

# **LICENSEE HANDBOOK**



# LICENSEE HANDBOOK

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## SECTION: 1. GENERAL INFORMATION

### 1.1 INTRODUCTION

- 1.1.1 The operation of licensed premises is governed by the *Gaming and Liquor Act*, the Gaming and Liquor Regulation, and AGLC policies and procedures enabled by this legislation.
- 1.1.2 One copy of the Licensee Handbook is provided to each new licensee. When licensed premises are sold, the handbook should be left on the premises for the new licensee.
- 1.1.3 The purpose of the handbook is to provide information that will help the licensee meet AGLC requirements for operating licensed premises. The handbook does not replace the *Gaming and Liquor Act* or the Gaming and Liquor Regulation, however, Board policies are a condition of the licence pursuant to Section 61 of the Act.
- 1.1.4 Where a licence applicant, licensee or manager involved in the daily operation of a licensed premises does not have a working knowledge of English sufficient to understand the legislation and policies, the Regulatory Division will request an interpreter be provided:
- a) when discussing details of the licence application; and
  - b) when Inspectors visit the premises to review the licensee's responsibilities.
- 1.1.5 The handbook is organized into sections to make it easy to update from time to time. The licensee is responsible to keep this manual updated when new pages are received.
- 1.1.6 Sample forms on matters that may be initiated by a licensee are included in Section 13.
- 1.1.7 A copy of the handbook is available on the AGLC web site at [www.aglc.gov.ab.ca](http://www.aglc.gov.ab.ca).

### 1.2 LICENCE CLASSIFICATIONS

The Board may issue the following classes of licences:



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1.2.1 Class A for the sale and consumption of liquor in premises that are open to the public.

1.2.2 Class B for the sale and consumption of liquor in premises that are open to individuals who have paid an entrance or user fee, who have purchased a ticket that authorizes using the facility or on some other basis acceptable to the Board.

1.2.3 Class C for the sale and consumption of liquor in premises that are not open to the public and the use of which is restricted to members and their guests, residents and their guests, or on some other basis acceptable to the Board.

1.2.4 Class D for the sale of liquor for consumption off the licensed premises.

NOTE: Retail liquor stores and general merchandise liquor stores are not included in this handbook (see Retail Liquor Stores Operating Guidelines and General Merchandise Liquor Stores Operating Guidelines).

1.2.5 Class E for the manufacture of liquor in Alberta.

**1.3 CONTACTING THE AGLC**

1.3.1 The AGLC is responsible for licensing, regulating and monitoring of licensed premises.

1.3.2 Written communication may be addressed to the respective office of the AGLC:

Alberta Gaming and Liquor Commission  
50 Corriveau Avenue  
St. Albert, Alberta T8N 3T5  
Fax Number: (780) 447-8911  
(780) 447-8912

Alberta Gaming and Liquor Commission  
110 Deerfoot Atrium  
6715 - 8 Street NE  
Calgary, Alberta T2E 7H7  
Fax Number: (403) 292-7302

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Alberta Gaming and Liquor Commission  
J5 Business Centre  
13, 7895 - 49 Avenue  
Red Deer, Alberta  
T4P 2B4  
Fax Number: (403) 314-2660

Alberta Gaming and Liquor Commission  
3103 - 12 Avenue North  
Lethbridge, Alberta  
T1H 5P7  
Fax Number: (403) 331-6506

Alberta Gaming and Liquor Commission  
10020 – 124th Avenue  
Grande Prairie, Alberta  
T8V 5L7  
Fax Number: (780) 832-3006

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

St. Albert (Head Office): (780) 447-8600

Calgary: (403) 292-7300

Red Deer: (403) 314-2656

Lethbridge: (403) 331-6500

Grande Prairie: (780) 832-3000

- 1.3.4 The web site address of the AGLC is [www.aglc.gov.ab.ca](http://www.aglc.gov.ab.ca).

- 1.3.5 Licensees and staff are asked to contact the respective AGLC office with information about illegal liquor or tobacco which includes:

a) smuggled American liquor or tobacco;

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- b) stolen liquor or tobacco;
- c) homemade liquor, such as moonshine, wine or beer when sold or offered for sale; and
- d) tobacco not marked for sale in Alberta.

**1.4 TRAINING**

- 1.4.1 A licensee will ensure that an up-to-date Licensee Handbook is kept and updated as required in the licensed premises and that all staff members understand their responsibilities.
- 1.4.2 Inspectors are available to provide staff training sessions with emphasis on newly licensed premises and premises which are having problems
- 1.4.3 Included in Inspectors training sessions is a training syllabus titled "Liquor Laws and You." This booklet gives suggestions on how to approach liquor service issues. A copy of the booklet is provided, along with this handbook, to all new licensees.
- 1.4.4 A licensee may ask an Inspector to assist with staff training.
- 1.4.5 Visits by Inspectors are opportunities to ask questions about the law or policies that affect the operation of the premises.

**1.5 ALBERTA SERVER INTERVENTION PROGRAM (ASIP)**

- 1.5.1 The AGLC endorses and supports the Alberta Server Intervention Program (ASIP). ASIP is a provincially recognized program; equivalency is not granted for programs offered in other provinces.
- 1.5.2 Registration requirements are as follows:
  - a) individuals who own, manage or work in a position responsible either directly or indirectly for the sale or service of liquor at licensed premises or venues must successfully complete ASIP training as per Section 1.5.3 a);

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- b) registered representatives, including liquor merchandisers employed in full or part-time positions whose duties include the sampling or tasting of liquor products, must successfully complete ASIP training as per Section 1.5.3 b);
- c) individuals involved in the sale or service of liquor while working at public events where liquor is provided under the authority of a Special Event Licence – Public Resale, are required to successfully complete ASIP training as per Section 1.5.3 c);
- d) individuals involved in the sale or service of liquor at private events where liquor is provided under the authority of a Private Special Event Licence are not required to complete ASIP training; and
- e) individuals involved in the sale or service of liquor at functions where liquor is provided under the authority of a Class C Institution (residential) Licence are not required to complete ASIP training.

**1.5.3 ASIP training will be phased in as follows:**

- a) Class A, B, C, D, E and Duty Free licences (except as specified in Section 1.5.2 e) above):
  - i) one individual per licensed premises must successfully complete the program and be registered by June 30, 2006;
  - ii) each licensed premises must have a minimum of one ASIP-trained individual on duty at any given time during operating hours by January 1, 2007; and
  - iii) all individuals involved in the sale or service of liquor must have successfully completed ASIP training by January 1, 2010.
- b) Registered representatives, including liquor merchandisers, must successfully complete ASIP training by June 30, 2006.

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- c) Special Event Licence – Public Resale:
  - i) each licensed premises must have a minimum of one ASIP-trained individual on duty at any given time during operating hours by January 1, 2007; and
  - ii) all individuals involved in the sale or service of liquor must have successfully completed ASIP training by January 1, 2010.
- d) Effective February 1, 2006 all individuals involved in the sale and service of liquor at Class C licensed premises or under a Special Event Licence – Public Resale for a community event are exempt from paying a fee for the online ASIP training. Online training for ASIP and the exemption procedures for this policy are available at [www.asip.ca](http://www.asip.ca). Questions may be directed to the ASIP at 1-877-436-6336.
- e) Effective January 1, 2010 everyone working in licensed premises, either full or part time, with the exception of kitchen staff and bus persons, will have 30 days from their employment start date to successfully complete ASIP training.

1.5.4 ASIP Registration requirements are as follows:

- a) ASIP registration is valid for a period of five (5) years from the date of issue;
- b) Individuals who have successfully completed “It’s Good Business” (IGB) or “Techniques of Alcohol Management” (TAM) since September 2000 will be grandfathered for five (5) years from the date of successfully completing IGB or TAM;
- c) Sixty (60) days prior to expiry of the original registration, individuals will be required to successfully complete the course; and

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- d) The mechanism chosen to complete the re-registration requirement is at the discretion of the individual.

1.5.5 Individuals are required to provide proof of ASIP registration and produce identification cards as follows:

- a) proof of having successfully completed ASIP training must be in a person's possession at the place of employment;
- b) ASIP identification cards must be presented upon request for review by AGLC Inspectors;
- c) failure to provide the ASIP card may result in disciplinary action;
- d) on the dates identified in Section 1.5.3, licensees, including Special Event Licensees – Public Resale, must ensure each person involved in the sale or service of liquor is duly registered prior to assuming their duties; and
- e) valid ASIP identification cards will be recognized in all classes of licensed premises.

1.5.6 A central repository for the storage and retrieval of all ASIP data will be maintained as follows:

- a) the Examination Centre will receive and score all ASIP hard copy exams;
- b) minimum passing mark is 80%;
- c) individuals who fail the examination can re-write in accordance with ASIP written policy; and
- d) individuals who complete their training on-line will instantly receive confirmation (pass or fail). The results will be electronically transferred to the Examination Centre for issue of the appropriate certificate and identification card.

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1.5.7 The “Train the Trainer” program will be made available to anyone who applies to AGLC to be a facilitator. All individuals who successfully complete the “Train the Trainer” program will be approved facilitators.

1.5.8 Detailed information on ASIP may be obtained by contacting the AGLC at:

Alberta Server Intervention Program  
Alberta Gaming and Liquor Commission  
50 Corriveau Avenue  
St, Albert, Alberta  
T8N 3T5

Toll Free: 1-877-436-6336  
Telephone: (780) 436-6335  
Fax: (780) 447-7550  
Website: [www.asip.ca](http://www.asip.ca)  
e-mail: [info@asip.ca](mailto:info@asip.ca)

1.5.9 Program Fees are as follows:

PROGRAM		FEE	GST	TOTAL
Self-Directed: online	Website Instruction and Exam	\$25.00	\$1.75	\$26.75
Self-Directed: Manual (paper-based with video)	Participant Manual Video (DVD or VHS) Exam	\$50.00	\$3.50	\$53.50
Facilitated Seminar	Participant Manual Exam (Supplied by Trainer)	\$50.00	\$3.50	\$53.50

Effective February 1, 2006 a fee exemption for online ASIP training applies to all Class C licensed premises and Special Event Licence – Public Resale for a community event. Online training for ASIP and the exemption procedures for this policy are available at [www.asip.ca](http://www.asip.ca).

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1.5.10 Trainer fees are as follows:

PRODUCT/PROGRAM		FEE	GST	TOTAL
Training Kit	Power Point with video-clips on CD Facilitator Guide Participant Manual	\$149.95	\$10.50	\$160.45
Train-The-Trainer Workshop	Trainers must also purchase the training Kit plus participant manuals	\$185.00	\$12.95	\$197.95
Participant Manuals	Participant Manual Exam	\$19.95 (1 – 19)	\$1.40	\$21.35
		\$17.95 (20 or more)	\$1.26	\$19.21

**1.6 LEGISLATION**

1.6.1 Copies of the *Gaming and Liquor Act* and Gaming and Liquor Regulation may be purchased through the Queen's Printer for Alberta from:

Alberta Public Affairs Bureau Publication Services Main Floor, Park Plaza 10611 – 98 Avenue Edmonton, Alberta T5K 2P7  Telephone: (780) 427-4952 Fax Number: (780) 452-0668	Alberta Public Affairs Bureau Publication Services John J. Bowlen Building 602, 620 – 7 Avenue S.W. Calgary, Alberta T2P 0Y8  Telephone: (403) 297-6251 Fax Number: (403) 297-8450
The Internet address for the Queen's Printer is <a href="http://www.qp.gov.ab.ca">www.qp.gov.ab.ca</a> .	

**1.7 SERVER LIABILITY**

1.7.1 Licensees should be aware that a potential liability situation exists with the service of liquor. Court awards have increased considerably in the past ten years.

1.7.2 A licensee and staff should:



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- a) ensure service practices help detect an intoxicated person(s);
- b) refuse liquor service to intoxicated patrons;
- c) prohibit activities that may cause personal injury;
- d) ensure premises are safe, considering that patrons are consuming an intoxicating substance and may be more likely to have accidents (for example, a low railing on a high staircase might be considered unsafe);
- e) try to ensure patrons proceed safely home, if patron intoxication occurs (for example, intoxicated person(s) should not be exposed to harsh winter conditions for prolonged periods);
- f) management should implement a responsible alcohol use program to reduce impaired driving (for example: the previous Designated Driver Program offered an opportunity for groups to identify one person who would agree to not drink alcoholic beverages; in turn, this person would be responsible for driving the group safely home);
- g) ensure the occupant load is not exceeded; and
- h) reduce risk of patron assault.

1.7.3 The AGLC is committed to social responsibility relative to the service and consumption of alcohol products. The operation of licensed premises should reflect this attitude.

**1.8 REGULATORY AGENCIES**

1.8.1 Licensees must operate their licensed premises according to municipal, provincial and federal laws. The AGLC will provide municipal, provincial and federal regulatory agencies with a copy of a licensee's "Disciplinary Action" record upon request.

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**1.9 PROHIBITED RELATIONSHIPS**

- 1.9.1 Licensees are prohibited by law from asking for or receiving things of value from a manufacturer as an inducement to stock a supplier's or agency's product, provide improved shelf positioning to a manufacturer's brand of liquor or for any other consideration.
- 1.9.2 Prohibited inducements or benefits include but are not limited to money, free liquor, lavish gifts, trips to conventions, services (including painting and decorating), furnishings, refrigeration equipment or fixtures, or other essential equipment ( Section 10, Product Promotions B.5, 6, and Division 4 of the *Gaming and Liquor Regulation*).
- 1.9.3 Licensees may promote specific brands of liquor within the premises by displaying brand posters or banners, giving away small value items with brand logos, holding contests, etc. Liquor suppliers, liquor agencies or their registered representatives usually provide such materials. Items provided must be directed to patrons.
- 1.9.4 Any promotional materials or activities must be acceptable under the AGLC policy guidelines and be recorded on a Buy-Sell Agreement (Section 10, Product Promotions).
- 1.9.5 Any promotion that includes awarding or giving of any property, service or activity that is not permitted in licensed premises is prohibited. This includes the awarding or giving of any discount on the price of any property, service or activity.

**1.10 RECORDS**

- 1.10.1 All liquor licensees shall maintain invoices and receipts to account for the lawful purchase of all liquor which is on the licensed premises.

## SECTION: 2. APPLICATIONS

### 2.1 NEW APPLICATIONS

- 2.1.1 Individuals interested in learning how to apply for a liquor licence should first contact the Regulatory Division.
- 2.1.2 An applicant who has been refused a licence may request a Board Hearing to review the decision not to grant a licence, by making written application within 30 days of receiving notice of the refusal.
- 2.1.3 Licensees should consult this handbook and then contact the Regulatory Division when:
- a) seeking a new licence or new class of licence;
  - b) wanting a change in licence class;
  - c) wanting an endorsement to an existing licence e.g., a patio or banquet room endorsement); or
  - d) planning to undergo renovations.

### 2.2 LICENCE ISSUE

- 2.2.1 The application for a licence upon expiry is normally approved by the Regulatory Division if there are no objections pursuant to Section 4 of the Gaming and Liquor Regulation or issues such as an unacceptable operating record.
- 2.2.2 If the Regulatory Division does not support an application for a licence due to operational problems, operational style changes or major structural changes, the application will be referred to the Board.
- 2.2.3 Notices to apply for a licence shall be provided by the Regulatory Division before the licence expires (see Section 13, Sample Forms, Liquor Licence Application).
- 2.2.4 The application for a licence, along with the appropriate annual fee, must be received by the Regulatory Division before the licence will be issued.

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2.2.5 If a licence expires, the licensee shall stop serving liquor until a licence is issued.

**2.3 SALE/PURCHASE OR CHANGE OF STATUS OF LICENSED PREMISES**

2.3.1 A liquor licence is cancelled when a licensee sells, assigns or transfers the licence.

2.3.2 Liquor licences may be cancelled when there is a sale, assignment or transfer of the business, or a portion of the business, which results in a change in control of the business.

2.3.3 A proposed sale, assignment or transfer of a portion of a business

- a) that is a sole proprietorship, a partnership or a corporation, that is not a distributing corporation, as defined in the *Business Corporations Act*, and
- b) under which the activities authorized by a liquor licence are carried out,

must be reported to the AGLC and approved by the Board prior to the effective date of the sale, assignment or transfer. The Board may approve the sale, assignment or transfer of a portion of the business and may impose conditions on the licence.

2.3.4 A sale, assignment or transfer of 5% or more of a business:

- a) that is a distributing corporation as defined in the *Business Corporations Act*, and
- b) under which the activities authorized by a liquor licence are carried out;

must be reported to the AGLC by the licensee within ten (10) business days after the effective date of the sale, assignment or transfer and must be approved by the Board.

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2.3.5 The Board may, in respect of a sale, assignment or transfer requiring its approval,

- a) approve it without conditions;
- b) approve it subject to conditions;
- c) approve it subject to the variation or rescission of existing conditions; or
- d) refuse to approve it.

2.3.6 Where the Board refuses to approve a sale, assignment or transfer under Subsection 2.3.5 d), after the effective date of the sale, assignment or transfer, the Board may treat the licensee as ineligible to hold a licence and apply sanctions as outlined in Section 92 of the *Gaming and Liquor Act*.

2.3.7 An application fee and a licence fee will not be charged when:

- a) individual owners incorporate and a controlling interest in the business continues to be held by the original individual owners;
- b) the transfer or assignment of shares does not result in a transfer of control of the business;
- c) the sale does not result in a transfer of control; or
- d) only the name of the company or premises changes.

2.3.8 The documents to be submitted by the prospective licensee are listed on the Sale or Lease of Premises form (Form LIC/5056).

2.3.9 The seller may apply for a licence fee refund when:

- a) the premises have been sold and:
  - i) relicensed under a new licence number; or
  - ii) not relicensed; and

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b) the licence certificate has been returned.

2.3.10 Refunds will not be paid when:

- a) premises are destroyed by fire;
- b) premises are closed or licences surrendered;
- c) licences are cancelled by the Board;
- d) a change of licence class occurs; or
- e) the licence is seasonal.

2.3.11 The refund will be based on the original licence fee, less:

- a) the prorated portion during which the licence was in effect, and
- b) a \$100 administration charge.

2.3.12 When a licensed premises has been significantly destroyed by a fire or other natural phenomena, the licence will be cancelled by the Board. However, the licensee has the ability to obtain a new licence if the premises is restored to an acceptable condition and the licensee continues to qualify to hold a liquor licence.

2.3.13 Existing licences may remain in effect if the licensee is placed in receivership or bankruptcy, provided the ownership of the premises does not change hands. Change of ownership in these circumstances requires that written approval be obtained from the Regulatory Division to operate under the existing licence for a three (3) month period or until the licence expires, whichever comes first. The receiver/operator must then apply for their own licence.

2.3.14 Licensees selling or closing their operation permanently may sell remaining liquor stocks to another licensee with the prior approval of the Regulatory Division.

**SECTION: 2. APPLICATIONS**

2.3.15 The purchaser of existing liquor stock is responsible to ensure the quality of the product is acceptable and legal (i.e., product is not adulterated, contaminated or illegal).

2.3.16 The Board may refuse to grant a licence to the new owners when an outstanding incident report or disciplinary action is in progress against the existing licensee.

2.3.17 A licensee or manager approved by the AGLC, must notify the AGLC immediately if charged with, or convicted of, an offence under:

- a) the *Criminal Code* (Canada);
- b) the *Excise Act* (Canada);
- c) the *Controlled Drugs and Substances Act* (Canada);
- d) a foreign Act or Regulation that is substantially similar to an offence referred to in a), b) or c) listed above;
- e) the *Gaming and Liquor Act* (Alberta); or
- f) the *Gaming and Liquor Regulation* (Alberta).

2.3.18 If a licensee has at any time been charged or convicted, as described in Subsection 2.3.17, the Board may take disciplinary action including, but not limited to, suspension or cancellation of the liquor licence.

2.3.19 If a licensee 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 liquor licence.

**SECTION: 2. APPLICATIONS**

**2.4 LICENCE FEES**

2.4.1 A one-time, non-refundable licence application fee of \$200 is required except if:

- a) there is no application fee for a licence following the expiry of the existing licence;
- b) the Board has waived the application fee for a Class C senior citizens' residence; and
- c) only a single fee of \$200 is applicable when an application is made for more than one licence in the same premises at the same time.

2.4.2 Annual licence fees are due at the time of licence issue according to the following schedule:

- a) Class A, B, C (except for a senior citizens residence) \$200
- b) Class C for a senior citizens residence \$25
- c) Class D
  - i) Class A Off Sales \$100
  - ii) Class E Off Sales \$100
  - iii) Retail Liquor Store \$700
  - iv) General Merchandise Liquor Store \$300
  - v) Delivery Service \$200
  - vi) Commercial Caterer \$200
- d) Class E
  - i) new licence \$2,000 except brew-pub which is \$500; and
  - ii) second year and subsequent annual fees are based on total annual purchases by the AGLC in the preceding year.



**SECTION: 3. CLASS A LICENCES**

**3.1 CLASS A MINORS ALLOWED**

3.1.1 A Class A licence may be issued for the sale and consumption of liquor in premises that are open to the public and where food is the primary source of business. These premises are commonly referred to, but are not limited to: dining lounges, restaurants, cafeterias and coffee shops.

3.1.2 The premises for a Class A Minors Allowed licence must be in a permanent facility and meet the following requirements:

a) Physical Layout

- i) A kitchen area that normally adjoins the dining area and is directly accessible by dining area table staff.
- ii) Tables and chairs for the patrons that convey a food/restaurant style operation.
- iii) Public washrooms with separate facilities for male and female patrons and, wherever possible, located within the licensed premises or next to it.

b) Kitchen Equipment

- i) A kitchen equipped to meet the quality and quantity requirements of food service for the number of dining seats (see Subsection 6.3, Food Services).
- ii) A commercial kitchen, approved by the AGLC. The kitchen area must normally consist of commercial equipment such as a range, deep fryer, convection oven, refrigerator, dishwashing capability, food storage area and food preparation area. Other equipment may be considered for smaller operations where the occupant load is 100 or fewer persons. Equipment and the kitchen area must also meet the requirements of the local Health Authority.

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c) Food Service

- i) A menu including food items normally associated with a dining operation must be submitted to, and approved by, the AGLC
- ii) Examples of satisfactory food items include any combination of: meat, poultry or fish; rice, potatoes or pasta; vegetables; ethnic food, pizza or full buffet. Items not considered satisfactory food items include: potato chips, peanuts, pretzels, and popcorn.
- iii) The approved menu must be available to patrons during all hours that liquor service is available.

d) Liquor Service

A suitably equipped liquor service bar is required. When the applicant or licensee is applying for a Class A Minors Prohibited licence in an adjacent area, the liquor service bar in the minors prohibited premises may be used to service premises where minors are allowed. The liquor service area should normally include the following:

- i) refrigeration;
- ii) storage for backup stock and empty containers;
- iii) beverage preparation area; and
- iv) accurate measuring device(s) if spirits are to be sold.

e) Staffing

Staff must be available to prepare food selections, serve liquor and supervise patrons during all hours that liquor service is available. Minors are not permitted to manage the premises or to convey and serve liquor.

**SECTION: 3. CLASS A LICENCES**

f) Style of Operation

- i) In operations where minors are allowed, the premises will convey the appearance and be operated in the style of a dining area, for example:
  - tables are set for dining (e.g., table cloths, cutlery and napkins);
  - food menus are provided to patrons;
  - waitress/waiter and/or hostess services are provided;
  - the operation emphasizes food service rather than liquor service; and
  - food service conditions must meet the requirements of the food service policy throughout all hours of operation (see Subsection 3.1.2 clause c), Food Service).
- ii) Activities such as dancing, stage performances, and games are acceptable if they comply with Subsection 7.9 Entertainment, Games and Patron Dancing.
- iii) Nude entertainment may be approved by the AGLC in a Class A licensed premise, provided that it complies with Subsection 7.8, Nude Entertainment guidelines. The Licensee must prohibit minors from being in attendance.
- iv) A licensee may apply to alter the style of operation during evening hours (normally after 9:00 p.m., Monday to Sunday) from a premises where minors are allowed to a minors prohibited operation; however, if this is approved no minors may be allowed on the premise and food service approved by the AGLC must be available.

**SECTION: 3. CLASS A LICENCES**

- 3.1.3 Liquor sold or provided under a Class A licence must not be removed from the licensed premises except;
- a) liquor purchased for off premises consumption under a Class D licence;
  - b) a partially consumed bottle(s) of wine that is sealed with a cork (inserted flush with the top of the bottle) by licensee staff and placed in a bag; or
  - c) under a caterer's extension.
- 3.1.4 The maximum occupant load shall not be exceeded. The occupant load under a Class A licence will normally be established according to the Fire Code, and include patrons, all staff and entertainers (see Subsection 7.2, Occupant Load).
- 3.1.5 A Class A licensee may request:
- a) a Caterer's Extension to provide food and liquor to events away from the licensed premises (see Subsection 6.4, Caterer's Extension);
  - b) an extension to include banquet and other rooms located within the same complex (see Subsection 3.3.3, Banquet Rooms); or
  - c) an extension to an adjoining patio area (see Subsection 7.3, Patio Extensions).

**SECTION: 3. CLASS A LICENCES**

**3.2 CLASS A MINORS PROHIBITED**

3.2.1 A Class A Minors Prohibited licence may be issued for the sale and consumption of liquor in premises that are open to the public and where liquor is the primary source of business. These premises are commonly referred to, but are not limited to: taverns, lounges, nightclubs, sports bars, adult entertainment premises, premises with VLTs, and VLT Gaming Entertainment Rooms.

3.2.2 The premises for a Class A Minors Prohibited licence must be in a permanent facility and meet the following requirements:

a) Kitchen Equipment

i) A commercial kitchen area must be developed within the premises and be approved by the AGLC. A commercial kitchen area will normally consist of commercial equipment such as a convection oven, pizza oven, refrigerator, storage area and food preparation area to ensure food service is available for patrons.

ii) Alternate kitchen equipment requirements may be considered for operations where the occupant load is 400 or less persons, or where existing licensed premises with a shared kitchen are being subdivided for operation by separate licensees. Food service satisfactory to the Board remains a requirement. A common kitchen will be considered when a licensee has two or more licensed premises adjacent to each other and within the same complex (for hotel requirements see Subsection 3.2.2 clause b) Subclause i)).

b) Physical Layout

i) Washrooms will be provided with separate facilities for male and female patrons and, wherever possible, will be located within the licensed premises or adjacent to it.

**SECTION: 3. CLASS A LICENCES**

ii) A Class A Minors Prohibited premises will normally be enclosed with full height solid walls and in a manner to control patron flow and the access by minors. The licensed room may only be accessible by patrons from an unlicensed area.

c) Liquor Service

Each Class A Minors Prohibited premises must have a staffed and suitably equipped liquor service bar. When the applicant or licensee is applying for additional licences in an adjacent area, the liquor service bar may be used to service other licensed premises, except for other licensed premises where minors are prohibited. The liquor service area should normally include the following:

- i) refrigeration;
- ii) storage for backup stock and empty containers;
- iii) beverage preparation area; and
- iv) accurate measuring device(s) if spirits are to be sold.

d) Food Service

- i) A menu must be submitted to, and approved by, the AGLC (see Subsection 6.3, Food Services).
- ii) Examples of satisfactory food items include: hot dogs, pizza, hamburgers, chicken wings, sandwiches, submarines, etc.
- iii) Food service is not required later than 11:00 p.m.

e) Staffing

- i) Staff serving, taking food orders or conducting other staffing duties in a Class A Minors

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Prohibited room must be at least 18 years of age, unless otherwise approved by the AGLC.

- ii) Staff must be available for food and liquor service and patron supervision duties. The premises must be staffed and supervised during all hours that liquor service is available.

