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