a person who appears to be under 25 could result in the suspension or cancellation of industry required Smart Training & SellSafe certifications, warnings, fines or suspension of the liquor licence.

Licensee:

- The penalty a licensee may face for serving liquor to a minor or allowing a minor to purchase liquor or cannabis can range from a \$5,000 fine or a ten-day suspension, up to possible cancellation of the licence.

Acceptable forms of ID include:

Valid primary identification must:

- have a photo;
- have a name;
- be government issued;
- include date of birth;
- not be expired;
- have a unique identifier number; and
- be an original (not a copy).

If you have any doubts, ask for a second piece of ID.

Suggested questions to confirm the authenticity of the ID

- When is your birthday?
- How do you spell your middle name?
- What is your postal code?
- What color are your eyes?

Asking for a signature will also help confirm the ID's authenticity. Make sure to note the slope of writing that the customer uses when signing.

Examining the photo ID

- Hold the ID, look and feel for any imperfections or signs of tampering, if needed request the customer to remove it from their wallet.
- Has the plastic laminate been tampered with (e.g., are there bubbles or is it peeling)?
- Has the lettering been altered (the typeface doesn't match or pieces of paper are placed over the original numbers)?
- Photo doesn't match the appearance of the customer.

How to say "NO"

- Decline sale or service.
- Be professional and courteous.
- Indicate to the consumer that the AGLC prohibits sale or service to minors.
- Refer to signage.
- Ask the consumer to leave.
- Request assistance from the supervisor, if necessary.

How to handle an abusive customer

- Stay calm.
- Be professional and courteous.
- Refer the customer to the supervisor or manager.
- Notify management and the authorities if necessary.
- Attempt to note descriptive details.

Licensees are responsible

- AGLC recommends licensees provide staff training and develop house policies and procedures to assist their staff in these situations.

All policies, guidelines and disciplinary actions are posted on AGLC website at www.aglc.ca.