3.2.3 The maximum occupant load shall not be exceeded. The occupant load under a Class A licence will normally be established according to the Fire Code and include patrons, all staff and entertainers (see Subsection 7.2, Occupant Load).

3.2.4 All Class A Minors Prohibited licensees shall not admit minors to the premises except as specifically outlined in the Gaming and Liquor Regulation or authorized by the AGLC (see Subsection 6.1, Minors).

3.2.5 Liquor sold or provided under a Class A licence must not be removed from the licensed premises except;

- a) liquor purchased for off-premises consumption under a Class D licence;
- b) a partially consumed bottle(s) of wine that is sealed with a cork (inserted flush with the top of the bottle) by licensee staff and placed in a bag; or
- c) under a caterer's extension.

3.2.6 Games must follow Board policy (see Subsection 7.9 Entertainment, Games and Patron Dancing).

3.2.7 A licensee may request authority to allow minors on the premises for family dining during specific hours or on special occasions (e.g., Mothers Day, Easter Sunday, etc.).

3.2.8 A licensee may request authority for a single occasion or a licence endorsement to allow unauthorized persons on the premises during prohibited hours for the service of food. The authority will not be provided earlier than 6:00 a.m. or later

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**SECTION: 3. CLASS A LICENCES**

than 10:00 a.m. The licensee must ensure no minors are in the licensed premises after 10:00 a.m.

3.2.9 A licensee may request authority to suspend the liquor licence to allow minors on the premises for an unlicensed event. The authority will only be granted for a function in which the entertainment ends no later than 12:00 a.m. (midnight) with the room being vacated by all unauthorized persons by 12:30 a.m. Approval will be provided only where there are no objections from police, fire, municipal, health or related authorities. Where the licensed premises also provide video lottery terminals, authority will not be granted for a function allowing minors to attend.

3.2.10 A condition is placed on all Class A Minors Prohibited licences requiring the premises to close on Christmas Day.

3.2.11 A Class A licensee may request:

- a) a Caterer's Extension to provide food and liquor to events away from the licensed premises (see Subsection 6.4, Caterer's Extension);
- b) an extension to include banquet and other rooms located within the same complex (see Subsection 3.3.3, Banquet Rooms); or
- c) an extension to an adjoining patio area (see Subsection 7.3, Patio Extensions).

**3.3 CLASS A EXTENSIONS**

3.3.1 Self-Service Bars

A hotel with a Class A licence may provide self-service bars in hotel guest rooms with the following conditions:

- a) liquor must be stocked within a lockable bar;
- b) a selection of soft drinks and snacks must be provided;
- c) a price list will accompany the bar; and



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d) the bar key may only be given to an adult.

**3.3.2 Room Service**

A hotel with a Class A licence may provide liquor service to adults occupying a hotel guest room with the following conditions:

- a) maximum hours of liquor service will be those shown on the licence;
- b) liquor must be delivered by adult staff;
- c) the licensee will have suitable food and snacks available for purchase;
- d) staff who are minors shall not be involved in any way with liquor service; and
- e) where the licence holder is not in control of the guest rooms, written authorization from the building owner is required.

**3.3.3 Banquet Rooms**

A Class A licence may be extended to allow for liquor service to adults attending private or occasional public functions organized in banquet rooms, meeting rooms or banquet room foyer areas. The following conditions apply:

- a) maximum hours of liquor service will normally be those endorsed on the licence; however, the Board will consider special requests;
- b) food service is recommended;
- c) entertainment at private functions must comply with the entertainment authorized by the AGLC for licensed premises (see Subsection 7.8 Nude Entertainment and Subsection 7.9 Entertainment, Games and Patron Dancing); and

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- d) the occupant load of each area where the licence is extended is based on the Alberta Fire Code.

**3.3.4 Approval for Public Functions in Banquet Rooms**

- a) Written application to the Regulatory Division is required for public functions in licensed banquet rooms (see Section 13, Sample Forms, Application for Public Function or Caterer's Extension).
- b) Musical presentations, theatrical productions, night club acts, fashion shows, exhibits by professional groups or organizations and closed circuit telecasts of sporting events are considered acceptable.
- c) Contests, competitions, tournaments, marathon events or any form of exotic dancer presentation are not considered acceptable.
- d) Public functions that are not considered to be family oriented may be required by the Regulatory Division to prohibit minors from entering. Licensees may voluntarily request that minors be prohibited for all hours of the function or for specific hours in which the function is not family oriented.
- e) Food service satisfactory to the Board is required; (see Subsection 6.3.2 clause c), Food Services). The price of the food service may be included in the admission price.
- f) Liquor service will normally end within one hour after the entertainment ends.
- g) Sponsorship of events by liquor manufacturers must be in accordance with Board policy (see Section 10, Product Promotions).
- h) Co-sponsorship of a public function with a promoter or other group is acceptable provided that all proceeds from the sale of liquor go to the licensee. The licensee is responsible for ensuring an adequate level of supervision is maintained at all times.

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- i) Normally, attendance at licensee sponsored events will be limited to 2,000 or the occupant load of the banquet room, whichever is less.

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**4.1 CLASS B LICENCES**

4.1.1 A Class B licence may be issued for the sale and consumption of liquor in premises that require an entrance fee or user fee. These premises include a convention centre, recreational facility, race track, sports stadium, theatre, public conveyance or licensed bingo facility.

4.1.2 Specific premises considered for Class B licences must meet the following standards:

- a) Recreational facilities and convention centres must have:
  - i) clearly identified areas for liquor service and consumption with tables, counter tops, and chairs that are proper for a recreational facility or convention centre; and
  - ii) food service (see Subsection 6.3, Food Services).
- b) A theatre must have a lobby or concourse area for liquor service and consumption. Food service is not mandatory.
  - i) a greenroom may also be licensed. Approval may be granted for a reception after the final curtain.
  - ii) dinner theatre arrangements will be considered for licensing if satisfactory food service is provided during live theatrical productions.
- c) Stadium licence conditions may be restricted by a municipal by-law. If there is no by-law, sports stadium and race track licensees may sell liquor in an enclosed area, on a concourse level or other areas approved by the Board. Consumption may take place in these areas, as well as in the stands. Fast foods such as hot dogs and hamburgers are adequate food service in sports stadiums and race tracks. Food concessions must operate during liquor service.

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d) Public conveyances must comply with the following conditions:

- i) liquor to be served and consumed on the public conveyance must be purchased from the Commission or authorized outlets when the trip is entirely within Alberta;
- ii) liquor may be served and consumed only while the public conveyance is en route;
- iii) liquor service for charter trips is permitted only when most of the charter passengers are adults;
- iv) only adult passengers may receive liquor service;
- v) an attendant employed by the licensee must be on duty, in addition to the operator, to serve liquor and supervise passengers; non-alcoholic beverages must be available;
- vi) taxis will not be licensed; and
- vii) limousines may be licensed under the conditions in 4.1.2 e).

e) Liquor service and consumption may be provided in a limousine under the following conditions:

- i) "limousine service" shall mean the business of offering for gain or profit the use of limousines;
- ii) the applicant must have a valid licence issued by the respective municipality for the operation of a limousine service;
- iii) no person (driver) shall operate a limousine without a valid licence issued by a municipality;
- iv) "limousine" shall mean a large, luxury, chauffeur driven vehicle not equipped with a meter, with a seating capacity of three or more persons in the rear compartment and shall mean a sedan

**SECTION: 4. OTHER CLASSES OF LICENCES**

- limousine, formal limousine, super stretched limousine, mega stretched limousine, ultra stretched limousine and bus style limousine;
- v) "Sedan Limousine" shall mean a full sized four door vehicle being a manufacturers upper quality line, with a seating capacity of not more than three (3) passengers in the rear compartment.
  - vi) "Super Stretched Limousine" shall mean a limousine, extended up to six (6) feet beyond the standard length for the model vehicle, with a seating capacity of not more than six (6) passengers in the rear compartment.
  - vii) "Mega Stretched Limousine" shall mean a limousine, extended over six (6) feet beyond the standard length for that model vehicle, with a seating capacity of seven (7) or eight (8) passengers in the rear compartment;
  - viii) "Ultra Stretched Limousine" shall mean a limousine, extended over six (6) feet beyond the standard length for the model vehicle, with a seating capacity of more than eight (8) but not exceeding twenty (20) passengers in the rear compartment;
  - ix) "Bus Style Limousine" shall mean a vehicle with a seating capacity of 20 or less in the rear compartment. The patron seating area has been customized to be of a high quality limousine standard;
  - x) minors shall be prohibited from the vehicle when liquor is being provided;
  - xi) pub crawls from bar to bar using limousine/bus service are prohibited;
  - xii) ASIP training is mandatory for licensees and drivers;

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- xiii) self service of liquor is permitted;
  - xiv) limousine service cannot require patrons to purchase liquor from the limousine company; and
  - xv) a copy of the licence must be retained in the limousine.
- f) Billiard facilities must comply with the following conditions:
- i) must provide a minimum of eight (8) pool tables;
  - ii) if minors are allowed in the licensed premises, arcade games are not permitted within the licensed areas; and
  - iii) an applicant or licensee may:
    - provide a separate lounge area for the service of liquor;
    - licence only a portion of the pool table area for the service of liquor;
    - request a condition be imposed on the licence prohibiting minors on a permanent basis; and
    - apply to alter the style of operation or entertainment during evening hours (normally after 9:00 p.m., Monday to Sunday) from premises where minors are allowed, to premises where minors are prohibited. Minors shall not be in the licensed premises between the hours of 9:00 p.m. to 6:00 a.m. of the following day.
- g) Licensed bingo facilities must comply with the following conditions:
- i) the bingo association or facility licensee must be the applicant for the liquor licence;

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- ii) food and/or liquor service may be served by a third party under the authority of a management contract;
- iii) good service must be available during all hours of liquor service;
- iv) an applicant or licensee may licence only a portion of the bingo floor area, or licence the entire bingo gaming floor area for the service and consumption of liquor; and
- v) an applicant or licensee may request a condition be imposed on the licence prohibiting minors.

4.1.3 The AGLC will consider requests to extend a licence to an outdoor patio that is next to or adjoining the licensed premises (see Subsection 7.3, Patio Extensions).

4.1.4 Recreational licensees may hold a limited number of social functions (normally one per week) for members and guests.

4.1.5 Licensees of seasonal recreational facilities may provide liquor service on the licensed premises during private functions for outside groups in their off-season. The following conditions must be met:

- a) a meal is to be catered or provided; and
- b) no public advertising.

4.1.6 Liquor sold or provided under a Class B licence must not be removed from the licensed premises except;

- a) a partially consumed bottle(s) of wine that is sealed with a cork (inserted flush with the top of the bottle) by licensee staff and placed in a bag; or
- b) under a caterer's extension.

4.1.7 A Class B licensee may request a caterer's extension to provide food and liquor to events away from the licensed premises (see Subsection 6.4, Caterer's Extension).



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4.1.8 A recreation/tourist facility may be extended to provide for liquor service to banquet rooms or meeting rooms with the following conditions:

- a) maximum hours of liquor service will normally be those endorsed on the licence; however the Board will consider special requests;
- b) food service satisfactory to the Board shall be provided; and
- c) the occupant load of each area where the licence is extended is complied with.

**4.2 CLASS C LICENCES - GENERAL**

4.2.1 A Class C licence may be issued for the sale and consumption of liquor in a canteen, travellers' lounge, educational institution or a residence for adults (including hospitals and nursing homes).

4.2.2 A Class C licence will be issued only for permanent premises where the public at large is not ordinarily admitted.

4.2.3 A Class C licence application for a canteen will be considered where one or more areas are established primarily for the use of military, police or correctional personnel and their guests. Liquor may be served at any time during a 24 hour period as authorized by the commanding officer in charge.

4.2.4 A Class C licence application for a travellers' lounge will be considered where one or more areas are established for the sole use of passengers waiting to board regularly scheduled public conveyances. Liquor service may be provided 24 hours a day in airport lounges.

4.2.5 A post-secondary educational facility will be considered for a Class C licence where one or more areas are established primarily for the use of its students, or in the case of premises operated by a school board, for the use of its teachers. Maximum hours allowed for liquor service are

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Monday to Sunday 10:00 a.m. to 2:00 a.m. followed by a one hour maximum consumption period.

4.2.6 An adult residential facility may apply for a Class C licence for one or more areas established primarily for the use of residents. Maximum hours allowed for liquor service are Monday to Sunday 10:00 a.m. to 2:00 a.m. followed by a one hour maximum consumption period. Occasional staff functions may be held in the facility under the licence.

4.2.7 A Class C licensee will provide food service that complies with the policy, (see Subsection 6.3, Food Services).

4.2.8 Liquor sold or provided under a Class C licence must not be removed from the licensed premises except;

- a) a partially consumed bottle(s) of wine that is sealed with a cork (inserted flush with the top of the bottle) by licensee staff and placed in a bag; or
- b) under a caterer's extension.

**4.3 CLASS C LICENCES - CLUB**

4.3.1 A club that operates on a year-round basis will normally be eligible for liquor licensing after it has:

- a) established itself in a location rightfully controlled by the club;
- b) held regular meetings; and
- c) developed a satisfactory record of operation under Special Event licences.

4.3.2 A club is an association or organization incorporated or registered under the laws of Alberta or Canada and operated solely for the non-profit benefit of the registered membership.

**SECTION: 4. OTHER CLASSES OF LICENCES**

4.3.3 The constitution and by-laws of a club applying for a Class C licence will clearly specify:

- a) membership criteria including a procedure to approve membership following an appropriate waiting period, normally one week (except golf and curling clubs where a user fee is paid);
- b) procedures for members to admit and control the number of guests;
- c) what is unique about club membership; and
- d) procedures in place for the election of the club executive by the general membership.

4.3.4 A club will normally:

- a) have a minimum of 50 members at the time of its licence application;
- b) have held regular club meetings before its application for a liquor licence; and
- c) function at a specified location that includes at least a club lounge, a commercial kitchen or other Board approved kitchen and washrooms for the exclusive use of the membership and invited guests.

4.3.5 Upon request, a Class C licence for a club may be extended to include banquet and other rooms located within the same complex.

4.3.6 Licensees may provide liquor service at private functions for non-members held on the licensed premises under the following conditions:

- a) a meal must be catered or supplied in addition to liquor; and
- b) there shall be no public advertising.

**SECTION: 4. OTHER CLASSES OF LICENCES**

4.3.7 A club may request a Caterer's Extension endorsement on its licence to provide food and liquor to persons who are entitled to attend or use the licensed premises for events away from the licensed premises (see Subsection 6.4, Caterer's Extension).

4.3.8 A Class C licensee is permitted to hold a public membership drive once per year. The drive will normally be no more than a week in duration.

4.3.9 If, in the opinion of the Board, a club is intended to operate mainly for adults, the Board may impose a condition on the licence prohibiting minors.

**4.4 CLASS D LICENCES - GENERAL OFF SALES**

4.4.1 A hotel proprietor who holds a Class A licence in a hotel may apply for a Class D licence for the sale of beer, wine and spirits for off-premises consumption (off sales) by writing to the Regulatory Division.

4.4.2 The term "Hotel" is interpreted to mean an integrated facility that:

- a) provides overnight guest room accommodation for the travelling public;
- b) normally has a minimum number of furnished guest rooms based on the population of the community the hotel is in or is to be located in:

Population	Rooms
less than 5,000	10
Between 5,000 and 20,000	15
Between 20,000 and 100,000	20
over 100,000	25

- c) provides food service satisfactory to the Regulatory Division for the operation of a licensed premises; and

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- d) provides one or more of the following services:
  - i) room attendant;
  - ii) telephone; and/or
  - iii) laundry.

4.4.3 In order to be considered a hotel, the Class A premises must meet all of the requirements of a hotel listed in Subsection 4.4.2 and be located under one roof, unless the hotel is located in a resort complex with the guest rooms separate from a main lodge.

4.4.4 A hotel proprietor holding a Class A licence may apply for a Class D licence to allow for off sales from one or more of the following locations:

- a) the established service counter within the Class A licensed premises;
- b) an "off sales area" specifically designed for off sales within the Class A licensed premises with access solely from the licensed premises; or
- c) an "off sales room" as defined in Subsection 4.4.5.

**NOTE:** Operating guidelines for a retail liquor store are covered in a separate handbook called the Retail Liquor Stores Operating Guidelines.

4.4.5 An off sales room must be located under the same roof as the building with the guest rooms, unless the hotel is located in a resort complex with guest rooms separate from a main lodge. It will:

- a) normally be next to and accessible from the Class A licensed premises; however, access may be from an unlicensed area within the hotel and/or directly from the outside;
- b) have solid walls separating the off sales room and any bordering unlicensed area, except a lobby;
- c) windows to the outside are acceptable;

**SECTION: 4. OTHER CLASSES OF LICENCES**

d) normally not have a total area greater than 92.9 sq. metres (1000 sq. feet) including all areas (display, service counter, storage, coolers, etc.). The retail sales area (up to the face of the coolers) may not exceed a maximum of 69.68 sq. metres (750 sq. feet). A combination of retail sales area less than 69.68 sq. metres (750 sq. feet) and cooler storage space greater than 23.23 sq. metres (250 sq. feet) will be considered provided the combined area does not exceed 92.9 sq. metres (1000 sq. feet). Where the adjacent cooler (storage space) is shared with a Class A licensed premises, a larger area will be considered, however the retail sales area still may not exceed a maximum of 69.68 sq. metres (750 sq. feet);

e) hotel off sales room signage:

- i) may use terms such as liquor store, off sales, liquor sales, outlet, store, shop or mart, in the name, signs or advertising associated with the room;
- ii) use of the term "Alberta Liquor Store" or "ALCB" or "AGLC" is prohibited;
- iii) slang words such as "booze", "hooch" and "moonshine" are not allowed in the signage, nor are terms which suggest discounted or cheap liquor, such as "discount", "cheap" or refer to high alcohol content such as "potent";
- iv) signage must comply with local bylaws and any other relevant provincial or federal regulations;
- v) sign(s) or identification may include a graphic of:
  - a commercial liquor container (e.g., wine bottle, beer can, etc.);
  - a natural liquor ingredient (e.g., grapes, wheat, vegetable, etc.);
  - a complementary food item (e.g., cheese, pasta, pizza, etc.); and/or

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- any of the non-liquor products which may be sold.
  - vi) the use of a graphic as identified above is permitted only if the graphic:
    - is not the predominant feature of the sign;
    - appears clearly within the border of the sign; and
    - does not form the outline or shape of the sign.
  - vii) sign(s) or identification may not include graphics of:
    - a drinking glass;
    - cartoon character(s) which appeal to minors;
    - character(s) shown drinking or about to drink alcohol; or
    - character(s) that appear to be drunk.
  - viii) signage may not include the use of liquor or non-liquor brand name(s) or logo(s), or manufacturer's company name(s) or logo(s); and
  - ix) signs must be approved in advance by the Regulatory Division.
- f) may only sell the following non-liquor products (Items not listed are prohibited):
- i) mixes (soft drinks, juices, seasonal mixes and water);
  - ii) ice, and ice buckets;
  - iii) dealcoholized beer, wine, coolers (products that have less than 1% alcohol by volume);

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- iv) liquor flasks, wine containers, wineskins, wine racks;
- v) beer containers, beer can holders/attachable handles;
- vi) disposable drink containers;
- vii) glassware (beer mugs, wine glasses, shot glasses);
- viii) bottle openers, corkscrews, cocktail shakers, stir sticks, coasters, pour spouts, wine stoppers and bottle tops;
- ix) bottle bags, gift bags, gift wrapping, bottle neck greeting tags, personalized stick on bottle labels;
- x) liquor related books, magazines and videos;
- xi) gift baskets provided the contents of the baskets are limited to liquor and authorized non-liquor product items (the sale of empty baskets is prohibited);
- xii) gift certificates;
- xiii) bar towel, only with "Bar Guide" package;
- xiv) hot mulled wine spices; and
- xv) non-certified breath testing devices.

**NOTE:** Empty wine boxes that the product was received in may be used for gift boxes but this is not an item that may be carried and sold in the store.

- g) prohibit liquor consumption in an off sales room except for sampling;
- h) charitable activities/campaigns:



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- i) a licensee may allow charitable organizations to conduct fund raising activities within the premises (premises includes areas where liquor is sold and stored, entrances, exits, hallways, etc.) as follows:
- the selling of non-food items, which are recognized as part of a large national campaign, either through honour boxes or personal attendant supplied by the organization, such as:
    - Royal Canadian Legion Poppy Fund;
    - Salvation Army Christmas Kettles;
    - daffodil sales by Cancer Society; and
    - S.P.C.A. lapel pins.
  - the selling of raffle tickets by a personal attendant of the organization;
  - displaying cash boxes for cash donations; and
  - food bank and gift bank depositories.
- ii) management and employees of the licensee may not allow an organization to sell or request donations in exchange for any type of food item (e.g., hot dogs, pop, cheese and candies) within the premises, either by personal attendant or by an honour cash box.
- iii) management and employees may not sell any type of item (e.g., raffle tickets, gift baskets, dolls, Christmas wreaths, clothing, etc.) within the premises on behalf of a charity.
- iv) a licensee may not allow vending machines (owned by a charity or privately owned) to be placed within the premises.

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- v) a licensee may allow all types of charitable activity to take place outside the premises.
- vi) a licensee may not display prizes for a fund raising activity of an organization within the premises.
- vii) a licensee may not allow a charitable activity that is not specifically covered or referred to in this section without the prior approval of the Regulatory Division.
- i) a licensee may give away merchandise, other than liquor or food, to promote the store (e.g., key chains, baseball caps, ashtrays, etc.) provided the merchandise identifies the premises and is not given to the licensee by manufacturers or liquor agents.
- j) a licensee may give away merchandise (with or without premises identification) which it is authorized to sell (see Subsection 4.4.5 clause f), for a list of the non-liquor products that may be sold).
- k) a licensee may only provide liquor and food service as follows:
  - i) a licensee shall not permit free liquor to be offered or given to a customer except for legitimate sampling purposes as described in Section 10, Product Promotions;
  - ii) apart from sampling of liquors (see Section 10, Product Promotions) the only other occasion at which liquor may be served in an off sales room is during customer appreciation, anniversary or grand opening of the room; the liquor may only be served to invited guests of legal drinking age;
  - iii) a licensee may not set aside an area in the off sales room to be presented as a place where liquor may be consumed in a leisurely manner (e.g., as a bar or lounge);

**SECTION: 4. OTHER CLASSES OF LICENCES**

- iv) food, snacks or other edible products may only be offered in the off sales room;
  - during a customer appreciation, anniversary or grand opening of the room; or
  - as part of a liquor sampling by a manufacturer (see Section 10, Product Promotions), with the following conditions:
    - the food complements the liquor being sampled;
    - the manufacturer must arrange for the food sampling;
    - there may be no charge or fee for the food sampling, nor may any food products being sampled be sold by the retail liquor store; and
    - the food sampling must end when the liquor sampling finishes.
- v) under no circumstances may sampling by a manufacturer or registered representative be conducted outside of the licensed premises (e.g., on a patio outside the store, in a tent outside the store, etc.).
- vi) liquor sampling may be conducted by the licensee to private groups, on an invitational basis, for educational purposes on or off the premises. For example, tasting by the glass during a training session at a private club is allowed with a private resale licence (for more information contact the Manager, Licensing Support in St. Albert at (780) 447-8837). Training sessions in the premises may only be conducted in licensed areas.
- l) satisfy any other factors deemed relevant by the Board.

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- 4.4.6 Off sales liquor products shall be sold in sealed containers, as supplied by the manufacturer. Special considerations exist for draught beer and bulk wine sales including:
- a) draught beer and bulk wine containers are exclusively for off sales, and are not for on-premises consumption;
  - b) the cap design should enable the purchaser to show that the container has not been opened during transportation;
  - c) available quantities and related prices must be clearly displayed;
  - d) disposable containers are acceptable, however, a container deposit may become necessary to insure environmental concerns are addressed; and
  - e) the standards set by the federal government in areas such as acceptable container material and labelling content.
- 4.4.7 Off sales from a drive-through window are not allowed
- 4.4.8 Hotels may set their own off sales prices.
- 4.4.9 Cash register receipts must be provided for all liquor products sold.
- 4.4.10 Class D (hotel off sales) licensees are authorized to sell liquor to other licensees.
- 4.4.11 Class D (hotel off sales) licensees are authorized to sell private non-sale and private resale licences (see Section 5, Special Event Licences for Private Functions).
- 4.4.12 A Class D hotel off sales licence is endorsed to allow the licensee to provide a delivery service. Deliveries must be made in accordance with Subsection 4.7.5, delivery service conditions.
- 4.4.13 The *Gaming and Liquor Act* requires all plans for construction, renovation or expansion of licensed premises or premises proposed for licensing to be presented to the

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Regulatory Division and the licensee must receive written approval before starting the work (see Subsection 7.4, Structural Changes).

- 4.4.14 Minors may be admitted to a hotel off sales room, when accompanied by parent, guardian or spouse who is an adult and who is in the licensed premises for the purpose of purchasing liquor for off-premises consumption.

**4.5 CLASS D LICENCES - MANUFACTURER'S OFF SALES**

- 4.5.1 A manufacturer holding a valid Class E licence, including a brew pub or cottage winery, may obtain a Class D (off sales) licence authorizing the sale of products made by the manufacturer for off-premises consumption with the following conditions:

- a) the off sale outlet must be located on the same property as the premises manufacturing the liquor (no off sales outlets located off site will be permitted);
- b) unless otherwise approved by the Board, only those products manufactured by the licensee on the Class E licensed premises may be sold under the Class D licence;
- c) products may be sold to the general public and Special Event licensees;
- d) product sales to licensees are prohibited except Special Event licensees;
- e) the manufacturer will pay the AGLC the per litre flat mark-up, container deposit, environmental fees, and applicable GST charges on all products sold through the off sales outlet; and
- f) manufacturers must maintain records satisfactory to the AGLC of all off sales. These records are subject to audit by the Commission.

- 4.5.2 Prices may be set at the licensee's discretion.

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4.5.3 A licensee may designate a self-contained area located on the retail sales floor at a manufacturing facility for hospitality purposes. Products used for hospitality purposes must be purchased from the AGLC.

4.5.4 A Class D manufacturer's off sales licence for a brew pub or a cottage winery is endorsed to allow the licensee to provide a delivery service. Deliveries must be made in accordance with Subsection 4.7.5, delivery service conditions.

**4.6 CLASS D LICENCES - RETAIL LIQUOR STORE AND GENERAL MERCHANDISE LIQUOR STORE**

4.6.1 Retail liquor stores and general merchandise liquor stores are not included in this handbook (see Retail Liquor Stores Operating Guidelines and General Merchandise Liquor Stores Operating Guidelines).

**4.7 CLASS D LICENCE - DELIVERY SERVICE**

4.7.1 A Class D Delivery Service licence may be issued to an individual or company (taxi included) which operates a liquor delivery service. The individual or company must be involved in some other form of delivery business activity (e.g., the delivery of groceries, fast food, prescriptions, gift baskets, flower and balloon arrangements, or in the case of a taxi company, the delivery of passengers). A Class A, B, C or D licensee is not eligible.

4.7.2 The delivery service licensee must purchase liquor to fill orders from a retail liquor store, general merchandise liquor store, a general (hotel) off sales or manufacturer's off sales licensee.

4.7.3 A delivery service licensee may not warehouse liquor in anticipation of receiving orders. A delivery service licensee may store liquor orders which have been received until they are delivered. The liquor may only be stored in a location which has been endorsed on the licence and is not a private residence.

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4.7.4 A delivery service licensee must make deliveries in accordance with Subsection 4.7.5, delivery service conditions.

