

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

- AGLC policy states: "... staff are required to obtain valid identification and verify proof of age whenever a person who appears to be under 25 years of age attempts to buy liquor or to enter a licensed premises where minors are prohibited."
- "Under 25" - Anyone who **appears** to be less than 25 years of age.

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?

It is a judgment call based on your experience with young people. 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 to a minor?

The penalty a licensee faces for not asking for ID can range from a \$750 fine or a three-day suspension, to possible cancellation of the licence.

The penalty a licensee may face for serving liquor to a minor or allowing a minor to purchase liquor can range from a \$2,000 fine or an eight-day suspension, to possible cancellation of their licence.

The AGLC Board can issue penalties ranging from a warning to a \$200,000 fine, or a suspension/cancellation of the licence. A licensee may choose to challenge the penalty at a Board hearing.

Valid primary identification must:

- have a photo;
- have a name;
- have a signature;
- 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.

Valid secondary identification must:

- have a name;
- be government issued;
- have a unique identifier number; and
- include date of birth.

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

- Does the identification appear to be tampered with in any way?
- Has the lettering been altered (the typeface doesn't match or pieces of paper are placed over the original numbers)?
- Does the photo 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 requires staff to request identification from anyone who appears to be under 25.
- 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.

All disciplinary actions are posted on the AGLC website at aglc.ca