4.7.5 The Class D Delivery Service Licence authorizes the licensee to provide a delivery service with the following conditions:

- a) delivery may only be made to a place where liquor may be legally possessed or consumed (i.e., private residence, temporary residence or office);
- b) delivery service may only be provided by persons 18 years of age or older;
- c) the delivery of orders must be made by:
  - i) the licensee;
  - ii) an employee of the licensee whose actions are the responsibility of the licensee;
  - iii) a delivery service licensee. If a licensee contracts with an individual or company (e.g., taxi) to deliver orders, that party must have a delivery service licence. The store must demand proof that a licence is in effect;
- d) the licensee is responsible for all liquor deliveries made by their staff and shall have the necessary procedures in place to ensure that liquor is not delivered to a minor or an intoxicated person. The holder of a delivery service licence assumes responsibility for any liquor delivery made on behalf of the licensee;
- e) when an order is delivered to an individual that appears to be less than 25 years of age, the procedures for checking minors in Subsection 6.1, Minors, shall be followed. Photograph identification must be presented and the following information is to be recorded by the person making the delivery:
  - i) the individual's name (as per identification produced);

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- ii) date and time;
  - iii) address;
  - iv) product delivered; and
  - v) identification produced, including details such as Operator's Licence number;
- f) the licensee may charge a fee for delivery services;
- g) the licensee may deliver more than one order at a time; however, each order must be accompanied by a completed Delivery Order Slip FORM LIC/5236 (05/01) ( provided in Section 13, Sample Forms. The completed Delivery Order Slip and the receipt provided by the liquor retailer must be retained for a period of one year.

The licensee shall ensure the following minimum requirements are included on the Delivery Order Slip:

Minimum Requirements	
<ul style="list-style-type: none"> <li>➤</li> <li>➤</li> <li>➤</li> <li>➤</li> <li>➤</li> </ul>	<ul style="list-style-type: none"> <li>the premises name, address, and phone number</li> <li>the purchaser's name and delivery address</li> <li>a list of the liquor being delivered, including its price</li> <li>the delivery charge</li> <li>the following statement:  "_____"  This liquor is being delivered in accordance with AGLC policy under Class D Licence No. _____"</li> </ul>

- h) advertising of a delivery service may only be conducted using the operating name of the delivery service as stated on the liquor licence. Advertising of a delivery service may not promote the use, sale or consumption of liquor; and
- i) an additional 30 minutes for delivery after the maximum off sales hours is permitted; however, the liquor order must leave the licensed premises during the hours permitted for off sales (see Subsection 6.6, Hours of Liquor Sales and Consumption).



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**4.8 CLASS D LICENCE - SACRAMENTAL WINE RESALE**

- 4.8.1 A Class D Sacramental Wine Resale licence may only be issued to an individual who operates a business that is retailing church supplies.
- 4.8.2 The licensee may only warehouse and sell sacramental wine to authorities of a church or religious body, a priest, minister or member of a clergy.

**4.9 CLASS D LICENCE – COMMERCIAL CATERER**

- 4.9.1 A Class D Commercial Caterer's licence may only be issued to a qualified applicant who operates a business with a permanent kitchen facility to cater to private and public functions off premises, and meets the following requirements:
- a) Liquor service is secondary to full meal service but a caterer can not make it a condition of the contract that liquor must be provided with the meal service.
  - b) A kitchen, approved by the AGLC that also meets the requirements of the local Health authority. The kitchen area must normally consist of equipment including a range, deep fryer, convection oven, refrigerator, dishwashing capability, food storage area and food preparation area.
  - c) Staff must be available to prepare and/or serve food selections, provide or sell liquor and supervise patrons during all hours that liquor service is available. Minors are not permitted to manage the event or serve liquor.
  - d) A private catered event is defined as a closed function for an organization's members and their guests, or a function held in a private residence for the residents and their guests, only. Advance tickets may be advertised by the organization to its' members and their guests, or by the residents to their guests. Tickets may be sold by members or by the residents. No public advertising is allowed. The service and consumption of liquor in

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outdoor areas is to be held in a covered facility (i.e. hall, tent or fenced in area covered by a tarpaulin).

- e) A public catered event is defined as a function open to the general public. Public functions will normally be held by a community-based organization sponsoring a community event such as a fair, rodeo, exhibition or sports day. Tickets may be advertised to the public and may be available at ticket agencies, business outlets or kiosks in shopping malls. The service and consumption of liquor may be held in an outdoor fenced in area, bleachers, and/or an arena.
- f) Although approval to provide liquor service at private catered events is not required, licensees must advise the Regulatory Division in writing of any scheduled private catered events prior to the event.
- g) The licensee must submit an application and receive approval from the Regulatory Division to provide liquor for sale or consumption at public catered events.
- h) The following information is required by Regulatory Division for both private and public catered events:
  - i) type of function;
  - ii) third party for whom the function is being catered for;
  - iii) date and hours of the function;
  - iv) food service to be provided;
  - v) location of the function; and
  - vi) expected attendance at the function.
- i) A photocopy of the Class D Commercial Caterer's Licence must be posted in the facility or location during the function.

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**CLASS E LICENCES - MANUFACTURER**

4.10.1 The specific requirements for a Class E licence to manufacture liquor in Alberta can be obtained from the Regulatory Division.

4.10.2 A manufacturer must manufacture on premises at least the minimum amount of product set by the Commission:

a) Brewery

i) 5000 hectolitres minimum annual production capacity;

ii) all beer must be manufactured on site;

iii) fermentation, maturation and storage tanks with a minimum of 10 hectolitres capacity each; and

iv) there must be a weekly minimum of 50 hectolitres overall fermentation, maturation and storage capability and must be space available to add additional tanks to achieve overall annual capacity.

**NOTE:** Licensees will be allowed 18 months from start of operation under the Class E licence to reach the production minimums.

b) Winery (Commercial)

i) 2500 hectolitres minimum annual production capacity;

ii) must vinify 80% of wine production on site. (Vinify means the conversion of a sugar containing solution such as fruit juice into wine by fermentation. This process can start with the fruit, for example grapes, the juice itself or juice concentrate;

iii) fermentation, maturation and storage tanks with a minimum of 10 hectolitres capacity each; and

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- iv) there must be adequate storage tanks to accommodate the annual production capacity, including products requiring aging.

**NOTE:** Licensees will be allowed 18 months from start of operation under the Class E licence to reach the production minimums.

c) Distillery

- i) 2500 hectolitres of absolute alcohol minimum annual production capacity. (this will produce approximately 6250 hectolitres at 40% alcohol by volume in finished products);
- ii) must distil 80% of spirit production on site;
- iii) fermentation tanks with a minimum of 10 hectolitres capacity each;
- iv) there must be adequate storage tanks to accommodate production capacity including tanks or barrels for aging; and
- v) bonded warehouse for aging is required on the same site as the manufacturing plant.

**NOTE:** Licensees will be allowed 18 months from start of operation under the Class E licence to reach the production minimums.

4.10.3 A manufacturer must establish and maintain records satisfactory to the AGLC, which shall include details of raw materials purchased and used, along with final production figures. All records are subject to review and audit by the AGLC.

4.10.4 All production materials used, and the final product produced must comply with Canadian Food and Drug Regulations. (Pertinent information is available from Health Protection Branch, Health Canada in Edmonton or Calgary).

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- 4.10.5 A manufacturer shall ensure that the alcohol content, type of container and labelling of its products falls within standards as set by the federal government.
- 4.10.6 Manufacturers products are subject to periodic chemical analysis by the AGLC to ensure that AGLC standards with respect to the following are met:
- a) appearance (color, clarity, odour);
  - b) specific gravity;
  - c) ethyl alcohol,
  - d) P.H. level;
  - e) volatile acidity (wines & ciders); and
  - f) sugar content (g/L) (beer, wines, coolers, ciders and liqueurs).
- 4.10.7 A manufacturer is required to comply with all federal and provincial requirements relating to construction and production standards, and to pay all established licence fees, taxes and duties.
- 4.10.8 The Board may approve a manufacturer to package finished wine and spirits products.
- 4.10.9 A manufacturer may sell its product to licensees subject to any conditions set by the AGLC. Written authorization from the AGLC is required to deliver product directly to a licensee.
- 4.10.10 A manufacturer may export its product subject to any conditions imposed by the federal government and the jurisdiction receiving the exported product.
- 4.10.11 Manufacturers are responsible for quoting a price for each product they intend to produce.
- 4.10.12 A manufacturer may set up a hospitality room in a private reception area as part of the production facility. All products served must be purchased from the AGLC.

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- 4.10.13 In the case of a manufacturer who supplies products to the AGLC, a hospitality room located within the corporate offices in Alberta may be authorized for sampling purposes under the authority of a Special Event Hospitality Licence. All product must be purchased from the AGLC. This licence will remain in effect for a one year period unless earlier cancelled or rescinded by the Board.
- 4.10.14 A manufacturer shall comply with the Board's policies on product sampling.
- 4.10.15 A manufacturer may not enter a contractual relationship or any other relationship with another licensee that results in an exchange of money, benefits or services between the manufacturer and the licensee except as provided in Board policy (see Section 10, Product Promotions).
- 4.10.16 Distillers, vintners and brewers are authorized to appoint representatives who have the prime function of advising the AGLC and licensees on their employer's product. All representatives must be registered with AGLC before they may begin their duties.
- 4.10.17 The Board may allow a manufacturer to hold a Class A liquor licence if the premises to which the manufacturer's licence relates, and the premises to which the Class A liquor licence relates, are located on the same property.
- 4.10.18 A Class E licence is not required of a manufacturer who supplies products to the AGLC from a plant outside Alberta.
- 4.10.19 A manufacturer holding a valid Class E licence may obtain a Class D Manufacturer's off sales licence authorizing the sale of products made by the manufacturer for off premises consumption (Section 4.5).

**4.11 CLASS E LICENCES - BREW PUB**

- 4.11.1 A brew pub is a facility that manufactures beer primarily for consumption in an adjoining Class A licensed premises operated by the brew pub licensee. A licence authorizes the licensee to sell beer manufactured in the brew pub to patrons

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of its Class A licensed premises subject to any requirements specified by the Board.

4.11.2 The brew pub facility must meet the following production requirements:

- a) all beer must be manufactured on site;
- b) fermentation, maturation and storage tanks must each have a minimum capacity of 5 hectolitres;
- c) there must be a weekly minimum capability for 10 hectolitres of overall fermentation, maturation and storage; and
- d) a brew pub must be a complete system capable of producing beer from raw materials (grain or extract) by way of mash tun and/or kettle through to bright beer tank.

4.11.3 The maximum annual production volume for a brew pub is 10,000 hectolitres.

4.11.4 The maximum alcohol content of beer manufactured by the brew pub is 8.5% alcohol by volume. Higher gravity beer (over 8.5%) must receive written approval from the AGLC.

4.11.5 A licensee must meet the AGLC financial policies that include:

- a) provision of an "Irrevocable Letter of Credit" in favour of the AGLC sufficient in amount to cover two months estimated production levies;
- b) submission of Brewer's Production Report (FIN/RV/290/95) immediately upon completion of each batch; and
- c) maintaining records adequate to confirm all details of raw material purchases, sales, expenses, production and inventories. All records are subject to review and audit by the AGLC.

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**NOTE:** Licensee to be advised to contact Director, Finance for details.

- 4.11.6 A brew pub licensee must comply with all federal and provincial standards relating to construction and production standards, and to pay all established licence fees, taxes and duties.
- 4.11.7 Prior to the issuing of a Class E licence for a brew pub, the applicant must obtain a Federal Excise Licence. It is the applicant's responsibility to obtain this licence.
- 4.11.8 All production materials used must comply with federal food and drug regulations. (Information can be obtained from the Health Protection Branch, Health Canada in Edmonton or Calgary).
- 4.11.9 A brew pub licensee shall ensure that the alcohol content, type of container and labelling of its products meets the standards set by the federal government.
- 4.11.10 Beer produced by the brew pub licensee is subject to periodic analysis by the AGLC to ensure the AGLC standards with respect to the following are met:
- a) appearance (color, clarity, odour);
  - b) specific gravity;
  - c) ethyl alcohol; and
  - d) P.H. level.
- 4.11.11 The mark-up paid to the AGLC by the brew pub licensee is the same as that paid by all other manufacturers or suppliers of beer to Alberta. This rate is subject to change from time to time.
- 4.11.12 A Class E licensee in respect of a brew pub shall not sell or provide beer for consumption off the premises, unless the licensee also holds a Class D licence in respect of the brew pub (see Subsection 4.5, Class D Licences, Manufacturer's Off Sales).

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**4.12 CLASS E LICENCES – COTTAGE WINERY**

4.12.1 A cottage winery is a facility that manufactures wine for sale through the AGLC and for off sales to the general public at the winery (farm gate) site. The licence authorizes the licensee to sell wine manufactured in the licensed premises only.

4.12.2 The cottage winery must meet the following production requirements:

- a) 1500 litres minimum annual production capacity in year one to 4500 litres in year five;
- b) minimum of 5 acres of land in production of fruit with winery located on orchard site or minimum of 50 bee colonies with winery located at honey extracting site;
- c) fruit wine must be produced from a minimum of 75% fruit grown on land controlled by farmer, with up to 25% fruit from another grower in Alberta allowed for blending of fruit production shortfall;
- d) honey wine must be produced with a minimum of 75% honey harvested by the beekeeper, with up to 25% honey of different origin permitted for blending, flavour enhancement or production shortfall;
- e) must vinify 100% of wine production on site. (Vinify means the conversion of a sugar containing solution such as fruit juice or honey into wine by fermentation. This process can start with the fruit, for example grapes, the juice itself or juice concentrate;
- f) fermentation tanks with a minimum of 200 litres capacity each; and
- g) there must be adequate storage tanks to accommodate the annual production capacity, including products requiring aging.

**NOTE:** Licensees will be allowed 5 years from start of operation under the Class E licence to reach the

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production minimums. If production minimums are not met, the licensee will be referred to the Board which could result in sanctions up to and including cancellation of the Cottage Winery Licence.4.12.3. A cottage winery may not sell any wine it produces to other licensees, except Special Event licensees.

- 4.12.4 A cottage winery may set up a hospitality room in a private reception area as part of the production facility. All products sampled are subject to mark-up in accordance with 4.12.16 (a).
- 4.12.5 A cottage winery may not enter a contractual relationship or any other relationship with another licensee that results in an exchange of money, benefits or services between the manufacturer and the licensee except as provided in Board policy (see Section 10, Product Promotions).
- 4.12.6 The Board may allow a cottage winery to hold a Class A liquor licence if the premises to which the manufacturer's licence relates, and the premises to which the Class A liquor licence relates, are located on the same property.
- 4.12.7 A cottage winery must establish and maintain records satisfactory to the AGLC, which shall include details of raw materials grown, purchased and used, along with final production and sales figures. All records are subject to review and audit by the AGLC.
- 4.12.8 All production materials used, and the final product produced must comply with Canadian Food and Drug Regulations. (Pertinent information is available from Health Protection Branch, Health Canada in Edmonton or Calgary).
- 4.12.9 A cottage winery shall ensure that the alcohol content, type of container and labelling of its products falls within standards as set by the federal government.
- 4.12.10 Cottage winery products are subject to periodic chemical analysis by the AGLC to ensure that AGLC standards with respect to the following are met:
- a) appearance (color, clarity, odour);

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- b) specific gravity;
- c) ethyl alcohol,
- d) P.H. level;
- e) volatile acidity (wines & ciders); and
- f) sugar content (g/L) (beer, wines, coolers, ciders and liqueurs).

4.12.11 A cottage winery is required to comply with all federal and provincial requirements relating to construction and production standards, and to pay all established licence fees, taxes and duties.

4.12.12 Cottage wineries may export its product subject to any conditions imposed by the federal government and the jurisdiction receiving the exported product.

4.12.13 Cottage wineries are responsible for quoting a price for each product they intend to produce and distribute through the AGLC or sell on site.

4.12.14 A cottage winery shall comply with the Board's policies on product sampling.

4.12.15 Cottage wineries must meet the AGLC financial policies that include:

- a) provision of an "irrevocable Letter of Credit" in favour of the AGLC sufficient in an amount to cover two months estimated sales levies;
- b) submission of required reports quarterly; and
- c) maintaining records adequate to confirm all details of raw materials, purchases, sales, expenses, production and inventories. All records are subject to review and audit by the AGLC.

**NOTE:** Licensee to contact Director, Finance for details.

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4.12.16 The mark-up paid to the AGLC by a cottage winery licensee will be based on sales:

- a) \$.70 per litre on sales at farm gate;
- b) the same as that paid by all other manufacturers or suppliers of wine to Alberta on sales through the AGLC;
- c) \$3.45 per litre for wine less than or equal to 16% alcohol by volume; and
- d) \$6.10 per litre for wine more than 16% alcohol by volume.

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**SECTION: 5. SPECIAL EVENT LICENCES FOR PRIVATE FUNCTIONS**

**5.1 SPECIAL EVENT LICENCES - GENERAL**

- 5.1.1 A Private Special Event licence is an authorization granted to individuals or non-profit organizations wishing to hold occasional private functions and to sell and serve liquor or provide liquor free of charge to invited guests for a period of time specified on the Special Event licence.
- 5.1.2 A Special Event licence applicant/holder may purchase liquor from any authorized Class D licensee, not necessarily the licensee that sold the Special Event licence.
- 5.1.3 Each licensee is to be provided a copy of the pamphlet entitled "Liquor Special Event Licences for Private Functions."
- 5.1.4 A Private Special Event function is defined as a closed function not open to the general public. No public advertising is permitted
- 5.1.5 A Public Special Event function is defined as a function open to the general public and must be obtained from the Regulatory Division. Tickets may be advertised to the public and may be available at ticket agencies, business outlets or kiosks in shopping malls.

**NOTE:** Class D licensees are not permitted to sell Special Event licences for public functions. Applicants must be referred to the Regulatory Division for these events.

**5.2 ISSUING SPECIAL EVENT LICENCES**

- 5.2.1 Only Class D licensees (retail liquor stores, authorized general merchandise liquor stores, and hotels with a general off sales licence) and the Regulatory Division are permitted to sell Special Event licences.
- 5.2.2 Licences issued by Class D licensees can only be sold for private Special Event functions which are not open to the general public.

**SECTION: 5. SPECIAL EVENT LICENCES FOR PRIVATE FUNCTIONS**

- 5.2.3 The AGLC will advise licensees of individuals or groups that have disregarded licensee holder responsibilities and require special consideration before being granted approval.
- 5.2.4 A Class D licensee may issue the following Special Event licences:
- a) Private Non-Sale Licences (functions where no liquor or attendance charges apply to the patrons); and
  - b) Private Resale Licences (functions where charges exist for liquor and/or admission to the premises).
- 5.2.5 Licences shall only be issued for functions that are to take place in the immediate or surrounding community where the licence is purchased.
- 5.2.6 A licence may not be issued to any person who is:
- a) under the age of eighteen years; or
  - b) intoxicated.
- 5.2.7 A licence shall be issued solely for the use of the Special Event licensee and is not transferable to another person or group.
- 5.2.8 A licence may be issued to a liquor supplier, liquor agency representative or other second party on behalf of a licence applicant when the purchaser has the written authorization of the licence applicant. A Licence Authorization Letter, AGLC Form (LIC/P/793), has been provided to manufacturer representatives for obtaining licence applicant authorization. The completed authorization form is to be attached to the AGLC (yellow) copy of the Special Event licence issued.
- 5.2.9 AGLC approval is required before a Special Event licence can be issued for the following:
- a) functions over 400 persons;
  - b) private non-sale licences on buses;

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- c) private resale licences for auctions;
- d) private resale licences for high school graduation dances; and
- e) liquor service before 10:00 a.m.

**NOTE:** Prior to issuing a Special Event licence which requires AGLC approval, the name of the AGLC employee who reviews and authorizes the licence shall be noted on the licence by the vendor.

5.2.10 All other Special Event licences are issued by the Regulatory Division in St. Albert, Calgary, Red Deer, Lethbridge or Grande Prairie with the exception of public resale licences (St. Albert and Calgary only).

5.2.11 Persons inquiring about Special Event licences issued only by the Regulatory Division, or persons having any concerns regarding Special Event licences, should be directed to the Regulatory Division at any of the following locations:

St. Albert	(780) 447-8600
Calgary	(403) 292-7300
Red Deer	(403) 314-2656
Lethbridge	(403) 331-6500
Grande Prairie	(780) 832-3000

**5.3 PRIVATE NON-SALE SPECIAL EVENT LICENCES**

5.3.1 A Private Non-sale Special Event licence fee is \$10.00; an additional \$2.00 maximum service fee may be charged by the Class D licensee.

5.3.2 The holder of a Private Non-sale licence may not directly or indirectly charge for liquor or admission.

5.3.3 There shall be no advertising of the function to the general public. Only members and invited guests may attend the

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event.

5.3.4 A Private Non-sale licence for liquor service and consumption on a bus must receive the advance approval of the Regulatory Division. The following information is to be provided:

- a) name of licensee (purchaser) ;
- b) date of departure;
- c) estimated times of departure and arrival;
- d) number of passengers on the bus and percentage/number that are adults;
- e) departure and arrival locations; and
- f) a letter from the owner of the bus stating there is no objection to permitting liquor consumption on the bus.

5.3.5 Approval is required for each Special Event licence for service and consumption on a bus. All of the following conditions must be met before a Special Event licence application will be considered by the Regulatory Division:

- a) a minimum seating capacity of 24 passengers;
- b) the group must be primarily adults;
- c) the group has exclusive use of the bus; and
- d) licence to be valid for liquor service within the borders of Alberta only (i.e. no liquor consumption is permitted in other provinces):
  - i) if the bus destination is outside of Alberta, the licence shall indicate that liquor consumption is not permitted beyond the borders of Alberta;
  - ii) if liquor consumption will occur on the return trip, the licence shall indicate that liquor service may commence after the bus has re-entered the

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Province of Alberta.

**NOTE:** All liquor consumption must cease a half hour prior to the estimated arrival at the destination or at the Alberta border, whichever is earlier.

5.3.6 A liquor licence may not be issued and liquor service is not permitted, on a bus tour where travel is planned under the following circumstances:

- a) within the confines of a city, town or village;
- b) to or between other municipalities for the purpose of visiting licensed premises (i.e. pub-crawl); and
- c) if any of the conditions in Subsection 5.3.5 are not met.

5.3.7 The authorization letter must be attached to the yellow copy of the licence.

5.3.8 The licence must be presented on request and only authorizes liquor purchased under the authority of the licence to be served and consumed by passengers.

**5.4 PRIVATE RESALE SPECIAL EVENT LICENCES**

5.4.1 A Private Resale Special Event licence fee is \$25.00; an additional \$2.00 maximum service fee may be charged by the Class D licensee.

5.4.2 A Private Resale licence must be applied for by a specific individual(s) representing a social committee or club holding a bank account with two signing authorities.

5.4.3 A Private Resale licence may be issued to the following types of groups and must be reapplied for each time an event is held (i.e., one-time use):

- a) a non-profit organization,
- b) a charitable organization which is registered as a charity,

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- c) a service club or association of individuals organized for a joint purpose, but not for the purpose of any individual making a profit,
- d) a company registered under Part 9 of the *Companies Act*; or
- e) an individual who is solely responsible for organizing a family function (e.g., wedding, birthday, anniversary or family reunion).

5.4.4 The licence is valid for the particular event, including consecutive days as specified on the licence and is limited to the activities that coincide with that particular Special Event licence only (see Section 5.8.5).

5.4.5 A Private Resale licence may not be obtained for the purpose of providing employment or gainfully benefiting any person or business. Proceeds derived from liquor functions must be used either for the common benefit of a legitimate association or donated to a recognized charity of the association's choice.

5.4.6 Applicants for a Private Resale Licence issued for high school graduation dances must supply the following information when submitting an application:

- a) Date of function;
- b) Hours required for liquor service and consumption;
- c) Location (town, building, room) of the function;
- d) Maximum attendance expected;
- e) Type of food available;
- f) Security arrangements;
- g) Local police approval; and
- h) Preferred retail outlet where a licence might be issued.

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**5.5 LICENCE COMPLETION AND ERRORS**

- 5.5.1 A licence is a legal document and is not to be changed.
- 5.5.2 A Private Non-sale licence cannot be changed to a Private Resale licence and vice versa, nor can the licence price be altered.
- 5.5.3 It is imperative to ensure that all areas of the licence are properly and clearly completed.
- 5.5.4 The licence document must be fully completed by the issuer before the applicant leaves the premises with the licence. The licence must be signed by the issuer (Class D licensee staff) and the licensee (purchaser). Section 13, Sample Forms, offers a series of sample completed licences. If further assistance is required, contact the Regulatory Division.
- 5.5.5 If corrections are necessary, changes are to be made as follows:
- a) draw one line through the area that is to be changed; and print in the new information;
  - b) each change must be signed or initialled by the person making the change (i.e. the issuer); and
  - c) do not use correction fluid or an eraser to change information on the licence(s).

**5.6 ORDERING SPECIAL EVENT LICENCES**

- 5.6.1 Licences may be purchased in person at the Regulatory Division in St. Albert, Red Deer or Calgary, or by mail by completing a Special Event Licence Order Form (LIC/P/5177). Licences are not to be sold to, or exchanged with, other licensees.
- 5.6.2 Licences are purchased from the AGLC at the full value of the licence in any quantity determined by the licensee. All cheques must be made payable to the AGLC.

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a) Example A:

20 Private Non-Sale Licences	x \$10.00	= \$200.00
5 Private Resale Licences	x \$25.00	= <u>\$125.00</u>
		\$325.00

b) Example B:

5 Private Non-Sale Licences	x \$10.00	= \$ 50.00
2 Private Resale Licences	x \$25.00	= <u>\$ 50.00</u>
		\$100.00

5.6.3 Licensees may assess a service fee of up to \$2.00 for each licence they issue. GST is to be applied to the service fee but not to the licence fee.

5.6.4 When a special event licensee reports that a licence has been lost, a photocopy of the vendor's copy may be endorsed by the vendor as a replacement.

5.6.5 A customer refund of the licence fee may be appropriate when the licence function was cancelled for a legitimate reason (e.g., event rainout). The original (white) copy of the licence shall be returned to the Regulatory Division with a signed, hand printed explanation of why the function was cancelled. A replacement licence will be provided, at no cost, if the customer qualifies for refund under these conditions.

5.6.6 When an unused licence is damaged prior to issue, mark "void" on the top copy and return all copies (white, yellow and pink) to the Regulatory Division and a replacement licence will be provided.

5.6.7 A completed Special Event Licence Order Form is required when requesting replacement licences.

5.6.8 At the end of each calendar month, the licensee shall return to the Regulatory Division in St. Albert, the AGLC copies (yellow copies) of Special Event licences which have been issued. Attach Special Event Licence Authorization Letters for licences sold to parties other than the licence applicant.

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**5.7 LOCATIONS FOR SPECIAL EVENTS**

- 5.7.1 Special Event licence functions may be held in licensed premises (Class A, B or C) provided they are held in a private room or any area that is set aside for the exclusive use of the licensee. The licensee will have voluntarily suspended the liquor licence for the period of time that the Special Event licence is in effect.
- 5.7.2 Where Special Event licence functions are planned to take place in a private licensed room, the current licence must not be in effect and the Regulatory Division must approve the use of the licensed room; (see Subsection 5.2.12 for telephone numbers of AGLC offices).
- 5.7.3 Premises suitable for Special Event licence functions include:
- a) community halls;
  - b) banquet rooms;
  - c) meeting rooms;
  - d) fenced areas;
  - e) tents or other temporary structures where approval has been obtained from the appropriate local municipal authorities;
  - f) schools/educational institutions where written approval from a school official has been received;
  - g) When a person applies for a special event licence for a bus, the general merchandise store must contact the AGLC for approval;
  - h) other licensed premises where the licensee (Class A, B or C) has suspended the liquor licence for the time the Special Event licence is in effect (i.e., where an enclosed area is to be dedicated for a Special Event function, the other licence must be suspended for that area only, but will remain in effect for the rest of the premises); and

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i) party rooms in multiple family residential complexes.

5.7.4 Locations where Special Event licence functions are not permitted include:

- a) where liquor consumption will take place on the street (e.g., street dances or block parties);
- b) premises where a liquor licence (Class A, B or C) is under suspension by the AGLC;
- c) public areas accessed by the general public;
- d) private residences for Private Resale licence functions; and
- e) outdoor areas where a tent or enclosure has not been provided.

5.7.5 A licence is not required for non-sale functions held in a private residence, including a party room function hosted by a resident of a residential complex.

5.7.6 Liquor sales from private residences and/or residential properties are prohibited.

**5.8 HOURS**

5.8.1 Special Event licences may be issued for hours between 10:00 a.m. and 3:00 a.m., each day the licence is in effect. Extended hours may be approved by the Regulatory Division, starting no earlier than 6:00 a.m.

5.8.2 At Special Event licensed functions, consumption of liquor is permitted for a maximum of one hour after the time when liquor sales cease. The service of liquor must end not later than 2:00 a.m. with all consumption ceasing and liquor being removed from public areas by 3:00 a.m. unless otherwise approved by the Regulatory Division.

5.8.3 Licence hours may be split. In the case of a split, two separate one (1) hour maximum consumption periods will apply, (e.g., bar service 2:00 p.m. to 5:00 p.m. with

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consumption until 6:00 p.m. followed by bar service 9:00 p.m. to 2:00 a.m. with consumption until 3:00 a.m.)

5.8.4 Requests for liquor service that commences earlier than 10:00 a.m. must receive prior approval of the Regulatory Division.

5.8.5 A single Special Event licence may authorize a series of related activities that take place on consecutive days (i.e. activities take place on more than one day but are recognized as a single event). Examples include but are not limited to:

- a) a wedding followed by a gift opening the next day;
- b) a curling bonspiel; or
- c) a convention.

**5.9 ADMISSION/ATTENDANCE/ADVERTISING**

5.9.1 Admission to Private Resale licence and Private Non-sale licence functions is restricted to members and invited guests.

5.9.2 Licence requests where attendance is expected to be more than 400 people must be approved by the Regulatory Division.

5.9.3 Allowing minors to attend is at the discretion of the licence holder, however, no person under the age of eighteen years, under any circumstances is to:

- a) be served;
- b) be allowed to consume liquor;
- c) sell, serve or handle liquor;
- d) sell liquor tickets; or
- e) receive liquor from other people in attendance.

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5.9.4 Attendance by minors should be restricted to functions, or portions of functions, which are family oriented.

5.9.5 Minors may be prohibited from Private Non-sale and Private Resale licence functions. If attendance of minors is restricted, a visible "no minors" sign shall be posted at all entry points to the premises.

5.9.6 The authorized capacity of the facility as determined by local authorities must not be exceeded.

5.9.7 Advertising of functions must be directed only to members of the association or organization and invited guests. Advertising must not be worded to extend an invitation to the public.

5.9.8 Tickets to private functions cannot be sold to the public.

**5.10 FOOD**

5.10.1 Food is recommended at all Special Event licensed functions.

5.10.2 Non-alcoholic beverages (e.g., soft drinks, coffee, etc.) must be available at Special Event licensed functions.

**5.11 LIQUOR PURCHASES/RETURNS**

5.11.1 Only liquor products purchased from AGLC approved sources are allowed on the premises. The receipts for all liquor purchased must be attached to the licence.

5.11.2 The Special Event licensee is to be instructed that under no circumstances are homemade liquor products be taken to and/or consumed at a licensed function. Under the legislation, homemade wine, cider and or beer may not be served or consumed at any licensed function.

5.11.3 When the issuer of a Special Event licence has any suspicions that homemade liquor products, or any other type of illegal liquor, may be served at a Special Event function, provide the details immediately to the Regulatory Division.



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5.11.4 The Special Event licensee may transport purchased liquor to the licensed premises up to 48 hours prior to the specified special event.

5.11.5 A Class D licensee shall accept for refund returns of unopened, resalable bottles from a Special Event licence holder who purchased the product from them.

**5.12 TERMS**

5.12.1 A Class D licensee shall ensure Special Event licences are issued in accordance with all the conditions Section 5, otherwise the authority to issue Special Event licences could be suspended or cancelled.

5.12.2 The Class D licensee agrees to return to the AGLC copies of Special Event licences which have been issued (yellow copies) at the end of each calendar month (see Subsection 5.6, Ordering Special Event Licences). Attach to the copy Licence Authorization Letters for licences sold to parties other than the licence applicant.

5.12.3 The Class D licensee (pink) copy of all licences issued shall be kept on file by the licensee for a minimum one year period.

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**6.1 MINORS**

- 6.1.1 It is an offence under the *Gaming and Liquor Act* to provide liquor to anyone under the age of 18 years in licensed premises.
- 6.1.2 A minor may normally enter premises licensed under a Class A licence when the facility is operating as a bona fide dining establishment. During hours when the licensee has approval to operate with a Minors Prohibited endorsement, minors must be refused entry.
- 6.1.3 A minor is forbidden to enter premises licensed under a Class A Minors Prohibited licence. A Class A Minors Prohibited licensee may make written application to the Regulatory Division to admit minors to the premises on specific occasions (i.e., on occasions when a family dining environment is to be in effect).
- 6.1.4 A minor may enter premises licensed under a Class B or C licence unless a condition prohibiting minors has been imposed on the licence prohibiting minors from entering, being in or remaining in the premises.
- 6.1.5 A minor may enter a Class D retail liquor store, manufacturer's off sales outlet or a separate hotel off sales room when accompanied by a parent, guardian or spouse who is an adult and who is in the licensed premises for the purpose of purchasing liquor.
- 6.1.6 A Class A Minors Prohibited licensee or other licensee of a premises where minors are prohibited, wishing to employ a minor as an entertainer must have the parent or guardian seek the approval of the Regulatory Division prior to engaging the individual in question. The minor cannot be employed as a nude entertainer.
- 6.1.7 A minor who is the son, daughter or spouse of the licensee or manager of the licensed premises may enter and remain in the Class A Minors Prohibited licensed premises when liquor service is prohibited.

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- 6.1.8 A minor engaged by a licensee to repair or service equipment or furnishings may, under the supervision of the licensee, remain in a Class A Minors Prohibited licensed premises for the time required to complete the service.
- 6.1.9 A minor cannot be employed in a Class A Minors Prohibited premise, Class D retail liquor store, hotel off sales room, manufacturer's off sales room, duty free store or other premises where a condition has been imposed on the licence prohibiting minors.
- 6.1.10 A licensee will visibly post a "No Minors" sign at all access routes to premises with a Class A Minors Prohibited licence and other premises where a condition has been imposed on the licence prohibiting minors.
- 6.1.11 On the basis of written approval from the Regulatory Division, a Class A Minors Prohibited licensee may admit a minor to the premises on Christmas Day for the purpose of dining when the premises function as a bona fide dining establishment.
- 6.1.12 A licensee will ensure staff demands proof of age when a person of questionable age (i.e., anyone who appears to be less than 25 years of age) attempts to enter a Class A Minors Prohibited licensed premises or other premises where minors are prohibited, or requests to be given or to purchase any liquor. Photograph identification must be presented upon request, any of the following are acceptable:
- a) Alberta Registries Operator's Licence; or
  - b) Alberta Registries Identification Card (this non-driver's identification is available through private registry offices); or
  - c) passport, Armed Forces Identification Card, Out-of-Province Photo Operator's Licence, Certificate of Indian Status or Immigrant Authorization; or
  - d) other comparable forms of identification from other jurisdictions.

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6.1.13 In the event the required photographic identification appears not to be genuine, then a second piece of identification from the following list must be requested:

- a) Birth Certificate;
- b) Citizenship Certificate;
- c) Baptismal Certificate;
- d) Foreign Government Visa; or
- e) Fire Arms Acquisition Certificate.

6.1.14 Careful examination of identification under adequate lighting and/or a black light must take place to ensure:

- a) the photograph is genuine and has not been substituted;
- b) the plastic laminate has not been tampered with;
- c) the lettering that provides information on name and date of birth has not been altered; and
- d) for Operator's Licences, the lettering that provides information on name, date of birth, and the information on minor status, has not been altered.

**NOTE:** Letters that have been altered will show up under a black light.

6.1.15 Where there is any doubt that identification is genuine, have the individual provide a sample signature and compare the signature to the signature on the photograph identification. Also, ask for a second piece of signature identification.

6.1.16 Persons of questionable age shall provide identification upon each occasion of entry to minors prohibited premises. To prevent the use of false identification, all customers who appear to be under 25 years of age, should be required to provide identification prior to each entry.

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- 6.1.17 If a person of questionable age fails to satisfy the licensee or staff that the person is of legal age, the licensee will refuse entry or ask the person to leave if minors are prohibited from being in or remaining in the licensed premises.
- 6.1.18 If a young-looking person fails to satisfy the licensee or staff that the person is of legal age, the licensee will refuse to sell, serve or provide liquor service to the individual in question.
- 6.1.19 Supervisory staff of licensed premises will remain constantly vigilant to ensure that adequate safeguards preventing minors from entering minors prohibited premises and accessing liquor in minors allowed premises are maintained.
- 6.1.20 A licensee who employs minors as table staff will ensure that the minors do not become involved in the sale or service of liquor.
- 6.1.21 Licensees shall provide adequate supervision to ensure patrons of legal age do not provide liquor to minors.
- 6.1.22 A minor is prohibited from entering any licensed premises at a time when nude entertainment is being performed.
- 6.1.23 Licensees should telephone police when minors attempt to purchase liquor, are found consuming liquor or are found to be in Class A Minors Prohibited licensed premises or other premises where minors are prohibited. Police may elect to lay charges.

**6.2 LIQUOR SERVICE IN LICENSED PREMISES**

- 6.2.1 The provision of liquor service in licensed premises shall follow these conditions:
- a) liquor must never be sold, provided to, or consumed by minors or intoxicated persons;
  - b) a variety of non-alcoholic beverages shall be made available;

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- c) the days and hours of service and consumption must comply with those stipulated on the licence. When daylight saving time commences or ends, licensees will cease liquor service before clocks are adjusted. Liquor sales may commence based on the new adjusted time the next business day;
- d) liquor sold to patrons must be purchased from AGLC approved sources;
- e) consumption of liquor must take place on the licensed premises, as described on the licence, unless otherwise expressly provided for;
- f) the amount of liquor in a drink and the price shall be specified on a menu or price list;
- g) under no circumstances shall homemade liquor of any kind; duty free liquor; liquor from a customer and/or liquor not purchased from the warehouse, a licensed Alberta manufacturer or a Class D licensee be present on the licensed premises; and
- h) A patron may bring a commercially manufactured sealed bottle(s) of wine into a Class A Minors Allowed or Class C Club licensed premises provided;
  - i) The licensee must apply to Regulatory Division for an endorsement on the liquor licence to allow patrons to bring wine into the premises for consumption;
  - ii) A schedule of corkage fees that are applicable to all patrons must be posted;
  - iii) the wine must be handed over to the licensee staff immediately upon entering the premises; and
  - iv) the wine will be brought to the patron's table by licensee staff and opened by licensee staff.

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- i) Only liquor purchased by the licensee under their valid liquor licence is permitted on the premises with the exception of (h) above. Homemade wine cannot be served at any licensed function or brought into any licensed premises even if it is intended for private functions (e.g. weddings, retirements, etc.)

**6.2.2 A licensee will:**

- a) provide a reasonable number of different brands of liquor on his premises (i.e., types of beer, wine, spirits, etc.);
- b) develop a price system designed to address possible complaints of favourable or discriminatory pricing practices; and
- c) introduce and maintain a measuring and dispensing system to ensure patrons are provided with the brand and amount of liquor purchased.

**6.2.3 Liquor prices may vary from day to day, and "happy hours" are acceptable; however, liquor sale activities must not promote intoxication. For example, the following are prohibited:**

- a) more than one drink must not be offered or provided for a single price (e.g., "2 for 1" or "triples for the price of a single");
- b) pour sizes may vary, but over service is prohibited;
- c) promotions of "all you can drink for a fixed cost" are prohibited; and
- d) free liquor specials are prohibited.

**6.2.4 Except for Class C (Canteen) premises and traveller's lounges where the licensee is an airline company, liquor must be dispensed by staff and not be available to patrons on a self-serve basis.**

**6.2.5 Licensees must ensure all liquor provided is not adulterated or altered in any fashion. The addition of any foreign material**

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such as ice, mixes or flavouring agents is not permitted until the product is required for direct sale to the customer.

6.2.6 All liquor containers (i.e., cans, bottles, etc.) must be opened by licensee staff prior to being served to customers.

6.2.7 Wine, beer and coolers, as well as miniatures containing spirits, must be served in the original container or dispensed into an approved container (including glasses, mugs, jugs and carafes) and served directly to the customer.

6.2.8 Liquor may not be dispensed directly from the bottle into a patron's mouth by licensee staff.

6.2.9 Spirits (except miniatures) and beer in kegs must be dispensed from the original container in which it was purchased or by the use of an approved dispensing system into an approved container (including glasses, mugs, jugs and carafes) and may not be served in the original container. A keg of beer is any container which has a capacity of more than five (5) litres.

6.2.10 Liquor from one container shall not be mixed with liquor from another container unless it is:

- a) mixed at the request of a patron and served to that patron in a glass, mug, jug or carafe; or
- b) liquor from one container of a particular brand poured into another size container of the same brand (e.g., refill a 750 ml bottle from a 1.75 litre bottle of identical product).

6.2.11 All liquor containers (i.e., bottles, cans and kegs) must remain sealed until such time as they are required for use, for either direct sale to the customer or for replenishing supplies for use in the service bar or liquor dispensing system.

6.2.12 All liquor dispensing systems must have the prior approval of the Regulatory Division and comply with the following conditions:

- a) provide consistent pours;



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- b) have secured adjustment mechanisms (automatic dispensing systems);
- c) each product line, from the interconnected reserve holding tank/bottle rack to the dispensing head, shall contain one type or brand of liquor; mixing of types or brands of liquor in one product line is not permitted unless the brand of liquor in a product line is being changed;
- d) should a licensee change the brand of liquor in a product line, then care shall be taken to minimize the mixing of old and new brands as follows:
  - i) in the case of bottle racks, new brand bottles shall only be added when all the old brand bottles are empty; and
  - ii) new brand bottles shall only be added when the holding tank, reservoir or well is completely empty.
- e) the licensee must advise the Regulatory Division, upon request, of the type and brand of liquor contained in each product line.

6.2.13 Machines that mix liquor with pressurized oxygen, commonly called "alcohol without liquid vaporizer", are prohibited.

6.2.14 Regulatory Division Inspectors will conduct periodic tests on all opened liquor stocks, including liquor contained in dispensing systems, to ensure that illegal, adulterated or altered liquor products are not present on the licensed premises.

6.2.15 Licensees found to be in contravention of the provisions concerning liquor dispensing systems may be required to remove the system(s) from their licensed premises. This would be in addition to any other penalty imposed by the Board.

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- 6.2.16 Licensees may only provide liquor from a private office for the consumption by guests between the hours of 10:00 a.m. and 2:00 a.m.
- 6.2.17 No liquor may be sold, provided or consumed in a storage room, vestibule, kitchen, hallway, or other service area.
- 6.2.18 Licensees authorized for off sales must provide liquor sold for off-premises consumption, in closed containers. This liquor is to be removed from the premises by the patron immediately upon purchase.
- 6.2.19 "Last call" must be timed to ensure that patrons who order liquor receive delivery from the service bar before the latest hour at which liquor may be served.
- 6.2.20 Licensees will normally not allow on duty staff to consume liquor or be under the influence of liquor, however, it is acceptable for staff to consume a beverage after the end of a shift, and for the manager/owner to consume a beverage while entertaining a client.
- 6.2.21 Staff consuming a beverage after the end of a shift must have the beverage paid for during permitted hours of liquor sales authorized on the licence.

**6.3 FOOD SERVICES**

- 6.3.1 Class A, B and C licensees must provide an approved food selection .according to the following guidelines:
- a) food, including a selection of non-alcoholic beverages, offered for sale on licensed premises will be listed either on a printed menu or on a menu board placed on display. Each menu item will be individually priced for the information of patrons;
  - b) in a Class A Minors Allowed licensed premises, the licensee will offer patrons a selection of food items such as meat, poultry or fish, rice, potatoes or pasta, vegetables, ethnic food, pizza or full buffet for all hours liquor service is available;

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- c) in a Class A Minors Prohibited premises, a Class B premises or a Class C premises, a reduced selection of hot or cold food items such as hot dogs, pizza, hamburgers, chicken wings, sandwiches, etc. will be offered for patron consumption; and
- d) in a Class A, B, or C licensed premises with a Minors Prohibited endorsement, food service is not required past 11:00 p.m.
- e) Food specials shall not be dependent on liquor purchases.

**6.4 CATERER'S EXTENSION**

- 6.4.1 Class A, B or C licensees may cater liquor to locations away from the licensed premises with prior written approval from the Regulatory Division.
- 6.4.2 Requests to cater liquor which require prior Board approval include functions:
  - a) on First Nations' reserves and Metis settlements; or
  - b) where the maximum number of people attending will exceed the certificate of occupant load or 2000 persons, whichever is less.
- 6.4.3 Class A and B licensees may request a licence endorsement to cater liquor at private functions held by another party.
- 6.4.4 Class A and B licensees may request approval from the Regulatory Division to cater liquor at public functions held in conjunction with a community event. A community event is described as a festival or activity such as a fair, rodeo, sports day or celebration conducted and sponsored by a non-profit organization and approved by the Regulatory Division.
- 6.4.5 A Caterer's Extension on a Class A Minors Prohibited licence prohibits minors from attending.
- 6.4.6 Class A, B and C licensees who request a Caterer's extension for functions which are not considered to be family-oriented may be required by the Regulatory Division to

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prohibit minors from entering. (The Regulatory Division, in consultation with the licensee will determine whether the function is family-oriented.) Licensees may voluntarily request that minors be prohibited from these functions for all hours of liquor service or for specific hours in which the function is not family-oriented.

6.4.7 A Caterer's Extension on a Class C licence may only be for functions limited to members and their guests.

6.4.8 When a Class A, B or C licence is extended by way of a Caterer's Extension, the occupant load is subject to Regulatory Division approval, provided compliance is maintained with the Fire Code.

6.4.9 The maximum number of people at a function catered by the licensee shall not exceed a certificate of occupant load or 2,000 persons, whichever is less, unless approved by the Board.

6.4.10 A request for a Caterer's Extension must be submitted on an Application for Public Function or Caterer's Extension (Form LIC/5041) to the Regulatory Division at least three weeks prior to the function. The request must include the following information:

- a) type of function;
- b) third party for whom the function is being catered for;
- c) date and hours of the function;
- d) food service to be provided;
- e) location of the function; and
- f) expected attendance at the function.

6.4.11 For outside functions, the following information is required in addition to those listed in 6.4.10 above:

- a) a line drawing of the licensed area layout; and

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b) security details.

6.4.12 Applicants may be required to obtain the approval of municipal, police, health, fire and landlord authorities if requested to do so by the Commission.

6.4.13 The licensee must comply with the following if granted a Caterer's Extension:

- a) a selection of food items must be available;
- b) offer liquor service only during the hours endorsed on the licence, unless otherwise approved by the Board;
- c) not include liquor in the price of an admission ticket;
- d) ensure liquor pricing follows the conditions in Section 6.2.3 on liquor sale activities;
- e) co-sponsorship of a public function with a promoter or other group is acceptable provided that all proceeds from the sale of liquor at the function are received by the Class A, B or C licensee;
- f) ensure only liquor purchased under the licence is transported to the location of the catered function for sale and consumption in those premises. All unused liquor must be returned to the licensed premises of the licensee for use under the liquor licence;
- g) obtain a separate event licence for the provision of wine during the meal period if the wine is not supplied by the licensee; and
- h) ensure the location of the catered function is properly staffed and supervised;

6.4.14 Except private residences and special "one time" extensions, areas to be used for the Caterer's Extension may be inspected before approval.

6.4.15 A photocopy of the licence with the Caterer's Extension endorsement on it, together with a letter of approval, must be

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posted in the facility or location during the function. If the licence has not been endorsed, a letter of authorization will be acceptable.

- 6.4.16 Class A and B licensees may advertise “fully licensed catering of functions available.”

**6.5 GOLF COURSES**

- 6.5.1 For golf courses with a Class A, B or C licence, the Board may approve additional locations for liquor service on the premises.

- 6.5.2 Liquor may be consumed in areas designated on the licence, including the golf course, if authorized by the licensee.

- 6.5.3 Liquor may be sold and/or dispensed only from locations endorsed on the licence and include:

- a) club rooms (e.g., lounge, dining lounge, permanent patio);
- b) one kiosk per nine holes with a maximum of three kiosks in total, including both temporary and permanent;
- c) tournament facilities (e.g., tents); and
- d) motorized vending carts.

- 6.5.4 In addition to Subsection 6.5.3, during tournaments liquor may be sold and/or dispensed at temporary locations provided:

- a) service is limited to a maximum of one hole per front nine and one hole per back nine; and
- b) all liquor is purchased by the licensee and dispensed by licensee staff.

- 6.5.5 The sale of liquor from motorized vending carts will be considered provided:

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- a) non-alcoholic drinks and snack items are available for sale;
  - b) the cart is operated by an adult staff member; and
  - c) a maximum of one cart per nine holes is used.
- 6.5.6 All liquor containers (i.e., cans, bottles, etc.) must be opened by licensee staff prior to being served to customers.
- 6.5.7 Patrons are not permitted to bring their own alcoholic beverages on the licensed premises/golf course.
- 6.5.8 Liquor promotions on golf courses involving liquor suppliers, liquor agencies or their registered representatives have the following restrictions:
- a) selling or serving liquor by liquor suppliers or liquor agencies or registered representatives is prohibited;
  - b) liquor for sampling cannot be brought onto the golf course by the liquor supplier, liquor agency or registered representative;
  - c) liquor for sampling must be purchased from the golf course licensee;
  - d) licensee staff only may serve liquor samples on the golf course;
  - e) registered representatives may be present on the golf course to describe the merits of the liquor product to customers; and
  - f) liquor supplier or liquor agency vehicles are not authorized on the golf course to dispense liquor products.
- 6.5.9 During major national or international golf tournaments, liquor may be dispensed to spectators for consumption at the golf tournament. The licensee is responsible for ensuring minors/and intoxicated persons are not sold or consume liquor.

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**6.6 HOURS OF LIQUOR SALES AND CONSUMPTION**

6.6.1 The maximum hours of liquor sales are as follows:

- a) Class A Licence            10:00 a.m. - 2:00 a.m.
- b) Class B Licence
  - i)      Recreational Facility            10:00 am-2:00 am
  - ii)     Convention Centre                Set by the Board
  - iii)    Public Conveyance                 Set by the Board
  - iv)    Race Track: Two hours before post time until the end of the last race, but subject to the hours set out in Subsection 6.6.1 clause a).
  - v)     Sports Stadium: Two hours before the start of event until the end of the event, but subject to the hours set out in Subsection 6.6.1 clause a).
  - vi)    Theatre: Two hours before opening curtain until final curtain, but subject to the hours set out in Subsection 6.6.1 clause a).
- c) Class C Licence
  - i)      Canteen                                Set by the Board
  - ii)     All Others                                10:00 am-2:00 am
- d) Class D Licence
  - i)      General Off Sales                    10:00 am-2:50 am
  - ii)     Manufacturer's Off Sales            10:00 am-2:00 am
  - iii)    Retail Liquor Store                    10:00 am-2:00 am
  - iv)    General Merchandise                10:00 am-2:00 am  
Liquor Store



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v) Delivery Service 10:00 a.m. to ½ hour after the maximum permitted off sales hours

- 6.6.2 Class A Minors Prohibited and Class D licensees are required to be closed on Christmas Day (December 25). Premises are to close by the end of the previous business day as per the regular hours. For a Class A Minors Prohibited licensed premises to be open on Christmas Day. AGLC approval must be received and the premises must meet the style of operation conditions outlined in Subsection 3.1.2 clause f).
- 6.6.3 On Class A, B and C licensed premises and Special Event licences, consumption of liquor is permitted for a maximum of one hour after the time when liquor sales are required to cease. All liquor drinks are to be removed from patron areas by 3:00 a.m. at the latest.
- 6.6.4 At the end of the consumption period, all unauthorized people must leave Class A Minors Prohibited premises. The spouse of a licensee, employees of a licensee and workers maintaining or making repairs to the licensed premises are the only people authorized to be in the licensed premises.
- 6.6.5 Class A Minors Prohibited licensed premises shall be closed when the sale and consumption of liquor is not permitted.
- 6.6.6 Class D licensed premises shall be closed when the sale of liquor is not permitted unless the premises is also a Class A licensed premises.
- 6.6.7 The maximum hours of sale under an extension are the same as those for the licence being extended unless otherwise prescribed by the Board.
- 6.6.8 When a Class A licensed premises, where minors are allowed, receives approval for a minors prohibited style of evening operation, then the premises must be vacated by 3:00 a.m. and may not reopen for food service prior to 6:00 a.m. on the next operational day.

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6.6.9 When daylight savings time commences or ends, licensees will cease liquor service before clocks are adjusted. Liquor sales may commence based on the new adjusted time on the next operational day.

6.6.10 Golf and Curling clubs may request a licence endorsement from the AGLC permitting the service of liquor commencing at 8:00 a.m. for private tournaments/bonspiels.

**6.7 LIQUOR SUPPLIERS/LIQUOR AGENCIES BRANDED ITEMS**

6.7.1 A licensee is not permitted to sell branded items of liquor manufacturers, liquor suppliers or liquor agents (e.g., hats, T-shirts, key chains, glasses).

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**7.1 AREAS INCLUDED WITHIN LICENSED PREMISES**

- 7.1.1 Areas associated with the operation of licensed premises are considered to be part of the licensed premises.
- 7.1.2 The licensed premises include the areas where:
- a) liquor may be sold and consumed; and
  - b) any store room, lobby, washroom, kitchen, hallway or other service areas used by the licensee in support of the areas where liquor may be sold and consumed.
- 7.1.3 The licensee shall prominently post the licence in the licensed premises.
- 7.1.4 In areas where liquor may be sold and/or consumed, patrons must be clearly visible to staff at all times to ensure conduct can be monitored. All areas of the licensed premises must be accessible to staff at all times.

**7.2 OCCUPANT LOAD**

- 7.2.1 The maximum occupant load of licensed premises will normally be established in accordance with the Fire Code, (Certificate of Occupant Load) and must not be exceeded by the total of all individuals on the licensed premises (staff included).
- 7.2.2 The licensee shall prominently and publicly display a Certificate of Occupant Load.
- 7.2.3 A licensee must request approval from the Regulatory Division prior to any proposed change to the occupant load.
- 7.2.4 The occupancy load of patio extensions may be determined by the Regulatory Division. The occupant load is endorsed on the licence authorizing the patio and the number must not be exceeded.
- 7.2.5 A Certificate of Occupant Load for a patio supersedes an occupancy set by the Regulatory Division if more restrictive.

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7.2.6 When a Class A, B or C licence is extended by way of a Caterer's Extension or a patio extension, the occupancy is subject to Regulatory Division approval, provided compliance is maintained with the Fire Code.

**7.3 PATIO EXTENSIONS**

7.3.1 Class A, B and C licensees may apply for a licence extension for the service and consumption of liquor on an outdoor patio.

7.3.2 Patios will be located on property adjacent to or adjoining the licensed premises and suitably defined as follows:

- a) Patios of Class A Minors Allowed licensed premises may have either a permanent or portable enclosure, normally one metre (three feet) high (e.g., planters, rope, railing which may be accessed by the public from within the licensed premises and/or directly from public areas);
- b) Patios of Class A Minors Prohibited licensed premises must be located within a permanent enclosure at least one metre (three feet) high and normally will only be accessible from the indoor licensed area with no external access. Fire Code provisions must be complied with. Other proposals which demonstrate a controlled access will be considered. The licensee must ensure proper controls are in place to prevent access by minors. (e.g., adequate level of supervision and "No Minors" signs);
- c) Class B and Class C patios where the primary activities of the premises are indoors (e.g., billiard halls, service clubs, curling clubs) will be within a permanent enclosure at least one metre (three feet) high and normally will only be accessible from the indoor licensed area; and
- d) Class B and Class C patios where the primary activities of the premises are outdoors (e.g., golf courses, tourist facilities, ski areas) will be suitably defined (e.g., rope, signs, railing) and may be accessed from within the licensed premises and/or directly from public areas.

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7.3.3 A request for the licensing of a patio will be based on the following:

- a) a patio for 100 people will be considered regardless of the capacity of the indoor licensed area;
- b) a patio to accommodate 100 to 200 people will be considered if the capacity of the indoor licensed area is not exceeded by the proposed patio capacity (one to one ratio);
- c) a temporary patio for more than 200 people (to a maximum of 2,000) may be considered for special events if the capacity of the proposed patio area does not exceed double the capacity load of the indoor licensed area (two to one ratio);
- d) requests for permanent patios for over 100 persons which exceeds either the one to one ratio or the 200 maximum will be referred to the Board for consideration of special circumstances presented by the applicant;
- e) a minimum area of .93 metres (10 sq ft.) per person must be provided.

7.3.4 A request to establish a temporary patio will be considered if the operation of the temporary patio is conducted in conjunction with a community event, and must be submitted at least three weeks prior to the event. The following information is required:

- a) date and hours;
- b) proposed capacity;
- c) food service;
- d) proposed supervision;
- e) a line drawing of the patio layout with a description of how the temporary patio is to be defined; and

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f) authorization of the municipality and/or the host of the community event if requested by the Regulatory Division.

**NOTE:** A community event is defined as a festival or activity such as a fair, rodeo, sports day or celebration conducted and sponsored by a non-profit organization.

7.3.5 In rural areas where noise transfer from a patio is minimal, patios and kiosks may be separated from the building housing the licensed room provided the location is on the licensee's property and patio supervision is provided.

7.3.6 All conditions in effect for the licensed room inside the facility apply equally to the operation of the patio, except conditions relating to hours of operation and entertainment, with games being permitted.

7.3.7 Licensees are to keep recorded music levels at a low volume. Outside speakers are not to be connected to the DJ booth. Dancing and live entertainment may be considered for special occasions, for example an annual community event or a ten year anniversary of licensed premises. Prior approval is required.

7.3.8 Liquor service on patios may begin at the time specified on the licence and end no later than 12:00 midnight, followed by a one hour consumption period. A Class A Minors Prohibited licensed patio must be cleared by 1:00 a.m.

**NOTE:** Golf course outdoor patios may operate as per the regular hours specified on the liquor licence.

7.3.9 Liquor service around swimming pools by way of extension of the Class A, B or C licence may be approved. Conditions related to a patio will apply to the swimming pool area.

7.3.10 Application for an outdoor patio must be submitted for the approval of the Regulatory Division before construction. It must include a plan or a line drawing showing the layout and the location of the licensed areas, and noting entrances, kitchen and washrooms in relation to the proposed patio.

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7.3.11 Applicants may be required to obtain the approval of municipal, police, health, fire and landlord authorities.

7.3.12 Upon completion of a satisfactory final inspection, the service and consumption of liquor on the patio will be approved by the Regulatory Division with an endorsement on the liquor licence. A Certificate of Occupancy Load must be publicly displayed.

**7.4 STRUCTURAL CHANGES**

7.4.1 Licensees planning to undertake major structural changes must contact the Regulatory Division and present plans of the proposed changes and obtain approval before making any changes.

7.4.2 Major structural changes are:

- a) alterations or additions to premises that include an enlarged floor plan;
- b) changes to walls that enclose a licensed room or separate one licensed room from another;
- c) alterations that lower the standard of the premises below the minimum licensing requirements (e.g., kitchen, washrooms, guest rooms, storage area, etc.); or
- d) expansions that result in a need to revise an existing lease or certificate of title (e.g., increased square footage along with increased rental payments).

7.4.3 Where major renovations occur, a final inspection of the premises will be conducted by an AGLC Inspector before relicensing.

**7.5 SEPARATION OF LICENSED AREAS**

7.5.1 Each licensed premises normally will be enclosed with full height solid walls, accessible by patrons only from an unlicensed area, unless otherwise approved by the Board. Full height wall means a floor to ceiling wall, or, when the

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ceiling is higher than 2.44 metres (eight feet), a wall a minimum of 2.44 metres (eight feet) high. Exceptions will be considered including the following cases:

- a) an outdoor patio or kiosk;
- b) a concourse area in a stadium, race track, bowling centre or airport;
- c) a lobby lounge in a hotel;
- d) a hotel dining area;
- e) a mezzanine or balcony, which can be a separate room or part of another room;
- f) a foyer off a banquet or meeting room;
- g) a lounge in a recreation facility;
- h) a lounge in a licensed bingo facility; or
- i) a lounge in a licensed casino facility.

7.5.2 Normally, there will be no openings in the separating wall that would provide a public thoroughfare for patrons between two licensed premises. The temporary removal of a portion of the separating wall may be approved if:

- a) both premises are operated by the same licensee;
- b) both premises have Class A licences and the same endorsements during the hours that the separating wall will be partially dismantled;
- c) the individual occupant load of each premise shall not be exceeded; and
- d) the separating wall must be restored before reopening the following day or when the primary business source of only one of the licensed premises changes.



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7.5.3 An opening between two licensed premises is permitted for washroom and staff access. The access will have a sign posted noting that it is for "staff only" or "washrooms". A door or gate is required at the opening.

7.5.4 The separation between an unlicensed lobby, foyer, mall or atrium area and a licensed premise will be at least one metre (approximately three feet) high.

7.5.5 The separation between a Class A Minors Allowed licensed patio and a Class A Minors Prohibited licensed patio will be a height equal to the enclosure surrounding the Class A Minors Prohibited licensed patio. A marked "staff only" service gate and a "no minors" sign will be posted between the two licensed patios.

7.5.6 Existing licensed premises with separations that do not follow this policy may continue with their present separation until renovations to the licensed premises take place.

**7.6 PATRON MANAGEMENT**

7.6.1 The licensee must manage patrons. This includes:

- a) prohibiting the unlawful entry of minors;
- b) refusing liquor service and consumption of liquor to persons who appear to be intoxicated or under the influence of drugs;
- c) prohibiting persons who appear to be intoxicated or under the influence of drugs from playing a gaming activity or provincial lottery which is conducted on the licensed premises.

**NOTE:** Common signs of intoxication include falling down, staggering, lack of coordination, disorderly appearance, bloodshot eyes, slurred speech and liquor on breath.

- d) refusing liquor service and removing individuals whose behaviour becomes quarrelsome, riotous or disorderly,

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and/or who are involved in illegal activities, such as drug dealing;

- e) considering barring entry of individuals who have been removed from the premises repeatedly. At the request of the Board, the licensee will provide full particulars on the circumstances surrounding the removal or barring of an individual; and
- f) cooperating with police authorities (see also Subsection 7.7, Illegal Drug Activities).

7.6.2 Liquor sold or provided under a Class A, B or C licence must not be removed from the licensed premises except;

- a) liquor purchased for off premises consumption under a Class D licence;
- b) a partially consumed bottle(s) of wine that is sealed with a cork (inserted flush with the top of the bottle) by licensee staff and placed in a bag; and
- c) under a Caterer's Extension.

7.6.3 A licensee must hire trained and competent staff in adequate numbers and ensure the premises are under competent and approved management. All licensed premises must be properly staffed and supervised during all operating hours. If police help is requested, the licensee should be prepared to proceed with charges.

7.6.4 For the safety of staff and customers, the licensee should ensure a Certificate of Occupant Load is never exceeded.

7.6.5 Licensees must keep the entry doors to their premises open and accessible to Inspectors and Police Officers when patrons are present.

7.6.6 A licensee is encouraged to take advantage of visits to the premises by Inspectors. Questions should be asked regarding their responsibilities relating to AGLC Policy and the law.

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**7.7 ILLEGAL DRUG ACTIVITIES**

7.7.1 Licensees need to be aware that their premises are a prime location for drug activities to take place, and therefore consider the following precautions:

- a) watch for any suspicious actions by staff or patrons on a daily basis. Be aware of the type of clientele being catered to and the character of your staff;
- b) offers of employment should be subject to a security clearance check. An applicant with a criminal record should only be hired if management is confident the prospective employee will not adversely affect operating standards;
- c) establish strict conditions of employment (i.e., immediate dismissal) for any involvement in the failure to control premises or the failure to report drug activities to management and/or police;
- d) establish a training program to educate staff in being "drug wise" (i.e., awareness program of illegal drug activities);
- e) provide adequate lighting in the licensed room, washrooms, hallways, entrances and exits and also outside of the building (i.e., in parking lots and back lanes);
- f) support police "walk through" programs;
- g) post signs that drug users and traffickers will be barred and ensure they are barred;
- h) maintain a log book to record occurrences and action taken, including names, date, time, offence and police action;
- i) consider hiring a private investigator where suspicions exist that staff and/or patrons are involved with illegal activities;

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- j) consider video surveillance equipment to monitor key areas if a drug problem is identified; and
- k) all patrons observed carrying out illegal drug activity shall be barred by either management or staff.

7.7.2 Licensees and staff must be knowledgeable regarding the potential for drug activity and constantly on the look out for problems. Licensees should undertake measures such as:

- a) be aware of different drugs/drug paraphernalia, how they are used and their symptoms on users;
- b) monitor washrooms for drug trafficking/user activity on a regular basis;
- c) be aware of patrons who are approached by a number of different people, have large quantities of cash or are seen receiving cash from different patrons; and
- d) be aware of patrons who are either placing or receiving telephone calls on a regular basis.

7.7.3 Some of the more common illegal drugs and their uses are as follows:

- a) marijuana and hashish are normally inhaled by smoking what is known as a "joint" (resembling a hand rolled cigarette) or in a small pipe. The smoke has a very distinct smell and will linger in the air and permeate the user's clothing. The "joint" is usually smoked by a number of people taking turns until finished;
- b) powder form substances such as cocaine and heroin may be placed on a hard surface and divided into thin lines with a sharp object (razor blade or credit card) and with a straw or rolled up piece of paper the drug is sniffed into the nose. These drugs may also be injected directly into the vein of the user by syringe; and
- c) illegal drugs can also be found in tablet and capsule form and are taken orally (e.g., barbiturates, amphetamines, LSD, mescaline, MDA).

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Traits and behaviours of a drug trafficker may include:

- a) frequent meetings with different people and making several trips with these people to the washroom or outside of the building;
- b) placing and receiving numerous telephone calls;
- c) carrying large amounts of money;
- d) using hiding places in washrooms to conceal drugs behind ceiling tiles, light fixtures, fans, switch covers or under the sink;
- e) creating hiding places in service areas by cutting slots into the padding of chairs or by taping drugs under tables or chairs;
- f) hiding drugs outside of the building (e.g., under garbage dumpsters, buried in loose earth or in and around vehicles);
- g) concealing small quantities of heroin, cocaine or other drugs in their mouth in order to swallow them if approached by police. The drugs may be contained in condoms or balloons; and
- h) concealing drug sale activity by passing drugs to buyers in a cigarette package to avoid suspicion.

The drug user may:

- a) possess unusual, special drug paraphernalia such as a miniature spoon, small smoking pipe, special rolling papers or syringes;
- b) roll up marijuana or hashish ("joints") in the licensed premises;
- c) use drugs where there is less likelihood of detection, such as a washroom, outside in an alleyway or within parked vehicles;

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- d) exhibit observable physical symptoms such as dilated pupils, drowsiness, rapid breathing, sweating, paleness, twitching, staggering and/or slurred speech; and
- e) exhibit erratic behavioural symptoms such as abnormal behaviour, significant changes in mood, extreme self-confidence, talkativeness or outbursts of laughter.

7.7.4 Any suspected drug activities shall be reported to the management of the premises and all detected drug activities shall be reported to the police.

7.7.5 A licensee shall ban a patron identified by either the Commission or Police, who within the past two years, has been convicted of trafficking under the *Controlled Drugs and Substances Act* or the predecessor legislation (*Narcotic Control Act and Food and Drug Act*).

**7.8 NUDE ENTERTAINMENT**

7.8.1 Nude entertainment is permitted for Class A and Class C licensed premises.

7.8.2 Nude entertainment includes partially nude entertainment whereby genitals or breast of females are exposed. Nude entertainment includes the exposing of these body parts when covered only by paint or other substance.

7.8.3 Before nude entertainment begins:

- a) There must be a change room for the entertainer approved by the Regulatory Division. It must be a separate, private change area.
- b) There must be a clear pathway for the entertainer to get to the stage or enclosed dance area for the performance.
- c) The entertainer must go directly to the performance area from the change room or dressing room.

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- d) The performance must take place on a stage or enclosed dance floor which has been approved by the Regulatory Division.
- e) The entertainer must be fully clothed if in the licensed premises before, between, and after performances.
- f) Minors are prohibited from performing as nude entertainers or entering licensed premises while nude entertainment is occurring.

**7.8.4 During the entertainment:**

- a) Physical contact of any kind is not permitted between the nude entertainer, staff and patrons before, during, or after the performance. This includes touching or the use of devices (e.g., paint brushes, lap dancing) to make physical contact with the entertainer.
- b) Patrons may not enter the area where the performance is occurring (i.e., the stage or enclosed dance floor) at any time during the performance. Similarly, the entertainer may not leave the stage or enclosed dance area during the performance.
- c) There must be at least one metre (three feet) separating the stage or enclosed dance floor and the patron seating area. Neither patrons nor dancers may enter this area.
- d) More than one entertainer on the stage at the time is acceptable provided:
  - i) each entertainer performs independently of the other;
  - ii) there is no interaction or physical contact between the entertainers during the performance (clothed or nude);
  - iii) a minimum one metre separation is maintained between the entertainers at all times; and

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- iv) there is no advertising to suggest "duos" or other similar activities are occurring on stage.
- e) Animals, birds or reptiles may not be used by nude entertainers.
- f) Props or devices of a sexual nature or which have a sexual connotation may not be used during the nude performance.
- g) Real or simulated acts of violence are not permitted.
- h) Insertion of objects into, or extraction of objects from, the body of the performers is not permitted.
- i) Table dancing is not permitted by nude entertainers.
- j) Lap dancing/entertainment is prohibited at all times.

**7.8.5** After the entertainment ends:

- a) There must be a clear pathway for the nude entertainer to leave the stage or dance area, to return to the change room or dressing room.
- b) The entertainer must go directly to the dressing room or change room and be fully clothed before re-entering the licensed premises.

**7.8.6** All entrances to the premises providing nude entertainment must carry a standardized warning sign plainly visible to those entering the premises. It is to read as follows: "Warning: Nude entertainers appearing within these premises. Some patrons may find this offensive."

**7.8.7** No sign or photograph displaying nudity may be posted on the exterior of the licensed premises as an advertisement, or included as part of an advertisement of the entertainment, which includes advertising on the Internet.

**7.8.8** Only nude entertainment as allowed by these guidelines may be permitted.



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7.8.9 Any nude entertainment not covered by these guidelines requires the approval of the AGLC before it is permitted.

7.8.10 The staff of any licensed premises may not be nude (as defined in Subsection 7.8.2) while performing any staff functions (e.g., serving drinks, cleaning tables, tending bar, etc.).

7.8.11 Licensees who violate these guidelines will be subject to any of the following penalties:

- a) caution by an AGLC Inspector;
- b) warning by the Board;
- c) rescinding of authority by the Board to provide nude entertainment;
- d) licence suspension; or
- e) licence cancellation.

**7.9 ENTERTAINMENT, GAMES AND PATRON DANCING**

7.9.1 Entertainment, games and patron dancing are permitted in licensed premises unless:

- a) otherwise prohibited or restricted by the Board; or
- b) contravenes the *Criminal Code*; or
- c) contravenes other federal, provincial or municipal legislation.

7.9.2 Licensees must comply with any conditions or orders established by the Board respecting entertainment, games or patron dancing in the licensed premises as outlined in this Subsection and Subsection 7.8, Nude Entertainment.

7.9.3 The following are prohibited:

- a) activities where physical contact between staff and

**SECTION: 7. PREMISES MANAGEMENT**

patrons, other than patron dancing, is involved (e.g., arm wrestling and moshing);

- b) any type of machine or gaming device, other than video lottery terminals (VLTs) approved and installed by the AGLC, that provides a pay-out or prize of any kind such as:
  - i) punch boards (i.e., a device with numerous holes containing tightly wrapped paper (which details a number used to award prizes). Use or possession of such a device is contrary to the *Criminal Code*; or
  - ii) electronic crane style “digger” machines that allow a player, for a price, to use a “crane-like” device to try to clutch a prize, could be considered an illegal gaming device under the *Criminal Code*. Licensees are advised to obtain the advice of legal counsel before considering the installation of these machines.
- c) illegal gaming activities or devices. Licensees should be aware that criminal charges may be laid if illegal activities are taking place in licensed premises;
- d) loud music that results in public complaint;
- e) games or entertainment that is degrading or dehumanizing or which causes the participants or patrons distress, embarrassment or threat to physical safety (e.g., dwarf tossing);
- f) inappropriate staff attire while performing any staff functions such as serving drinks, clearing tables or tending bar (staff may not be nude as defined in Subsection 7.8.2); and
- g) patron nudity.

7.9.4 Entertainment that has the potential to be considered bizarre, grotesque or offensive must be referred to the Board for approval before being provided. This includes entertainment involving live animals, excluding magical acts.

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7.9.5 The use of a mechanical bull on licensed premises is allowed, however its use is not endorsed by the Board. If a licensee proposes to use a mechanical bull in a licensed premises the following conditions are to be considered:

- a) there must be a trained operator who manages the machine;
- b) the operator must use discretion and judgement as to who can ride the machine; and
- c) there must be adequate padding surrounding the machine.

7.9.6 Class A Minors Prohibited, Class B and Class C licensed premises may apply for approval to hold exhibition wrestling/arm wrestling/martial arts matches on an occasional basis with the following conditions:

- a) patrons are not permitted to participate;
- b) activities must be within the ring boundaries;
- c) there must be a one metre separation between the ring and patrons; and
- d) participants must be professionals or from recognized amateur associations or organizations.

7.9.7 A licensee may charge a cover charge.

7.9.8 Games may be considered on an individual basis under a Class A licence. Licensees should discuss their plans with the Regulatory Division prior to implementation.

7.9.9 Considerations for determining the number of pool tables on licensed premises are as follows:

**SECTION: 7. PREMISES MANAGEMENT**

- a) Class A Minors Prohibited licensed premises will be permitted to have pool tables in the licensed premises. An occupant load certificate will be required after the pool tables have been installed.
  - b) Class A Minors Allowed licensed premises will be permitted to have a maximum of 5 pool tables.
  - c) Class B (billiard/pool facilities) must have a minimum of 8 pool tables.
- 7.9.10 "Casino nights" with play money may be held under a Class C licence or a Class A licence for private functions in banquet rooms.
- 7.9.11 Games organized by licensees or by participants in which customers or staff play cards for money (gambling) are prohibited.
- 7.9.12 Participation in games by patrons must be strictly voluntary.
- 7.9.13 Games which cause the participants distress, embarrassment or threat to physical safety are prohibited.
- 7.9.14 Licensees wishing to provide patron dancing should designate an identifiable area for that purpose.
- 7.9.15 Patron dancing may be provided in recreational facilities.
- 7.9.16 A licensee wanting to provide any form of entertainment or games not specifically approved, which may contravene this Section, must submit a written proposal to the Regulatory Division, and receive Board Approval prior to the activity being provided.
- 7.9.17 A schedule of specific activities authorized and prohibited by the Board is listed on the following page.

**SECTION: 7. PREMISES MANAGEMENT**

**7.10 UNRULY PATRONS**

7.10.1 Licensees are required to maintain a high level of supervision and control in licensed premises. Licensees are responsible for overseeing their business to ensure the health and safety of the people within the premises.

7.10.2 Licensees need to be aware that in a setting where liquor is consumed, the possibility exists for unruly patron behaviour. The following precautions should be considered:

- a) establish a training program to educate staff on how to deal with unruly patrons, establish a consistent policy and display visibly in staff room;
- b) staff should wear highly visible apparel that identifies them as on-duty staff; and
- c) management and staff should constantly monitor the mood of the patrons throughout their shift and ensure that replacement staff are aware of potential problems at the start of their shift.

7.10.3 Indications of potential unruly patron behaviour may include:

- a) apparel (e.g., gang member colours, T-shirts with insulting or derogatory wording/insignias);
- b) reputation as a known "trouble-maker;"
- c) loud and obnoxious behaviour;
- d) confrontational demeanour;
- e) angry disposition;
- f) threatening language and/or body gestures; and
- g) aggressive/defiant stance, actions and/or facial expressions.

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7.10.4 Suggestions for dealing with unruly patrons:

- a) display signs at the entrances to the premises (i.e., no knives, no gang colours and unruly patrons will be barred);
- b) request the assistance of the unruly patron's friends to diffuse problems;
- c) calmly but firmly talk to patrons to diffuse problematic situations;
- d) support the police "walk-through" program;
- e) request police assistance if charges are warranted;
- f) separating combatants (remove combatants from the premises at different times or from different exits);
- g) hire supervisors and door control staff who display diplomacy and tact when dealing with patrons; and
- h) maintain a log book to record all disturbances with as much detail as possible.

7.10.5 Precautions need to be taken when using physical force to deal with or remove patrons from licensed premises. Under the *Criminal Code*, anyone can be held criminally responsible for use of excessive force. Licensees may wish to consult with legal counsel and local police authorities to determine what level of force may be appropriate given certain situations.

**ENTERTAINMENT AND GAMES SCHEDULE**

ACTIVITY	CLASS OF LICENSED PREMISES			
	Class A Minors Prohibited	Class A Minors Allowed	Class B (Recreational Facility)	Class C (Club)
Basketball (Free Throw only)	Yes	Yes	Yes	Yes
Bingo (No Charge) (6)	Yes	No	No	Yes
Card Games (1)	No	No	No	No
Casino Night (Play Money) (2)	No	(2)	No	Yes
Contests	Yes	Yes	Yes	Yes
Darts	Yes	Yes	Yes	Yes
Gyro Machine	Yes	Yes	Yes	Yes
Hot Tubs	No	No	No	No
Horizontal Bungee	Yes	Yes	Yes	Yes
Mud Wrestling (3)	No	No	No	No
Nude Entertainment (minors prohibited)	Yes	Yes	No	Yes
Paint Ball Shoot Games	No	No	No	No
Pool Table	Yes	Yes	Yes	Yes
Pull Tickets (if involving liquor price reduction or liquor as a prize)	No	No	No	No
Sumo Wrestling (4)	Yes	Yes	Yes	Yes
Tele-Theatre Betting	Yes	Yes	No	Yes
Tournaments	Yes	Yes	Yes	Yes
TV, Internet, NTN	Yes	Yes	Yes	Yes
Velcro Wall	No	No	No	No
Vertical Bungee	No	No	No	No
Volleyball	Yes	No	Yes	Yes
Video Games	Yes	Yes	Yes	Yes
Wet T-Shirt or Boxer Short Contests (minors prohibited)	Yes	Yes	No	Yes
Wrestling/Martial Arts (4)	Yes	No	Yes	Yes

- (1) All card games in which customers or staff plays cards for money (gambling) are prohibited. Card games such as crib which do not involve the exchange of money are allowed. Note that all casino games such as Poker, baccarat and blackjack are prohibited even if no money is exchanged, except as provided in #2.
- (2) A special casino night involving play money may be held in a banquet room or Class C (Club) premises in conjunction with a private function.
- (3) Mud wrestling includes the use of any substances other than water.
- (4) See Subsection 7.9.6 for full requirements.
- (5) Entrants to any contest must be verbally advised there is no requirement to purchase or consume any type or amount of alcoholic beverage(s).
- (6) Licensed bingo events may be conducted in a Class A Minors Prohibited premises if a bingo facility licence is in effect for the same premises.

**SECTION: 8. LIQUOR PURCHASES AND RETURNS**

**8.1 GENERAL**

8.1.1 The AGLC is the sole importer of liquor into Alberta and licensees must purchase liquor products from AGLC approved sources.

8.1.2 AGLC approved sources include:

- a) the St. Albert warehouse (i.e., Connect Logistics Services Inc.);
- b) a liquor supplier or liquor agency authorized to warehouse and distribute products ( i.e., domestic brewers); or
- c) Class D licensees authorized to sell to licensees.

8.1.3 All liquor licensees shall maintain invoices and receipts to account for the lawful purchase of all liquor which is on the licensed premises. The following shall not be on licensed premises:

- a) homemade wine, beer or cider. These homemade products cannot be served at any licensed function or brought into any licensed premises even if they are intended for private functions (e.g., weddings, retirements, etc.);
- b) homemade spirits (moonshine) are illegal to manufacture and therefore the provisions of Subsection 8.1.3 clause a) apply;
- c) any liquor purchased directly by the licensee in the United States, other foreign countries or other provinces in Canada;
- d) any liquor not purchased directly from a AGLC approved source, as detailed in Subsection 8.1.2; and

8.1.4 A patron may bring a manufactured sealed bottle(s) of wine into a Class A Minors Allowed or Class C Club licensed premises provided:



**SECTION: 8. LIQUOR PURCHASES AND RETURNS**

- a) a schedule of corkage fees that are applicable to all patrons must be posted;
- b) the wine is handed over to the licensee staff immediately upon entering the premises; and
- c) the wine will be brought to the patron's table by licensee staff and opened by licensee staff.

8.1.5 Only liquor purchased by the licensee under their valid liquor licence is permitted on the premises, with the exception of (a) above. Homemade wine cannot be served at any licensed function or brought into any licensed premises even if it is intended for private functions (e.g. weddings, retirements, etc.)

8.1.6 Licensees may possess and display unique/collector type liquor containers that hold liquor (i.e., bottles, cans, boxes, or other receptacles) which have been obtained from an unapproved source subject to the following conditions:

- a) written approval from the AGLC;
- b) the container is to appear in one of the following forms:
  - i) the container has not been previously opened and the original sealing system is intact; or
  - ii) the liquor has been removed from the container and the container remains empty and is labelled by the licensee "Not for Sale" or "Collector Item"; and
- c) the liquor container must not be stored or displayed with regular liquor the premise is offering for sale.

8.1.7 An Inspector may seize a unique/collector type liquor container that holds liquor that does not meet the conditions identified in Subsection 8.1.5.

8.1.8 A Class D licensee may sell cooking wines, cooking liquors, stomach bitters and herbal beverages provided the products are purchased as follows:

**SECTION: 8. LIQUOR PURCHASES AND RETURNS**

- a) products which may be purchased directly from suppliers and distributors include:
  - i) cooking wines containing 20% or less alcohol by volume and containing a minimum of 1.5 grams of salt per 100 ml of liquid,
  - ii) cooking liquors containing 20% or less alcohol by volume not deemed palatable (consumable) by the AGLC,
  - iii) stomach bitters containing 20% or less alcohol by volume, or stomach bitters containing more than 20% alcohol by volume and sold in containers of 200 ml or less,
  - iv) herbal beverages containing 20% or less alcohol by volume; and
- b) products which must be purchased from AGLC approved sources include:
  - i) cooking wines containing 20% or less alcohol by volume and considered palatable by the AGLC;
  - ii) all cooking wines containing more than 20% alcohol by volume;
  - iii) cooking liquors containing 20% or less alcohol by volume and considered palatable by the AGLC;
  - iv) all cooking liquors containing more than 20% alcohol by volume;
  - v) stomach bitters containing more than 20% alcohol by volume, sold in containers greater than 200 ml; and
  - vi) herbal beverages containing more than 20% alcohol by volume.

**NOTE:** All herbal beverages require a Drug Identification Number from Health Canada.

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8.1.9 Class A, B and C licensees may purchase the following stomach bitters and herbal beverages directly from suppliers and distributors;

- a) stomach bitters containing 20% or less alcohol by volume, or stomach bitters containing more than 20% alcohol by volume and sold in containers of 200 ml or less,
- b) herbal beverages containing 20% or less alcohol by volume.

8.1.10 Class A, B and C licensees must purchase the following products directly from AGLC approved sources:

- a) cooking wines containing 20% or less alcohol by volume and considered palatable by the AGLC;
- b) stomach bitters containing more than 20% alcohol by volume sold in containers greater than 200 ml; and
- c) herbal beverages containing more than 20% alcohol by volume.

**NOTE:** All herbal beverages require a Drug Identification Number from Health Canada.

8.1.11 Class A, B and C licensees must ensure cooking wines and cooking liquors are not consumed, sold except in prepared food items or stored in a liquor service area or bar area.

8.1.12 Liquor adulterated in any manner, purchased or possessed illegally, brought into Alberta illegally or manufactured illegally, is subject to immediate seizure by Inspectors. Licensees involved in such activities are subject to prosecution and to severe penalties imposed by the Board including cancellation of licence.

8.1.13 The AGLC will not control the number of package sizes or products available.

8.1.14 Government of Canada labelling standards will be enforced. The agent or supplier is responsible to provide confirmation

**SECTION: 8. LIQUOR PURCHASES AND RETURNS**

of Government of Canada label approval, or gain AGLC approval that federal labelling standards are satisfied, before a product is released for retail sale.

8.1.15 Licensees may choose to consolidate orders to satisfy minimum order requirements as follows:

- a) consolidated orders must be placed using one licence number and shipped on one bill of lading;
- b) the licensee placing the order is responsible for full payment of the order;
- c) the consolidated order, once received, may be distributed to the other licensees participating in the consolidated order; and
- d) the licensee is authorized to collect payment for the wholesale price paid plus any portion of freight costs incurred.

**8.2 ORDER DESK**

8.2.1 The Order Desk provides product ordering services for the St. Albert warehouse operated by Connect Logistics Services Inc.

8.2.2 Instructions for order requirements regarding order days, minimum order quantities, product pick-up and delivery will be provided by Connect Logistics Services Inc.

8.2.3 Products warehoused by Connect Logistics Services Inc. can be ordered by phoning the order desk at 1-800-661-8943 (Edmonton and area (780) 458-4500) between 6:00 a.m. - 2:30 p.m. Monday through Friday and between 8:00 a.m. - 2:30 p.m. Sunday. Faxed orders will be accepted at 1-800-727-8960 (toll free) or (780) 458-4502 (Edmonton and area). Orders may be placed through the website at [www.liquorconnect.com](http://www.liquorconnect.com). To obtain information, registration and passwords for website call Connect Logistics customer service at 1-800-265-6784). Phoning early on the designated order day will facilitate order confirmation, assembly and transportation. The following information will be required:

**DATE ISSUED:** February 28, 2005

**AUTHORITY:** Original signed by  
NORM PETERSON

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- a) premises liquor store name;
- b) licence number;
- c) 6-digit Product Code, located in the Liquor Wholesale Price List; and
- d) full case quantities required.

8.2.4 Product transportation or pickup arrangements will be confirmed with the retail liquor store at the time the order is placed.

8.2.5 Licensees and Agents may access the AGLC website at [www.aglc.gov.ab.ca](http://www.aglc.gov.ab.ca) for product price changes. The web page will be updated every two weeks. To register for a password contact Regulatory Division at (780) 447-8863 or 1-800-272-8876.

**8.3 DOMESTIC BREWERY ORDERS**

8.3.1 To purchase Molson and Labatt beer from the AGLC place an order with Brewers Distributor Ltd. by telephoning as follows:

- a) Calgary and area, call (403) 531-1080; or
- b) all other areas of the Province, call 1-800-661-2337.

8.3.2 Big Rock beer is purchased from the AGLC by placing an order with Big Rock Brewery by calling:

- a) Edmonton (780) 413-6677
- b) Calgary (403) 279-2337
- c) Red Deer & South 1-800-242-3107
- d) North of Red Deer 1-800-381-4682
- e) by Fax (403) 236-7523

8.3.3 To purchase from Sleeman Stroh Distribution Centre call the

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following:

- a) Phone 1-888-517-8764
- b) Fax 1-888-517-8760

8.3.4 To purchase from the AGLC, place an order from the following domestic brewers:

- a) Alley Kat Brewing, Edmonton (780) 436-8922
- b) Wild Rose Brewing, Calgary (403) 720-2733
- c) Grizzly Paw Brewing Company, Canmore (403) 678-9983

8.3.5 It is at the sole discretion of the breweries whether delivery service to the licensee is provided. The breweries may set minimum order quantities for delivery service.

8.3.6 Licensees may be required to pay for the order prior to the order being shipped.

**8.4 PAYMENT**

8.4.1 Confirmation of payment is required before product is released from all liquor warehouses and small brewers. Payment shall be based on the product price in effect on the day the order is placed.

8.4.2 Acceptable payment methods are as follows:

- a) Certified cheque
- b) Bank draft
- c) Bank money order
- d) With a Bank Guarantee Letter the following are acceptable;
  - i) uncertified cheque; or

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ii) interactive voice response (IVR).

e) Direct deposit is available through approved financial institutions provided;

i) authorization is provided by the AGLC; or

ii) the AGLC initiated direct deposit set-up.

8.4.3 The AGLC requires payment to be warehouse specific, with separate transactions required for orders under different licence numbers.

8.4.4 A Bank Guarantee Letter is required for payment by way of uncertified cheque or Interactive Voice Response (IVR). A licensee must establish a bank guarantee in an amount equal to or greater than the operator's total anticipated weekly purchases; except in the case of a Cottage Winery Licensee. A Cottage Winery Licensee must establish a bank guarantee in an amount equals to or greater than the operator's total anticipated sales levies for a two month period.

8.4.5 If for any reason a cheque including an IVR "draw cheque" is returned by the bank:

a) no further orders will be accepted until the default is covered by cash, certified cheque or bank money order;

b) any outstanding orders will not be released until the conditions under a) have been met; and

c) the charge to a licensee for returned cheques is:

i) first occurrence - \$25.00 each

ii) second occurrence - \$50.00 each

iii) subsequent occurrences - \$100.00 each.

8.4.6 Repeated payment problems may result in the suspension of the licensee's licence.

No form of credit will be accepted.

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**8.5 PURCHASES FROM RETAILERS**

- 8.5.1 Licensees may purchase liquor products from retail liquor stores, hotels with off sales licences and general merchandise liquor Stores, for a price and in quantities negotiated between the parties.
- 8.5.2 Arrangements for ordering, payment, pick-up or delivery are set by the retailer.

**8.6 ESTATE PURCHASES**

- 8.6.1 Under exceptional circumstances licensees may purchase liquor products from private parties or estates, with prior written authorization from the AGLC.
- 8.6.2 Approval will only be provided where it can be demonstrated that the liquor products were initially legally purchased in Alberta.

**8.7 DELIVERY PROBLEMS**

- 8.7.1 Compensation will be considered for valid product delivery claims involving direct deliveries by Connect Logistics Services Inc. contracted carriers.
- 8.7.2 The following claims will be investigated:
- a) breakage (container wet);
  - b) missing case(s) (short shipment); and
  - c) incorrect order (switch case error);
- 8.7.3 Claims for breakage and missing cases see Subsection 8.7.2 clauses a) and b) not delivered by Connect Logistics Services Inc. contracted carrier (e.g., picked-up at the St. Albert warehouse or at a distribution point by either a licensee or a licensee's contracted carrier) are not eligible for a product delivery claim.
- 8.7.4 Refunds shall be based on the original wholesale purchase price paid to the AGLC by the claimant.



**SECTION: 8. LIQUOR PURCHASES AND RETURNS**

8.7.5 All shipments of liquor products should be examined carefully to ensure all product is accounted for when the order is received, before signing the Bill of Lading (i.e., correct quantity and not damaged).

8.7.6 If there is a problem detected, the following steps are to be completed:

a) Sign and return the Bill of Lading to the carrier after detailing the following information:

- i) an explanation of the error (breakage, shortage, overage or picking error);
- ii) the product name (brand);
- iii) the container size;
- iv) 6-digit Product Code;
- v) case quantity;
- vi) details of containers damaged;
- vii) details of incorrect case(s) delivered;
- viii) details of case(s) overages or shortages (Note: shortages must be signed off by both the carrier and consignee).

b) For missing case(s) and incorrect order delivery problems telephone Connect Logistics Customer Service at (780) 418-6500 or 1-800-265-6784 immediately (i.e., normally the same day the order is received, or within two working days where an incorrect order is detected after the Bill of Lading is signed as per Subsection 8.7.6 clause a).

The following information will be required:

- i) 6-digit Product Code of product shipped in error or not received;
- ii) number of bottles or cases involved;
- iii) CLS invoice number; and
- iv) CLS invoice date.

c) Within two (2) days of receipt of the order, a Product Delivery Claim Request (Form OP/WH/3599) must be completed and mailed or faxed with a copy of the signed

**SECTION: 8. LIQUOR PURCHASES AND RETURNS**

Bill of Lading (with breakage or missing cases noted), to:

Connect Logistics Services Inc.  
Attention: Product Claims  
50 Corriveau Avenue  
St. Albert, Alberta  
T8N 3T5  
Phone: (780) 458-4492  
Fax: (780) 458-8588

**NOTE:** A blank Product Delivery Claim Request form should be copied by the licensee for future use.

8.7.7 Broken bottle necks complete with caps must be kept by the claimant for a minimum of 60 days after filing a Product Delivery Claim Request to allow for AGLC inspection.

8.7.8 Upon receipt of the Product Delivery Claim Request, (confirmed against the Bill of Lading) the claim will be processed and a refund issued. Refunds for claims under \$20.00 may be deferred for up to 90 days.

**8.8 FAULTY PRODUCT CLAIMS**

8.8.1 Any concerns from customers about alleged injury or illness resulting from a faulty liquor product are to be reported to Product and Pricing at:

Alberta Gaming and Liquor Commission  
50 Corriveau Avenue  
St. Albert, Alberta  
T8N 3T5  
Attention: Product and Pricing  
Telephone: (780) 447-8832  
Fax: (780) 447-8919

8.8.2 Where the AGLC has confirmation that there is a problem of contaminated/unsaleable stock, specific instructions will be provided to licensees regarding:

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- a) removing product from sale; and
- b) making a claim for reimbursement.

8.8.3 Licensees who purchase product directly from the AGLC may request a refund for the following types of faulty or unsaleable stock handled by the St. Albert warehouse:

- a) customer/consumer complaint where product is returned;
- b) bottle that is not completely full;
- c) bottle with a damaged cap or cork;
- d) bottle that contains foreign material; and
- e) bottle that is missing from a sealed case with no imprint in the case.

8.8.4 When customers return faulty product, obtain the person's name, address, phone number and nature of the complaint. Record this information on the back of the Faulty Product Claim Request.

8.8.5 Faulty product claims on product not handled by the St. Albert warehouse shall be directed to the appropriate manufacturer/warehouse.

**NOTE:** Faulty kegs returned to the manufacturer will be assessed by the AGLC and only kegs containing a minimum of 80% of full weight will be approved for credit.

8.8.6 Product damaged by staff or customers does not qualify for a refund.

8.8.7 Claimants must have purchased the product in question directly from the AGLC. For example, a licensee purchasing product from a retail liquor store must report a faulty product claim to the retail liquor store and the retail liquor store can initiate a claim with the AGLC.

8.8.8 Refunds shall be based on the original wholesale purchase

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price paid to the AGLC by the claimant.

- 8.8.9 In order to request a refund, the claimant must complete a Faulty Product Claim Request (Form OP/WH/3602) noting the 6-digit Produce Code, description, invoice price, invoice number, invoice date and reason for the claim for each faulty product, and mail or fax it to:

Alberta Gaming and Liquor Commission  
50 Corriveau Avenue  
St. Albert, Alberta  
T8N 3T5  
Attention: Product and Pricing  
Fax: (780) 447-8919

**NOTE:** A blank Faulty Product Claim Request form should be copied by the licensee, for future use.

- 8.8.10 Request for refunds for faulty stock must be received by Product and Pricing within 30 days of receipt of product by the claimant, except product returned by customers. Customer returns may exceed the normal 30 day notification period, up to a maximum of one year from the date of invoice. If a product has been discontinued the AGLC may decline to provide a refund.
- 8.8.11 Faulty bottles and cases that are missing bottles (no imprints in case) must be kept by the claimant until their destruction is approved by an AGLC Inspector.
- 8.8.12 AGLC Product and Pricing will authorize those products on the Faulty Product Claim Request that are eligible for a refund. Product and Pricing will advise the licensee of products that are not eligible and why.
- 8.8.13 An AGLC Inspector shall contact the licensee to schedule an inspection of the liquor products recorded on the Faulty Product Claim Request.
- 8.8.14 The AGLC Inspector shall establish that the claim is legitimate and may involve product analysis.

**SECTION: 8. LIQUOR PURCHASES AND RETURNS**

- 8.8.15 Refunds will be processed within a maximum of 30 days from the receipt of the claim; regardless if an Inspector has confirmed the legitimacy of the claim. However, the licensee must retain all bottles and cases (see Subsection 8.8.11) until an Inspector can validate the claim. Should the Inspector find any product missing or invalid claims, a credit previously issued will be reversed.
- 8.8.16 Dry breaks should not be reported on a Faulty Stock Claim Request form. Dry break refunds are automatically processed each year, based on the previous year's purchases. Payment will be made to each licensee up to a maximum allowed in the Operating Guidelines (0.005% of wholesale purchases). Cheques for less than \$5.00 will not be issued.

**8.9 EMPTY CONTAINER RETURNS**

- 8.9.1 Empty container returns in Alberta are governed by the *Environmental Protection and Enhancement Act*, and the *Beverage Container Recycling Regulation*. Beer and beer containers that are manufactured in, or imported into, Alberta by Alberta beer manufacturers and that are returnable to Alberta beer manufacturers or their agents are exempt from this regulation.
- 8.9.2 This legislation requires retailers, including general merchandise liquor stores, to advertise the deposit amounts applicable to the container types sold by the retailer (e.g., by the prominent public display of an information poster).
- 8.9.3 Licensees are advised to check with retailers and stores on whether they offer a deposit refund program for refillable containers of beer containers. Stores may not accept non-refillable containers for refund, except for Alberta beer containers exempted in Subsection 8.9.1. Non-refillable containers must be returned for refund to registered bottle depots only.

**SECTION: 9. ADVERTISING**

**9.1 INTRODUCTION**

- 9.1.1 Advertising by licensees shall be conducted in accordance with the attached policy guidelines.

**POLICY GUIDELINES**

**LIQUOR ADVERTISING  
FOR LIQUOR SUPPLIERS, LIQUOR AGENCIES  
AND LICENSEES**

**Revised May 1, 2004**



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## A. INTRODUCTION

1. Advertising refers to the use of media (e.g., newspapers, magazines, radio, internet, including E-Mail messaging, signage) to communicate a message to a wider audience. Advertising also refers to the wording and/or depictions on all forms of liquor packaging. It does not refer to menus, displays, posters, or other forms of product promotion within the licensed premises; these are covered under the policy guidelines "Product Promotions in Licensed Premises."
2. The purpose of these guidelines is to provide policy parameters under which legitimate advertising activities take place in accordance with the legislative authority provided the Board under Section 67(1) of the Gaming and Liquor Act.
3. For the purposes of this policy, references to:
  - a) a liquor supplier includes liquor agency and liquor representative; and
  - b) licensed premises include all Class A, B, C, D and Duty Free licensed premises unless a specific type of licensed premises is referred to.
4. The policies established by these guidelines shall be considered conditions applying to liquor suppliers, liquor agencies, liquor representatives and licensees.
5. In this policy:
  - a) a Class A licence refers to licensed premises open to the public (e.g., lounge, restaurant, tavern);
  - b) a Class B licence refers to licensed premises which require a fee or ticket to gain admission (e.g., recreation facility, race track, convention centre, theatre);
  - c) a Class C licence refers to private licensed premises (e.g., clubs);
  - d) a Class D licence refers to retail liquor stores, general merchandise liquor stores, general off sales (hotel), manufacturer off sales, delivery service licensees and commercial caterers. Duty free stores must adhere to the same legislation as all other Class D licensees;
  - e) a Class E licence refers to liquor manufacturers licensed in Alberta;
  - f) a licensee includes the owner, operator/manager and employees of the licensee;
  - g) "liquor" refers to all categories of beverage alcohol including spirits, beer, wine, liqueurs, and coolers.
6. Unless specifically covered or referred to in these guidelines, advertising is not permitted without the prior approval of the AGLC Regulatory Division.
7. Liquor suppliers and licensees are responsible for ensuring that their advertising is in compliance with these policy guidelines, including any advertising conducted by a third party, e.g., promotion company or media.

**B. BASIC PRINCIPLES**

1. Advertising must be within the limits of good taste and propriety.
2. It is the licensee's responsibility to ensure that all advertising is accurate and verifiable.
3. Advertising should encourage the legal, moderate and safe consumption of liquor and discourage abusive drinking patterns.
4. Advertising must not encourage non-drinkers to consume.
5. Advertising may not:
  - a) encourage or promote the irresponsible use, consumption or service of liquor;
  - b) depict excessive or prolonged consumption of liquor;
  - c) promote the consumption of liquor as being beneficial to health or personal well being; or
  - d) convey the impression that the consumption of liquor will improve an individual's status or standing.
6. Advertising must not be targeted at minors.
7. Advertising may not be used to disparage another company, business or product.
8. Except as specifically prohibited by these policy guidelines, advertising in any medium will be permitted (including television, radio, Internet, newspapers, magazines, flyers, billboards, transit shelters, inflatables, commercial vehicles or corporate vehicles).
9. Advertising must comply with the requirements of the Canadian Radio-Television and Telecommunications Commission (C.R.T.C.) and any other regulatory body having related jurisdiction.
10. Subject to B.9., the advertiser has discretion over the size and frequency of print advertisements and the length and frequency of television and radio commercials.
11. Advertising may refer to price unless otherwise stated elsewhere in these guidelines.
12. Brand advertising may only be undertaken by a liquor supplier, or a manufacturer's off-sale licensee. References to brand advertising are not applicable to special event licensees.
13. Advertising campaigns which promote the "responsible use" of liquor are highly recommended and supported by the AGLC.
14. Public service or community advertising which uses corporate or brand identification is permitted.
15. Cooperative advertising between a liquor supplier or liquor agency and a licensee is not permitted.
16. A liquor supplier or liquor agency is not permitted to pay any of the advertising costs incurred by a licensee, either directly or indirectly.

## **C. ELEMENTS OF ADVERTISING**

### **Drinking Scenes (Applicable to brand advertising by liquor suppliers)**

1. A legal drinking situation must be clearly presented according to relevant federal, provincial and local legislation.
2. Liquor product may be shown in a setting where consumption is not permitted if it is clearly a beauty shot and no people are shown, which would suggest prior or imminent consumption.
3. Liquor product may not exceed one drink per person in a social setting.
4. The activities shown in a commercial using licensed premise as a setting must be within the normal bounds of those which are permitted in the province.
5. The inclusion of food is encouraged.
6. Advertising may not show persons with liquor before or while operating a vehicle (motorized or other) or while engaging in any activity which requires care or involves elements of physical danger. The advertising must clearly show that the activity has been completed before the product is introduced.

### **Minors**

1. Advertising must not appeal to minors or be placed in any medium that is targeted specifically to minors.
2. Minors or persons who may reasonably be mistaken for minors may not be depicted in liquor advertisements.
3. The use or imitation of children's fairy tales, jingles, nursery rhymes, children's songs, musical themes, or children's fictional characters is not permitted.

### **Personal Endorsement**

1. No well-known personality (for example, an athlete or a youth-oriented musical group) or look-alike with strong appeal to minors may be used in liquor advertising.
2. The age of personalities and their current standing in the public eye should be taken into account when assessing appeal to minors.
3. Product endorsement by a well-known personality or look-alike should not imply that the consumption of liquor has contributed to the individual's success.

### **Third Party Advertising**

1. Joint advertising between a licensee and a manufacturer of non-liquor products may be undertaken only if the advertising conforms to these policy guidelines.

**D. ADVERTISING BY CLASS D LICENSEES AND DUTY FREE STORES**

1. A Class D licensed premises may be advertised by indicating:
  - a) name of licensed premises;
  - b) location;
  - c) hours of operation;
  - d) products available, including sizes; and
  - e) product price (discount prices may be advertised).
2. Comparative price advertising is permitted subject to the requirements of B.7.
3. A Class D licensee may advertise brands of liquor providing the advertisement includes a price list and a featured product. Use of a liquor supplier's logo, typeset or trademark is permissible providing the owner/controller of the logo, typeset or trademark has given their prior permission. The following conditions must be met:
  - a) none of the advertising expenses of the licensee may be paid either directly or indirectly by a liquor supplier; and
  - b) the licensee is prohibited from receiving or requesting from a liquor supplier any consideration, benefit or inducement whatsoever for advertising a liquor supplier's brands.
4. Class D licensees may not redeem a liquor supplier's coupons for money off the price of liquor. A liquor supplier may, however, offer refund coupons whereby the consumer must mail the coupon to the manufacturer to receive a refund.
5. The common owner/operator who holds a Class D licence and another business or company may not conduct joint advertising of any kind, or participate in cross-market advertising or promotions between the Class D licensee and the other business or company.

- NOTES:**
- "Commonly owned" refers to those situations in which a retail liquor store and another business or company are owned or controlled in whole or in part by the same person.
  - These restrictions also apply to any retail liquor store that is using the trademark name of another business or company that is not commonly owned.
  - The following related activities are also prohibited under Section 50 Gaming and Liquor Regulation:
    - a) offer discounts on purchases in one business based on purchases in the other business;
    - b) operate a customer loyalty program in one business which recognizes purchases made in the other business; or

- c) sell trademark or brand name products of the other business in the retail liquor store unless these products are also available for wholesale purchase by other licensees and are not referred to by the other business' name.
6. A liquor delivery service approved by the AGLC Regulatory Division may be advertised.
7. A hotel with a separate off-sales room approved by the Board and operated under the authority of a Class D licence may refer to that room as a "store".

#### **E. ADVERTISING BY CLASS A, B AND C LICENSEES**

1. A licensee may advertise the name of the premises and the services that are offered according to the type of licence(s) held.
2. A licensee may advertise brands of liquor providing the advertisement includes a price list and a featured product. Use of a liquor supplier's logo, typeset or trademark is permissible providing the owner/controller of the logo, typeset or trademark has given their prior approval. The following conditions must be met:
  - a) none of the advertising expenses of the licensee may be paid for either directly or indirectly by a liquor supplier; and
  - b) the licensee is prohibited from receiving or requesting from a liquor supplier any consideration, benefit or inducement whatsoever for advertising a liquor supplier's brand, except as permitted in accordance with policy guidelines.
3. A licensee may advertise liquor at reduced or discounted prices except as noted in E.4 below.
4. Free liquor specials, multiple drink specials (e.g., "2 for 1"), pour size specials (e.g., "doubles for the price of singles"), or "all you can drink" for a fixed cost promotions are not permitted and may not be advertised. "Buckets of Beer" may be advertised providing the actual price for a single beer product is posted and the purchase or ordering of a bucket of beer (regardless of the number of beer within a bucket) does not constitute a "special".
5. Happy hours may be advertised. There are no restrictions as to the duration of this activity.
6. A licensee may advertise feature drinks during named nights or days (e.g., Tequila Monday, shooter night, draught night, etc.). Reduced or discounted prices may be mentioned in the advertising.
7. A licensee may advertise an all-inclusive package which includes liquor in the price (e.g., "champagne brunch", Mother's Day special, New Year's Eve special). The amount of liquor to be provided must be specified.
8. A licensee may have a "radio remote unit" broadcast live music from the premises. The broadcaster may say on air the name and location of the premises or of any specific room within the premises in accordance with Section B – Basic Principles.
9. A licensee may have a "television remote unit" broadcast live entertainment from their licensed premises, if the patrons are aware they may be televised. The coverage should focus on the entertainment, although shots including portions of the audience are acceptable. Any advertising must be in accordance with Section B – Basic Principles.

10. A club (Class C licensee) may advertise a function for its members and bona fide invited guests if the restricted admittance is clearly indicated in the advertisement.

## **F. ADVERTISING BY SPECIAL EVENT LICENSEES**

### **Public Resale Licence**

1. Licensee guidelines (Section E.) apply to the advertising for special event functions.

### **Private Non-sale and Private Resale Licences**

1. Advertising of the function may be undertaken if it is directed to members and bona fide invited guests only and not to the public at large. "Members and guests only" must be clearly shown in all advertising.
2. The licensee may display posters on community billboards.
3. The licensee may place an advertisement in the community news section of the local paper or on the TV cable community news channel.
4. A community league with its own hall may advertise a function on a sign including a free-standing illuminated sign located on community league property.

## **G. SPONSORSHIPS**

1. The sponsorship or co-sponsorship of an event, activity or team which does not involve minors or is not otherwise geared towards minors may be undertaken using the corporate or brand name. A Class A, B, C or D licensee may sponsor an event involving minors if the references to the establishment do not mention liquor in any way.
2. A sponsorship may be supported by an unconditional donation, or by the provision of a trophy or prize.
3. Exclusive sponsorship is permitted, however, exclusivity of a specific brand of product in a Class A, B, or C premises is only permitted with Board approval.
4. Off site support advertising before and during the event, and on site signs during the event, are permitted if they follow these policy guidelines.
5. Where a licensed area is operated with a sponsored event, approved promotional material may be displayed in the licensed area. (See "Policy Guidelines - Product Promotions in Licensed Premises").
6. Sponsorships conducted on campus must have the prior approval of the institution's administration.
7. Corporate or brand identified items, other than liquor, may be given to charitable organizations which hold a Revenue Canada registered charities number, for their use as prizes, raffle items, etc. Liquor may be donated to a non-profit or charitable organization for auction purposes in conjunction with an auction authorized under the authority of a Special Event Licence - Private Resale.
8. Owning a sports franchise is permitted.
9. In sponsorship advertising, the ad should focus on the event or activity being sponsored, not on liquor or liquor suppliers.

**H. CORPORATE VEHICLE**

1. Corporate or brand name and logo may be displayed on a corporate vehicle.
2. A corporate vehicle may appear at the site of a sponsored event.

**I. ARENA SIGNS**

1. Corporate or brand identified signs (for example, scoreboard panels, rinkboards) may be rented in an arena or stadium used primarily for structured sporting or entertainment events.
2. Temporary signs (for example, banners) may be displayed in a community arena only during a sponsored event.
3. Signs which advertise liquor may not be used at events involving minors (for example, minor hockey week).

**J. CONTESTS**

1. Sponsorship or co-sponsorship of a publicly advertised contest may be undertaken.
2. A contest sponsored by a liquor supplier must be directed towards persons of legal drinking age.
3. An individual must not be required to purchase or consume liquor to participate in or qualify for a contest or draw.
4. If any portion of a contest is conducted on licensed premises, the activity must follow "Policy Guidelines - Product Promotions in Licensed Premises".
5. All applicable provincial and federal regulations must be followed.

**K. LIQUOR INDUSTRY TRADE SHOWS**

1. Participation in a liquor trade show may be undertaken with a display or display and sampling booth.
2. Liquor suppliers are permitted to sell or provide samples of their liquor at a liquor related trade show subject to both the requirements for participation set by the trade show operator and these guidelines.
3. A trade show operator may request that a retail liquor store be permitted to sell liquor products for off premises consumption at the location of the trade show.
4. All categories of liquor may be sampled. Maximum sample sizes are as follows:

beer	-	112 ml	(4 oz.)
coolers	-	112 ml	(4 oz.)
wine	-	56 ml	(2 oz.)
spirits	-	14 ml	(1/2 oz.)
liqueurs	-	14 ml	(1/2 oz.)

5. Liquor samples may only be offered from a display booth.
6. The booth must always be staffed during the show when liquor is involved. Agents/Representatives shall not serve liquor products while under the influence of liquor. Adequate measures must be taken to secure liquor supplies when the show is closed.
7. Minors are not permitted to serve or handle liquor.
8. Liquor samples may only be served to persons of legal drinking age.
9. An exhibitor may participate in a cooking demonstration at the booth or a designated cooking area. The products on display or being sampled may be used. Tasting of the prepared dishes is permitted.
10. An exhibitor may decorate his booth with related support advertising, and staff may wear promotional clothing. Promotional or educational advertising material may be given away.
11. An exhibitor's participation in a show may be advertised.
12. A retail liquor store may be permitted to sell liquor for off premises consumption at a non-liquor industry trade show. Participation requires the approval of the AGLC and is subject to any conditions imposed as part of the approval.

**L. CONSUMER MARKET RESEARCH**

1. An independent group or organization may be appointed to conduct consumer market research.
2. The research may include a survey of members of a target group. Such a survey must not be a promotional scheme designed to obtain direct or indirect advertising for a product, nor may the results form part of a public advertising program.
3. The survey may not be used to impart potentially disparaging information about another company or product.
4. All participating respondents must be of legal drinking age if the survey is liquor related.
5. A survey limited to a one-on-one question and answer situation may be conducted by telephone, in a private area or in a public area (for example, shopping mall, on the street).
6. Respondents may be invited to a market research office, hotel meeting room, or other location closed to the general public and acceptable to the AGLC for a product audit (taste test).
7. The organization conducting a product audit or packaging audit must ensure any licensing requirements are met. A packaging audit conducted in a non-licensed area will require a private non-sale licence. The licence will include the words "Not for Consumption" on it. This licence authorizes transportation of the liquor to and from the site and possession of liquor at the site of the survey.



8. A product audit must be conducted blind, that is, no identification of the samples other than by number or letter.
9. A product audit may be conducted using a product not available for sale in the province.
10. Respondents participating in a product audit must not be permitted to consume samples to the point of intoxication.
11. The organization conducting the survey may compensate the respondents for participating in the survey.

**M. HOSTING NO SALE FUNCTIONS**

1. A no sale function may be hosted by liquor suppliers or licensees at which invited guests may sample liquor.
2. Attendance must be by invitation only. There may be no advertising of the event.
3. The host is responsible for ensuring the licensing requirements are met, i.e. a special event licence has been obtained for unlicensed locations.
4. A liquor supplier, other than a manufacturer must be in possession of a hospitality licence issued by the AGLC to host no sale functions at their office premises.

**N. INTERPRETATION AND ENFORCEMENT**

1. The interpretation and enforcement of these policy guidelines are the responsibility of the AGLC Regulatory Division.
2. The advertiser (liquor supplier and/or licensee) is responsible for ensuring that their advertising meets the requirements of these policy guidelines. Any concerns about interpretation should be reviewed with the AGLC Regulatory Division.
3. An advertiser may submit advertising and related material covered by these guidelines to the AGLC Regulatory Division for approval before undertaking the advertising or activities.
4. Advertising will be checked for the message conveyed by all aspects of the advertisement whether expressed or implied.
5. Failure to comply with the spirit and intent of these policy guidelines will result in sanctions by the Board. Sanctions include, but are not limited to:
  - a) warnings;
  - b) the requirement that the advertiser remove advertising or withdraw from an activity;
  - c) the requirement that all further advertising and other activities covered by these guidelines be submitted for approval;
  - d) suspension of liquor supplier in-store advertising privileges for specified periods;
  - e) suspension of advertising and promotional support privileges for specified periods; and
  - f) any other sanction as determined by the Board consistent with the Gaming and Liquor Act.

**SECTION: 10. PRODUCT PROMOTIONS**

**10.1 INTRODUCTION**

- 10.1.1 Product promotions by licensees shall be conducted in accordance with the attached policy guidelines.

**POLICY GUIDELINES**

**PRODUCT PROMOTIONS**

**IN**

**LICENSED PREMISES**

**Revised: May 16, 2005**



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## A. INTRODUCTION

1. Product promotion refers to activities within licensed premises to promote specific brands of liquor produced by a manufacturer. (For the purposes of this policy, references to liquor suppliers include liquor agencies and registered liquor representatives).
2. The purpose of these guidelines is to provide policy parameters whereby legitimate promotional activities may take place in licensed premises. (For the purposes of this policy, references to licensed premises include all Class A, B, C, and D premises, unless specifically referred to in these guidelines).
3. The policies established by these guidelines shall be considered conditions applying to licensees, liquor suppliers, liquor agencies and registered liquor representatives.
4. In this policy:
  - a) a Class A licence refers to licensed premises open to the public (e.g., lounge, restaurant, tavern);
  - b) a Class B licence refers to licensed premises which require a fee or ticket to gain admission (e.g., recreation facility, race track, convention centre, theatre);
  - c) a Class C licence refers to private licensed premises (e.g., clubs);
  - d) a Class D licence refers to retail liquor stores, general merchandise liquor stores, duty free stores, general off sales and, manufacturer off sales, delivery service licensees and commercial caterers. Duty Free Stores are required to adhere to the same legislation and policies as all Class D licensees;
  - e) a Class E licence refers to liquor manufacturers licensed in Alberta;

- f) a licensee includes the owner, operator/manager and employees of the licensee;
  - g) "liquor" refers to all categories of beverage alcohol including spirits, beer, wine, liqueurs, and refreshment beverages.
5. Product promotions may not encourage the irresponsible use, consumption or service of liquor.
  6. Promotional activities between a liquor supplier and a licensee are primarily aimed at on-premises activities.
  7. Unless specifically covered or referred to in these guidelines, a promotion is not permitted without the prior approval of the AGLC Regulatory Division.
  8. The Board of the Alberta Gaming and Liquor Commission may approve exclusivity agreements between liquor suppliers/liquor agencies and licensees for community events and select sporting venues.
  9. Liquor suppliers and licensees are responsible for ensuring that their product promotions are in compliance with these policy guidelines.

## **B. INDUCEMENTS**

1. Liquor suppliers and licensees shall familiarise themselves with the provisions of Sections 80 to 85 of the Gaming and Liquor Regulation and are responsible for compliance with all of the provisions of this legislation.
2. Liquor supplier's promotional activities must be directed to consumers or patrons of licensed premises (excludes provision of samples as stated in Section E).
3. A liquor supplier is prohibited from directing promotional activities to licensees, whereby the licensees benefit directly from the activity (e.g., contest for licensee's staff based on sales of the liquor supplier's product).

4. A liquor supplier is prohibited from participating in any way in the customer loyalty program of a licensee and no licensee shall request such participation.
5. A licensee is prohibited from requesting or accepting, and a liquor supplier or liquor agency is prohibited from underwriting licensees' expenses, either directly or indirectly, for any travel, whether or not it is for business purposes, a vacation, or a combination of both. Travel expenses refer to, but are not limited to, airfare (or other similar transportation costs), accommodation costs, ground transportation costs, or meal costs. A liquor supplier or liquor agency is not permitted to provide reduced rate accommodation to a licensee at a winery, brewery, distillery or other venue that they own, represent or are otherwise associated with.
6. A liquor supplier is prohibited from paying the registration, tuition, conference fees, or similar costs for a licensee (excluding that seminar or training events organised by a liquor supplier, within the province, which are open to all licensees or certain classes of licensees).
7. A liquor supplier or a countries representative body (political and non-political) can not subsidize any of the expenses (includes travel by any means, accommodation costs and/or meals) incurred by a licensee, his employees or agents to attend seminars, conventions, meetings or exhibitions conducted outside of Alberta or Canada.
8. A liquor supplier may provide a licensee with tickets to sporting, cultural or entertainment events. If the value of an individual ticket exceeds \$450.00 Canadian, then prior approval must be obtained from the AGLC. Season tickets to any event may not be provided to the licensee by the liquor supplier.
9. A licensee is prohibited from requesting or accepting any promotional items from a liquor supplier and keeping them for the licensee's own use or providing them to the licensee's staff.

10. A liquor supplier may provide a licensee with items which are not essential to operating the licensed premises as approved by AGLC Regulatory Division.

### **C. LIQUOR SUPPLIER/LICENSEE BUY/SELL AGREEMENTS (BSA)**

1. A liquor supplier and a liquor licensee may enter into a buy/sell agreement which allows the liquor supplier to give items to a licensee in return for the promotion of specific brands or types of liquor by the licensee. Promotional items must conform to existing legislation and these guidelines, and must be directed to the consumer.
2. All agreements between a liquor supplier and a liquor licensee must be documented, verifiable and include the following (a buy/sell agreement format is attached):
  - a) Name and registration number of liquor supplier;
  - b) Name, licence number and class of licensed premises;
  - c) duration of agreement; (may not exceed a 12-month period)
  - d) list of items and/or services provided including their retail value; and
  - e) the terms of the agreement, e.g., the applicable brands or products and any quantities must be stipulated.
  - f) **extensions to buy/sell agreements are permissible providing both parties initial and date the original agreement.**
  - g) **the use of the term “while supplies last” or words to that affect are not acceptable when identifying quantity.**
3. Liquor Suppliers are permitted to provide retailers with liquor products as a draw or give-away item. No cash (cheques, etc.) may form part of a buy/sell agreement.
4. A buy/sell agreement between a liquor supplier and a liquor licensee (including all shareholders, directors, management



and staff), may not exclude, bar or otherwise prohibit any competitor's product(s), unless specifically approved by the Board of the AGLC.

5. All promotional items provided to a licensee by a liquor supplier must be subject of a buy/sell agreement with the exception of value added items to promote existing inventory and Tasting sessions.
6. Buy/sell agreements complying with these guidelines do not have to be submitted to the AGLC for approval.
7. True copies of all buy/sell agreements must be retained in the licensed premises and provided to the AGLC immediately upon request. Liquor Suppliers must also retain true copies of all buy/sell agreements to which they are party and must be provided to the AGLC immediately upon request. Buy/sell agreements between liquor suppliers and licensees with multiple licensed premises (locations) are to be held in the provincial offices of the liquor supplier and at each location in which the actual liquor licence is posted.
8. All other AGLC policy guidelines pertaining to Product Promotion in Licensed Premises and Liquor Advertising for Liquor Suppliers, Liquor Agencies and Licensees must be met.
9. An acceptable buy/sell agreement format is attached. Each element within this format shall be adopted by all liquor suppliers and licensees.
10. Buy/Sell Agreements may not contain a condition requiring a licensee to confirm the purchase of a given supplier's product prior to the customer give-away items(s) being provided.

#### **D. LICENSEE PROMOTIONS IN LICENSED PREMISES**

1. A Class A, B, or C licensee shall not permit free liquor to be offered or given to a patron as a prize.

2. A Class D licensee may provide sealed bottles of liquor as a prize for consumption off the licensed premises.
3. A licensee shall not permit competitions, contests, draws, giveaways or similar promotions in the licensed premises which require the purchase and/or the consumption of a drink containing alcohol. Entrants to any contest must be verbally advised there is no requirement to purchase or consume any type or amount of alcoholic beverage(s). A licensee may require a person to be present at time of draw to receive a prize, however, the time, date and place of the draw must be prominently posted within the premises
4. A liquor supplier may participate in a licensee's promotion aimed at a bonafide charitable activity and must be subject of a buy/sell agreement.
  - a) for a charitable fundraising event, the liquor supplier may provide merchandise and/or liquor without a maximum limit.
  - b) the entire profits generated as the result of any charitable event must be turned over to the charity being advertised and promoted. The actual donor and the beneficiary of any financial support must be in possession of verifiable receipts.

**E. SAMPLING BY LIQUOR SUPPLIERS IN CLASS A, B, OR C LICENSED PREMISES**

1. A liquor supplier may provide an individual serving of liquor to a patron in a Class A, B or C licensed premises in order for the patron to sample the liquor supplier's product. The following conditions must be met:
  - a) The liquor product must be purchased from the licensee;

- b) The licensee is responsible for serving the product to the patron, ensuring that the patron is of legal drinking age and is not being served to the point of intoxication; and
  - c) The tasting provisions of Sections G.1 through G. 8 apply.
2. The liquor supplier must maintain a written record of the sampling activities conducted under this section of the guidelines. The record must include the date, name and location of the licensed premises where the sampling took place, and the dollar cost of the sampling activity. These records must be made available for review upon the request by the AGLC.
  3. A representative of a liquor supplier/liquor agency must be present, on premises, at the time the samples are provided to patrons.

#### **F. PROVISION OF SAMPLES TO LICENSED PREMISES**

1. A liquor supplier may provide liquor products to operators of licensed premises for the purpose of sampling an existing or new brand of product. The following conditions apply:
    - a) The sample is for consumption by the licensee and cannot be sold to patrons of the licensed premises.
- NOTE:** The licensee may, however, provide free samples of the product to selected patrons of the licensed premises for their assessment of the product.
- b) The size of samples per brand of liquor provided will be a maximum of:
    - i) beer - 36 x 355 ml bottles, or equivalent;
    - ii) coolers - 36 x 355 ml bottles, or equivalent;
    - iii) wine - 4 x 750 ml bottles, or equivalent;
    - iv) spirits - 2 x 750 ml bottles, or equivalent; and
    - v) liqueurs - 2 x 750 ml bottles or equivalent.

NOTE: Keg samples may be provided in an approved container in the smallest keg size used by the liquor supplier.

- c) The liquor supplier must maintain a written record of the sampling activities conducted under this section of the guidelines. The record must include the date, name and location of the licensed premises where the samples were provided, type, size and quantity of sample provided and the dollar cost of the samples. These records must be made available for review upon request by the AGLC.
2. Samples given to a licensee must be purchased from the AGLC to qualify for the wholesale price. Samples may also be purchased from a Class D licensee at a price negotiated directly with the licensee.
3. A licensee may only be sampled with the same product once during a calendar year period. This provision does not apply if the licensed premises changes ownership.

## **G. TASTINGS BY LIQUOR SUPPLIERS**

1. A liquor supplier may provide free tastings of liquor to customers. The liquor used for tastings must be purchased by the liquor supplier from the licensed premises in which it is to be sampled at a price negotiated with the licensee.
2. Maximum tasting sizes are as follows:

beer	-	56 ml	(2 oz.)
coolers	-	56 ml	(2 oz.)
wine	-	28 ml	(1 oz.)
spirits	-	14 ml	(½ oz.)
liqueurs	-	14 ml	(½ oz.)
3. The booth or area from which tastings are being offered must be staffed.

4. Liquor may only be served to those of legal drinking age and both the liquor supplier and licensee must ensure that no person is provided liquor to the point of intoxication.
5. Minors are not permitted to be involved in any manner in activities associated with the tasting of liquor products.
6. Food items complementary to the liquor product being tasted may be provided.
7. Licensees may conduct their own liquor product tasting independent of the liquor supplier at their own discretion and expense. Any tasting charges shall be based on the licensees cost recovery for the product tasted. Licensees must maintain a written record of the tasting activities conducted and must include the date, name of product tasted and quantity provided to customers.
8. A liquor supplier and a licensee may enter into a written agreement where the licensee agrees to conduct tasting session(s) on behalf of the supplier. Such activities are subject to the following conditions:
  - a) activities of this nature must be recorded on a Buy Sell Agreement (BSA);
  - b) the BSA must be signed and in place prior to the tasting sessions commencing;
  - c) product names, dates and times for such "Tastings" must be recorded on the BSA;
  - d) no tasting charges for the customer are permitted under such agreements; and
  - e) total cost for a single "Tasting" may include:

- i) the actual cost of the staff including wages, benefits, and administrative costs to a maximum of \$20.00 per hour.
  - ii) the negotiated cost of the product.
- 9. The liquor supplier must maintain a written record of the tasting activities conducted under this section of the guidelines. The record must include the date, name and location of the licensed premises where the tasting took place, the type and quantity of liquor purchased from the licensee and the dollar cost of the samples. These records must be made available for review upon request by the AGLC.
- 10. Class D licensees may provide customers with a sealed 50 ml bottle of spirits for off premises assessment of a given product.
- 11. Licensees are not permitted to charge back the costs of their own tasting to a particular liquor supplier.

## **H. GENERAL PRODUCT PROMOTIONS**

- 1. A licensee may participate in a liquor supplier's local, regional, provincial or national corporate or brand promotion. The promotion must be directed to the customers of licensed premises.
- 2. A contest, competition or draw may form part of any promotion and may be administered by the licensee on behalf of the liquor supplier subject to the following:
  - a) there is no limit to the value of the prize;
  - b) no liquor purchase is required to enter the contest, competition or draw, however only those customers who have properly entered are eligible, as per the conditions stipulated by the liquor supplier;

- c) minors may not participate;
  - d) the licensee must use each promotional item provided by the liquor supplier in the specific contest, competition or draw sponsored by the liquor supplier. No promotional item provided under this section may be used by the licensee in support of the licensee's own promotional activities or some other promotional activity not specifically identified by the liquor supplier.
  - e) the closing date of the contest, competition or draw must be posted in the licensed premises; and
  - f) unless the draw is conducted by the liquor supplier, all draws must take place in the licensed premises on the advertised date and time.
3. Liquor suppliers providing promotional items specifically for customer give-aways and the licensee receiving the items must ensure that these items are reaching the customer and not remaining with the licensee. The liquor supplier and the licensee must maintain records of each promotion held in a licensed premise where the wholesale value of an individual give-away is in excess of \$100.00. The records must include the name of the licensed premises, the give-away provided and the wholesale value; and these records must be made available to the AGLC upon request.
  4. Licensees conducting a promotion on behalf of a liquor supplier must record the name, address and telephone number of each recipient of an individual give-away which has a wholesale value in excess of \$100.00. The records must be made available to the AGLC upon request.
  5. Clothing with corporate logos may be given to the licensee to wear during the promotion (for example, T-shirts, aprons, sweatshirts). The clothing may be kept by the licensee at the end of the promotion event. The clothing items provided may only be of a nominal value (e.g., \$20 maximum wholesale

cost). The item provided can not become a mandatory “uniform”.

6. The presence of the liquor supplier is not required during a promotion.
7. Co-sponsorship of a promotion by a third party (for example, airline company) is permitted.
8. A licensee may discount liquor prices on one or more products as part of a promotion.
9. A liquor supplier may provide the general public with liquor vouchers for the purpose of promoting a specific brand of liquor.
10. The decision to participate in such promotional schemes remains that of the retail liquor licensee.
11. The redemption of such vouchers must not be directed to a single licensee or chain of licensees.
12. A liquor supplier must not provide licensees with a redemption fee.
13. A maximum amount of liquor associated to a voucher is as follows:
  - Beer – 6 x 355 ml bottles or equivalent;
  - Refreshment Beverages – 4 x 355 ml bottles or equivalent;
  - Wine – 1 x 750 ml bottle or equivalent;
  - Spirits – 1 x 375 ml bottle or equivalent; and
  - Liqueurs – 1 x 375 ml bottle or equivalent.
14. Vouchers may not be included with or provided to a consumer through any in pack, on-pack or near-pack promotion.



15. Consumers shall not be provided with or receive a voucher based on the requirement to purchase a Supplier's product(s).

## **I. ADDED VALUE PROMOTIONS**

1. A liquor supplier may conduct added value promotions for its brands of liquor in Class D liquor premises and at Duty Free Stores.
2. A liquor supplier's added value promotion is defined as a promotion of a specific brand of liquor in which the liquor supplier of the brand gives away an item to the customer who purchases that brand at Class D liquor premises or at Duty Free Stores.
3. The actual cost of an added value item shall not exceed 15 percent of the wholesale price of the liquor brand being promoted. Promotions will not be approved if it is proposed that a redemption rate percentage be factored in when calculating the cost of an added value item. Promotions complying with those guidelines do not need the prior approval of AGLC Regulatory Division.
4. Any added value item supplied by a third party for a liquor supplier's promotion must not exceed 15% of the wholesale price of the liquor brand being promoted.
5. Cumulative added value promotions are prohibited.
6. A single added value item may only be provided with the purchase of a single container/unit.
7. Added value items may include:
  - a) Liquor:
    - i) must be provided only to Class D licensed premises and not to Class A, B or C licensees.

- ii) must be clearly and plainly identified as "SAMPLE" or "NOT FOR RESALE". Either one of these wording options must appear on the container and be:
    - permanent using either a non-removable ink directly on the label of the container or appearing on a non-removable label affixed to the container other than on the label; and
    - clearly visible and legible (that is, no smaller than the largest type used on the product's container).
  - iii) normally, may be no more than a single serving of the liquor (e.g., 50 ml of distilled spirits, 200 ml of wine, or 355 ml of beer) and may not exceed the value requirement under 1.3, unless approved in writing by the AGLC Regulatory Division.
- b) Non-liquor items:
- i) Coupons:
    - for money off liquor products - must be redeemed from the liquor supplier or third party (e.g., coupon clearing house);
    - for non-liquor products - may be redeemed from the liquor supplier of the product or non-liquor retailer carrying the product.
  - ii) Non-perishable food or food-related item: for example, packaged snack food, food seasoning, powdered drink mix, etc.
  - iii) Item of nominal value: for example, key ring, golf ball, decal, figurine, music tape/disc, etc.
  - iv) Liquor-related item: for example, corkscrew, bottle opener, wine glass, beer mug or shot glass, etc.

- v) Tobacco: pursuant to The Tobacco Act (Sections 11 and 29) no tobacco product may be used as part of an added value promotion.

8. Added value items may be promoted in any of the following ways:

On-Pack

- a) An on-pack added value item may be attached directly to the liquor product by a plastic ring, elastic, shrinkwrap, etc.
- b) An on-pack item may be placed on the liquor product by:
  - i) the liquor supplier at its plant;
  - ii) the liquor supplier's liquor representative;
  - iii) Connect Logistics Services Ltd. at the Liquor Distribution Centre in St. Albert (a fee will be charged for this service).

NOTES: ●A non-liquor on-pack may be placed on the liquor product by the staff of a retail liquor outlet by arrangement with the liquor supplier.

- The liquor supplier must maintain a record of all added value liquor provided to retail outlets.

Near-Pack

- a) A near-pack item shall normally be located immediately adjacent to the liquor product being promoted.
- b) A near pack item must be purchased, supplied and delivered to the retail liquor outlet by the liquor supplier or the supplier of the item.

In-Pack

- a) An in-pack valued added item is within the packaging that contains the liquor product (e.g., case of beer, liquor tin, wine box, etc.).
9. The provincial mark-up is not waived on added value liquor products (on-packs). The regular mark-up will be assessed on added value products.
10. The Board reserves the right to impose limits on the quantity of liquor provided to a licensee as added value items.
11. A liquor supplier shall not use any aspect of a licensee's business, either directly or indirectly, as an added value item (e.g., coupon for money off a purchase at a licensed premises; coupon for money off a ski lift ticket at a ski hill operated by a licensee), unless approved by the Board.
12. Added value items must not be provided to licensees, or to the staff of licensees.
13. Added value items provided by the liquor supplier may not be offered for sale or resold by the licensee.
14. Licensees shall not remove from a liquor product any added value item (on-pack or in-pack) provided by a liquor supplier. If the added value item is a near-pack, it must be utilized only in conjunction with the liquor product specified by the liquor supplier.
15. Licensees shall not deface, remove or attempt to remove, the "SAMPLE" or "NOT FOR RESALE" designation from any added value item.
16. Class D licensees may conduct their own added value promotions provided:

- a) the items provided are of a nominal value;
- b) the items are those included on the list of acceptable non-liquor products approved for sale in the retail outlet; or
- c) the items may identify the retail outlet (e.g., key chains, T-shirt, ball hats, corkscrew).

**NOTE:** The use of coupons for “cents off” purchases (including liquor) is acceptable as an added value promotion.

17. A supplier may not purchase, order or obtain any article(s) planned or intended for use as an added value promotion item from a business entity in which there is any direct or indirect relationship between the Class D licensee and the other commonly owned business.

## **J. INTERPRETATION AND ENFORCEMENT**

1. The interpretation and enforcement of the guidelines are the responsibility of the AGLC Regulatory Division.
2. Failure to comply with the spirit and intent of the guidelines will result in sanctions limiting the liquor suppliers' and the licensees' ability to participate in product promotions in licensed premises. Sanctions include, but are not limited to:
  - a) warnings;
  - b) suspension of product promotion privileges for a specified period;
  - c) cancellation of product promotion privileges; and
  - d) any other sanction as determined by the Board consistent with the Gaming and Liquor Act and the Gaming and Liquor Regulation.

**BUY/SELL AGREEMENT**

Between

**Parties:** \_\_\_\_\_ and \_\_\_\_\_  
(Liquor Supplier/Liquor Agency) (Licensee)  
\_\_\_\_\_  
(Registration/Licence Number) (Licence Number and Class of Licence)

**Purpose:** The contractual obligation stated below are agreed to and will be adhered to by both Parties throughout the duration of this agreement.

**Duration:** Commencing: \_\_\_\_\_  
Terminating: \_\_\_\_\_

**Terms:**  
1. \_\_\_\_\_ hereby agrees to the following:  
(Licensee)

A. \_\_\_\_\_ Of \_\_\_\_\_  
(Volume) (Product Name and CSPC Number)

Will be either purchased or ordered over the duration period mentioned above.

(Option: Agreements could contain a clause identifying a requirement to maintain a certain level of inventory).

B. Placement of displays, merchandise, Point-of-Sale Material etc. within the premises located at:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
(Common Premise Name) (Actual Location)

and shall be situated within the named premise(s) as shown below:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. In return for the considerations noted above \_\_\_\_\_  
 agrees to: (Liquor Supplier/Liquor Agency)
- A. Provide \_\_\_\_\_  
 \_\_\_\_\_ RETAIL VALUE: \_\_\_\_\_
  - B. Conduct \_\_\_\_\_  
 \_\_\_\_\_ RETAIL VALUE: \_\_\_\_\_
  - C. Attach \_\_\_\_\_  
 \_\_\_\_\_ RETAIL VALUE: \_\_\_\_\_
  - D. Other (specify) \_\_\_\_\_  
 \_\_\_\_\_ RETAIL VALUE: \_\_\_\_\_

**Conditions and Understanding:**

Both Parties to this agreement acknowledge and agree that all benefits realized by way of this Agreement must be directed at and received by customers/consumers only.

This Agreement shall not, whether written or implied, exclude the purchase, sale, storage or displaying of a competitors similar type or class of liquor product(s).

Both Parties agree to maintain, on site, certifiable copies of this Buy/Sell Agreement and any related documents. All such documents must be available and provided, without delay, when requested by an employee of the Alberta Gaming and Liquor Commission.

***This Agreement and its contents have been read and are fully understood.***

**Authorized Signatory:**

\_\_\_\_\_ and \_\_\_\_\_  
 (Liquor Supplier/Liquor Agency) (Licensee)

\_\_\_\_\_ \_\_\_\_\_  
 (Position or Title) (Position or Title)

Registration Number \_\_\_\_\_

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2 \_\_\_\_\_  
at \_\_\_\_\_, Alberta.

**SECTION: 11. INSPECTIONS**

**11.1 GENERAL**

- 11.1.1 Commission Inspectors and representatives of law enforcement agencies must be given full and unrestricted access to the licensed premises at any reasonable time, that is, when the premises is allowed to be open or at any other time when there are people in the licensed premises. Such access is to ensure compliance with the *Gaming and Liquor Act*, *Gaming and Liquor Regulation*, local by-laws and Board policies.
- 11.1.2 Police “walk through” programs are supported and encouraged by the Commission and the licensee and staff are required to cooperate fully with any law enforcement officer attending at the licensed premises. Every police officer is an Inspector under the Gaming and Liquor Act.
- 11.1.3 Inspectors carry Commission photo identification and a badge while on duty and licensees may request proof of identification prior to providing information.
- 11.1.4 Inspectors visit licensed premises to:
- a) ensure compliance with legislation and operating standards;
  - b) confirm that no structural changes have been made that affect compliance with the liquor licence;
  - c) provide advice to licensees who wish to apply for a new class of licence, special endorsement or licence extension;
  - d) investigate complaints;
  - e) conduct training seminars; and
  - f) respond to requests from licensees to discuss operational concerns.
- 11.1.5 Licensees, particularly new operators, may wish to use inspection visits to ask any questions they might have about the *Gaming and Liquor Act*, *Gaming and Liquor Regulation* and Board policy.

**DATE ISSUED:** June 1, 2003

**AUTHORITY:** Original signed by  
NORM PETERSON



**SECTION: 11. INSPECTIONS**

11.1.6 Inspections are opportunities for the licensee to discuss proposed structural changes, pending sale of premises or a change in shareholders or management.

11.1.7 Inspectors will work with licensees to help them meet operating standards; however, Inspectors must report violations to the Board.

- 11.1.8 Inspectors and officials of the Commission shall be allowed to examine and make copies of all liquor and gaming records. Inspectors or Commission officials may remove all records for further examination. Where an Inspector has reasonable grounds for believing that a violation of the *Gaming and Liquor Act*, the *Gaming and Liquor Regulation* or Board policy has occurred, the Inspector has the authority to ask the licensee to rectify the situation by appropriate means.

11.1.9 When the licensee or manager is not personally on the premises when the alleged violation is observed, or when an undercover inspection is carried out, an Inspector will endeavour to notify the licensee, manager or employee in charge, of the alleged violation within two working days (Monday to Friday) of the investigation being finalized.

11.1.10 Reports of alleged violation(s) or potential problems received from the police, fire, health, other government agencies or the general public regarding a licensed premises shall be investigated and may result in an Incident Report.

11.1.11 An Inspector will prepare an Incident Report setting out the details of an alleged violation(s) and all Incident Reports shall be dated when the investigation is finalized.

11.1.12 The licensee and employees of the licensee shall not hinder, obstruct or impede Inspectors in the performance of their duties. Full co-operation, including answering all reasonable questions, must be provided pertaining to the management and operation of licensed premises.

**DATE ISSUED:** June 1, 2003

**AUTHORITY:** Original signed by  
NORM PETERSON

**SECTION: 11. INSPECTIONS**

**11.2 UNAUTHORIZED/ILLEGAL LIQUOR**

11.2.1 Only liquor purchased directly from the Commission or an authorized source may be sold, consumed or stored on licensed premises.

11.2.2 The following products are considered unauthorized or illegal and shall not be present on licensed premises:

- a) homemade wine, beer or cider. These homemade products cannot be served at any licensed function or brought into any licensed premises even if they are intended for private functions (e.g., weddings, retirements, etc.).
- b) homemade spirits (Moonshine) are illegal to manufacture and therefore the provisions of Subsection 11.2.2 clause a) will apply.
- c) any liquor purchased directly from the United States, other foreign countries or other provinces in Canada.
- d) any liquor not purchased directly from the Commission, a manufacturer authorized by the Commission to warehouse and distribute liquor, a retail liquor store, general merchandise liquor store, or general off sales.

NOTE: Refer to Subsections 8.1.7 to 8.1.11, Liquor Purchases and Returns, for information on cooking wines, cooking liquors, stomach bitters and herbal beverages.

11.2.3 When licensed premises are purchased from a previous operator, it is the responsibility of the new owner to ensure that the liquor stock purchased can legally be on the licensed premises.

11.2.4 It is important to understand that unauthorized or illegal liquor products found on licensed premises are subject to immediate seizure. Licensees could also face a Board hearing with the possible suspension or cancellation of the liquor licence. The Board has a policy of "**ZERO TOLERANCE**" with respect to unauthorized or illegal liquor.

**SECTION: 11. INSPECTIONS**

**11.3 LIQUOR SEIZURE AND ANALYSIS**

- 11.3.1 Inspectors may conduct tests on liquor to ensure that the liquor has not been adulterated and that short pouring of mixed drinks is not taking place.
- 11.3.2 Samples of liquor will occasionally be taken for analysis and when tests suggest adulterated liquor the Inspector will seize additional samples for further analysis.
- 11.3.3 If illegal/adulterated liquor is detected an Inspector will:
- a) seize the liquor and have the seizure of specifically noted products witnessed by the licensee (Liquor Seizure Receipt Form LIC/5154); and
  - b) remove the liquor and deliver the liquor to the Commission.

**DATE ISSUED:** June 1, 2003

**AUTHORITY:** Original signed by  
NORM PETERSON

**SECTION: 12. BOARD HEARINGS**

**12.1 INCIDENT REPORTS AND HEARINGS**

- 12.1.1 Where an Inspector has reasonable and probable grounds for believing that a violation of the *Gaming and Liquor Act*, the Gaming and Liquor Regulation or Board policy has occurred, the Inspector has under legislation, authority to request the licensee to correct the situation.
- 12.1.2 An Incident Report setting out the circumstances of an alleged violation will be submitted to the Chief Executive Officer. A copy shall be hand delivered or mailed to the licensee within 17 working days from the date of completion of the Incident Report.
- 12.1.3 The Chief Executive Officer may refer an Incident Report to the Board for review and decision where circumstances warrant.
- 12.1.4 The Board shall decide whether to hold a hearing based on the Incident Report.
- 12.1.5 The hearing file will be made available for the licensee's review on the day of the hearing. Advance viewing may be arranged with the Board office.

**12.2 DISCIPLINE WITHOUT A HEARING**

- 12.2.1 Pursuant to Section 91(2) of the *Gaming and Liquor Act*, the Board may do any one or more of the following without a Board hearing:
- a) issue a warning;
  - b) impose conditions on a licence or rescind or amend existing conditions on a licence;
  - c) impose a fine of not more than \$200,000 and refuse to issue or reinstate a licence until the fine is paid; and/or
  - d) suspend or cancel a licence.

**SECTION: 12. BOARD HEARINGS**

12.2.2 The Chief Executive Officer may do any one or more of the following without a Board meeting:

- a) issue a warning;
- b) impose conditions on a licence or rescind or amend existing conditions imposed by the Regulatory Division on a licence;
- c) offer specified penalties for the licensee's consent; or
- d) refer the Incident Report to the Board for review and decision.

12.2.3 Where a Board action is taken without a hearing, and a hearing is requested, the hearing will be scheduled as soon as practicable.

**12.3 WAIVER OF BOARD HEARING WITNESSES**

12.3.1 The Board shall determine whether Board witnesses are required, or whether the licensee will be offered an opportunity to waive the requirement for witnesses to attend specific Board hearings.

12.3.2 If provided the opportunity by the Board, for the licensee to have a Waiver of Board Hearing Witnesses (Form LIC/5191), the licensee has complete discretion as to whether or not he/she will sign and accept the Waiver of Board Hearing Witness (Form LIC/5191).

12.3.3 Where there is no dispute as to the contents of the Incident Report and the licensee signs the Waiver of Board Hearing Witnesses, the licensee is agreeing to the facts in the Incident Report, and witnesses will not be called to the Board hearing.

12.3.4 Witnesses may be called by either party to deal with matters not covered in the Incident Report, regardless of the waiver decision.

**SECTION: 12. BOARD HEARINGS**

12.3.5 When a signed Waiver of Board Hearing Witnesses is received, the licensee may determine if they wish to be present and make representations at the Board hearing or if they wish to submit a written presentation to the Board and not personally attend the hearing.

**12.4 CONSENT TO PROPOSED BOARD DECISION**

12.4.1 A licensee may accept a proposed Board decision respecting disciplinary action (penalty) without a Board hearing, when the licensee does not dispute the circumstances in the Incident Report and is prepared to accept the proposed disciplinary action.

12.4.2 Where the Board establishes a proposed disciplinary action the licensee shall be advised by written notice including:

- a) Notice of Proposed Board Decision;
- b) Consent to Proposed Board Decision;
- c) Incident Report;
- d) Penalty Guidelines; and
- e) Waiver of Board Hearing Witnesses.

12.4.3 Upon receipt of the Notice of Proposed Board Decision the licensee shall review the material and complete the Consent to Proposed Board Decision (Form LIC/5198), electing to:

- a) admit to the violation(s) contained in the Incident Report, accepting the penalty offered on the Notice of Proposed Board Decision; or
- b) admit to the violation(s) contained in the Incident Report but proceed with a Board hearing as directed by the Board. The licensee may elect to waive the requirement for witnesses by also completing the Waiver of Board Hearing Witnesses; or

**SECTION: 12. BOARD HEARINGS**

- c) not admit to the violation(s) contained in the Incident Report and proceed with a Board hearing as directed by the Board with witnesses to be available.

12.4.4 The Consent to Proposed Board Decision must be completed and returned to the Regulatory Division in St. Albert, within seven calendar days from the date the notice was received by the licensee. A hearing will be convened if consent is not received within the specified time frame.

12.4.5 When a penalty decision involves a fine and/or suspension, the date(s) of the suspension, the amount of the fine(s) and the due date the fine payment shall be included in the Notice of Proposed Board Decision and forwarded to the licensee.

12.4.6 Where a licensee accepts a proposed Board decision respecting disciplinary action (penalty), any seized liquor will be forfeited to the AGLC for destruction.

12.4.7 Where the Board stipulates that a Board hearing is to be held, the Board shall also determine whether witnesses are required or whether the licensee will be offered an opportunity to waive the requirement for witnesses to attend the Board hearing.

**12.5 CONSENT TO PROPOSED SPECIFIED PENALTY**

12.5.1 A licensee may accept a proposed specified penalty respecting disciplinary action (penalty) without a Board hearing when the licensee does not dispute the circumstances in the Incident Report and is prepared to accept the proposed disciplinary action.

12.5.2 Where the Chief Executive Officer offers a proposed disciplinary action, the licensee shall be advised by written notice including:

- a) Notice of Proposed Specified Penalty;
- b) Consent to Proposed Specified Penalty;
- c) Incident Report;

**SECTION: 12. BOARD HEARINGS**

- d) Penalty Guidelines; and
- e) Waiver of Board Hearing Witnesses.

12.5.3 Upon receipt of the Notice of Proposed Specified Penalty, the licensee shall review the material and complete the Consent to Proposed Specified Penalty, electing to:

- a) admit to the violations contained in the Incident Report, accepting the penalty offered on the Notice of Specified Penalty; or
- b) admit to the violations contained in the Incident Report but proceed with a Board hearing as directed by the Board. The licensee may elect to waive the requirement for witnesses by also completing the Waiver of Board Hearing Witnesses; or
- c) not admit to the violation(s) contained in the Incident Report and proceed with a Board hearing as directed by the Board with witnesses to be available.

12.5.4 The Consent to Specified Penalty must be completed and returned to the Regulatory Division in St. Albert within 14 calendar days from the date that the Notice of Proposed Specified Penalty is dated.

12.5.5 When a Notice of Proposed Specified Penalty involves a fine and/or suspension, the date(s) of the suspension, the amount of the fine(s) and the due date of the fine payment shall be included in the Notice of Proposed Specified Penalty.

12.5.6 Where a licensee accepts a proposed specified penalty respecting disciplinary action (penalty), any seized liquor will be forfeited to the AGLC for destruction.

12.5.7 Where the Chief Executive Officer determines that a warning will be issued which will form part of the operating record, the licensee or registrant will be advised by written notice including:

- a) letter of warning;



**SECTION: 12. BOARD HEARINGS**

- b) Incident Report; and
- c) Penalty Guidelines.

**12.6 PENALTY GUIDELINES**

- 12.6.1 The Board shall establish guidelines that will provide a framework for penalty decisions regarding licensee violations of the *Gaming and Liquor Act*, Gaming and Liquor Regulation and Board policy.
- 12.6.2 The circumstances of each individual case shall be considered by the Board and, as a result, disciplinary action may vary and fall outside the guidelines.
- 12.6.3 The AGLC Penalty Guidelines are as follows.

## AGLC PENALTY GUIDELINES

The following scale of penalties represents disciplinary measures normally taken by the Alberta Gaming and Liquor Commission respecting violations of the *Gaming and Liquor Act*, *Gaming and Liquor Regulation*, an Order of the Board or a condition of a licence, pursuant to Section 91 of the *Gaming and Liquor Act*. Penalties may vary from the guidelines in mitigating or extreme circumstances. The Board, when making an Order under Section 91(2) of the *Gaming and Liquor Act*, will consider the relevant disciplinary record of the licensee/registrant and that of any affiliated business or corporation which holds a licence or registration issued under the Act. The following list of violations includes those which arise most frequently. The *Gaming and Liquor Act* and the *Gaming and Liquor Regulation* should be referenced for the actual wording of these and other violations.

VIOLATION	PENALTY NORMALLY IMPOSED FOR SUCCESSIVE VIOLATIONS OF A SIMILAR NATURE			
	1st Hearing/ Violation(s)	2nd Hearing/ Violation(s)	3rd Hearing/ Violation(s)	Subsequent Hearing/Violation(s)
<b>ILLEGAL MANUFACTURE, IMPORTATION, PURCHASING, POSSESSION, STORAGE, SALE OR CONSUMPTION OF LIQUOR</b>				
1. Illegal manufacture of liquor [GLA s. 50].	Up to cancellation and/or up to \$200,000 fine.			
2. Illegal importation or transportation of liquor [GLA s. 50].	Up to cancellation and/or up to \$50,000 fine.			
3. Purchase of illegal liquor [GLA s. 50, GLA s. 68(1)(a)].	30 days to cancellation and/or up to \$25,000 fine.			
4. Possession or storage of illegal liquor [GLA s. 50].	Up to cancellation and/or up to \$25,000 fine.			
5. Sell or give illegal liquor [GLA s. 50].	Up to cancellation and/or up to \$200,000 fine.			
6. Use or consumption of illegal liquor [GLA s. 50].	Up to cancellation and/or up to \$25,000 fine.			
<b>ILLEGAL ACTIVITY</b>				
7. Permitting on licensed premises an activity which is contrary to any municipal bylaw or any Act or regulation of Alberta or Canada or detrimental to the orderly operation of the premises [GLA s. 69(1)(a)(b)].	Up to cancellation and/or up to \$20,000 fine.			
8. Permitting an activity which may be injurious to the health or safety of people in the premises [GLA s. 69(1)(c)].	Up to cancellation and/or up to \$20,000 fine.			
<b>INDUCEMENTS</b>				
9. Liquor supplier or liquor agency offering or providing inducements [GLR s. 81].	Up to cancellation and/or up to \$50,000 fine.			
10. Liquor supplier or liquor agency entering into an agreement with licensee to sell liquor of the supplier or agency [GLA s. 66(1)].	Up to cancellation and/or up to \$50,000 fine.			
11. Licensee entering into an agreement with liquor supplier or liquor agency to sell the liquor of the supplier or agency [GLA s. 66(1)].	Up to cancellation and/or up to \$50,000 fine.			

VIOLATION	PENALTY NORMALLY IMPOSED FOR SUCCESSIVE VIOLATIONS OF A SIMILAR NATURE			
	1st Hearing/ Violation(s)	2nd Hearing/ Violation(s)	3rd Hearing/ Violation(s)	Subsequent Hearing/Violation(s)
66(2)].				
12. Licensee requesting or accepting inducements [GLR s. 82(2)].	Up to cancellation and/or up to \$50,000 fine.			
<b>BOARD POLICIES</b>				
13. Contravention of Board policies that are a condition of a liquor licence [GLA s. 61(1)].	Up to cancellation and/or up to \$5,000 fine.			
14. Contravention of Board policies that are a condition of a registration [GLR s. 17(1)].	Up to cancellation and/or up to \$5,000 fine.			
<b>MINORS</b>				
15. Permit a person to give or sell liquor to a minor in licensed premises [GLA s. 75].	Up to 12 days and/or up to \$5,000 fine.	Up to 16 days and/or up to \$10,000 fine and in Class B premises (pool halls) a restriction prohibiting minors.	Up to cancellation.	Up to cancellation.
16. Give or sell liquor to a minor in licensed premises [GLA s. 75].	Up to 12 days and/or up to \$5,000 fine.	Up to 16 days and/or up to \$10,000 fine and in Class B premises (pool halls) a restriction prohibiting minors.	Up to cancellation.	Up to cancellation.
17. Permit a minor in licensed premises where minors are prohibited [GLA s. 74(3)].	Up to 8 days and/or up to \$2,000 fine.	Up to 16 days and/or up to \$4,000 fine.	Up to cancellation.	Up to cancellation.
18. Failure to request identification from a person who appears to be under 25 [GLA s. 61(1)].	3 days and/or up to \$1,000 fine.	Up to 6 days and/or up to \$1,500 fine.	Up to 10 days and/or up to \$4,000 fine.	Up to cancellation.
<b>INTOXICATION</b>				
19. Selling or providing liquor to a person apparently intoxicated by alcohol or a drug [GLA s. 75.1(a)].	Up to 6 days and/or up to \$1,500 fine.	Up to 8 days and/or up to \$2,000 fine.	Up to 10 days and/or up to \$4,000 fine.	Up to cancellation.
20. Permitting a person apparently intoxicated by alcohol or a drug to consume liquor on licensed premises [GLA s. 75.1(b)].	Up to 6 days and/or up to \$1,500 fine.	Up to 8 days and/or up to \$2,000 fine.	Up to 10 days and/or up to \$4,000 fine.	Up to cancellation.
21. Permitting a person apparently intoxicated by liquor or a drug to take part in a gaming activity or provincial lottery that is conducted in the licensed premises [GLA s. 75.1(c)].	Up to 6 days and/or up to \$1,500 fine.	Up to 8 days and/or up to \$2,000 fine.	Up to 10 days and/or up to \$4,000 fine.	Up to cancellation.
<b>ILLEGAL REMOVAL OF LIQUOR</b>				
22. Removal of liquor from licensed premises other than in accordance with the Act and Regulation [GLA s. 68(2)].	1 to 5 days and/or up to \$1,000 fine.	6 to 15 days and/or up to \$3,000 fine.	16 to 30 days and/or up to \$20,000 fine.	Up to cancellation.
<b>SALE OR CONSUMPTION AFTER HOURS</b>				
23. Sell or provide liquor on a licensed premises during hours when not permitted, or on a day when not permitted [GLA s. 68(1)(b)].	1 to 5 days and/or up to \$1,000 fine.	6 to 15 days and/or up to \$3,000 fine.	16 to 30 days and/or up to \$20,000 fine.	Up to cancellation.

VIOLATION	PENALTY NORMALLY IMPOSED FOR SUCCESSIVE VIOLATIONS OF A SIMILAR NATURE			
	1st Hearing/ Violation(s)	2nd Hearing/ Violation(s)	3rd Hearing/ Violation(s)	Subsequent Hearing/Violation(s)
24. Permit the consumption of liquor on a licensed premises during hours when not permitted or on a day when not permitted [GLA s. 71(3)].	1 to 5 days and/or up to \$1,000 fine.	6 to 15 days and/or up to \$3,000 fine.	16 to 30 days and/or up to \$20,000 fine.	Up to cancellation.
25. Allowing unauthorized person on licensed premises when sale and consumption of liquor is prohibited [GLA s. 71(2)].	Up to 2 days and/or up to \$1,000 fine.	3 to 4 days and/or up to \$2,000 fine.	5 to 7 days and/or up to \$4,000 fine.	Up to cancellation.
<b>ENTERTAINMENT</b>				
26. Providing entertainment prohibited by the Board [GLR s. 95(2)].	Up to 2 days and/or suspension of entertainment authorization for a specified period and/or up to \$1,000 fine.	3 to 7 days and/or up to \$2,000 fine.	8 to 28 days and/or up to \$4,000 fine.	Up to cancellation.
<b>OBSTRUCTION</b>				
27. Obstruct, hinder or impede an inspector in the performance of his duties [GLA s. 99].	5 to 7 days and/or up to \$5,000 fine.	8 to 10 days and/or up to \$10,000 fine.	11 to 20 days and/or up to \$15,000 fine.	Up to cancellation.

**SECTION: 13. SAMPLE FORMS**

- 13.1 Application for Liquor Licence (Form – Regulatory Division – 04/02)
- 13.2 Delivery Order Slip (FORM LIC/5236 (04/01))
- 13.3 Faulty Product Claim Request (FORM FIN/3602 (02/04))
- 13.4 Special Event Licence Authorization Letter (FORM LIC/793 (99/09))
- 13.5 Special Event Licence Order Form (FORM LIC/5177 (01/11))
- 13.6 Sample Special Event Licence - Private Non-Sale, sample with two locations and multiple dates (FORM LIC/5014 (02/02))
- 13.7 Sample Special Event Licence - Private Non-Sale Bus Tour FORM LIC/5014 (02/02)
- 13.8 Special Event Licence - Private Resale, sample with multiple times (FORM LIC/5016 (02/02))
- 13.9 Sample Special Event Licence – Private Resale, multiple dates (FORM LIC/5016 (02/02))
- 13.10 Product Delivery Claim Request (sample form)
- 13.11 Application for Public Function or Caterer's Extension (FORM LIC/5041 (99/10))
- 13.12 Application for Public Function – Commercial Caterer's Licence (FORM LIC/5042 (03/10))
- 13.13 Sale or Lease of Premises (FORM LIC/5056 (03/05))



Store Name:	_____	
Address:	_____ _____	
Phone Numbers:	_____	
Purchaser:	_____	
Address:	_____ _____	
Phone Numbers:	_____	
Date:	_____	Time: _____

The liquor is being delivered in accordance with AGLC policies under Class D Licence No. \_\_\_\_\_

QUANTITY	DESCRIPTION	PRICE
	Sub-Total	_____
	Delivery Charge	_____
	GST	_____
	<b>TOTAL</b>	_____

## FAULTY PRODUCT CLAIM REQUEST

BUSINESS NAME: \_\_\_\_\_ LICENCE / REGISTRATION NUMBER: \_\_\_\_\_

PREMISES ADDRESS: \_\_\_\_\_

(Street)

(City)

PRODUCT CODE	DESCRIPTION	BOTTLE SIZE	AGLC INVOICE NUMBER	AGLC INVOICE DATE	REASON # (SEE BELOW)	BOTTLE INVOICE PRICE	QUANTITY (BOTTLES)	REFUND CLAIM
						X	=	
						X	=	
						X	=	
						X	=	
						X	=	
						X	=	
						X	=	
						X	=	
						X	=	

REASON: (PLEASE FILL THE SPACE ABOVE WITH THE CORRESPONDING NUMBER)

**TOTAL REFUND CLAIMED**

1. Foreign Material in Bottle
2. Short-filled Bottle
3. Damaged Cap/Cork
4. Missing Bottle in Sealed Case/No Imprints (Save Case)

5. Customer/Consumer Complains (Record customer's name, address, telephone number and the nature of the complaint on the back of this form.)

6. Other (Please Explain): \_\_\_\_\_

RETURN **ORIGINAL** TO:

Alberta Gaming and Liquor Commission

50 Corriveau Avenue

St. Albert, Alberta T8N 3T5

Attention: Product & Pricing

(keep a copy for your records)

**Fax: (780) 447-8919**

\_\_\_\_\_  
Signature (Owner / Manager)

\_\_\_\_\_  
Date

**FOR AGLC USE ONLY**

\_\_\_\_\_  
Product & Pricing Approval

\_\_\_\_\_  
Date

\_\_\_\_\_  
Inspector Approval

\_\_\_\_\_  
Destruction Date



**CUSTOMER COMPLAINT**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Complaint: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**CUSTOMER COMPLAINT**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Complaint: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**CUSTOMER COMPLAINT**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Complaint: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**SPECIAL EVENT LICENCE  
AUTHORIZATION LETTER  
(BEARER ORDER FORM)**

**THIS FORM MUST BE COMPLETED IF SOMEONE OTHER THAN THE LICENCE APPLICANT IS OBTAINING:**

- A. A PRIVATE NON-SALE LICENCE AND LIQUOR; OR
- B. A PRIVATE RESALE LICENCE AND LIQUOR

This form must be completed and signed by the licence applicant, authorizing the liquor supplier or liquor agency representative or other second party, to obtain a Special Event Licence and/or liquor. The Special Event Licence will be made out in the name of the organization or individual hosting the licence function.

**PART ONE - SPECIAL EVENT LICENCE INFORMATION**

NAME: \_\_\_\_\_  
(Individual or Organization)

ADDRESS: \_\_\_\_\_

TELEPHONE: Business \_\_\_\_\_ Residence \_\_\_\_\_

**DETAILS OF LICENCE FUNCTION**

PLEASE CHECK ONE:  Private Non-Sale Licence  Private Resale Licence

TYPE OF FUNCTION: \_\_\_\_\_  
(e.g., Wedding, Club Dance, School Reunion, etc.)

LOCATION: \_\_\_\_\_  
(name of building)

ADDRESS: \_\_\_\_\_

\_\_\_\_ DAY OF \_\_\_\_\_, \_\_\_\_\_ LIQUOR SERVICE \_\_\_\_\_ A.M. TO \_\_\_\_\_ A.M. CONSUMPTION TO \_\_\_\_\_ A.M.  
P.M. P.M. P.M.

\_\_\_\_ DAY OF \_\_\_\_\_, \_\_\_\_\_ LIQUOR SERVICE \_\_\_\_\_ A.M. TO \_\_\_\_\_ A.M. CONSUMPTION TO \_\_\_\_\_ A.M.  
P.M. P.M. P.M.

\_\_\_\_ DAY OF \_\_\_\_\_, \_\_\_\_\_ LIQUOR SERVICE \_\_\_\_\_ A.M. TO \_\_\_\_\_ A.M. CONSUMPTION TO \_\_\_\_\_ A.M.  
P.M. P.M. P.M.

\_\_\_\_ DAY OF \_\_\_\_\_, \_\_\_\_\_ LIQUOR SERVICE \_\_\_\_\_ A.M. TO \_\_\_\_\_ A.M. CONSUMPTION TO \_\_\_\_\_ A.M.  
P.M. P.M. P.M.

MAXIMUM NUMBER OF PEOPLE ATTENDING: \_\_\_\_\_

**PART TWO - LIQUOR REPRESENTATIVE, OR OTHER PARTY, INFORMATION**

PLEASE ISSUE TO: \_\_\_\_\_  
Name (Please Print)

ADDRESS: \_\_\_\_\_

**NOTE TO RETAILER:**  
Please attach this Special Event Licence  
Authorization Letter to the AGLC (yellow)  
copy of the licence issued.

\_\_\_\_\_  
Signature  
(Special Event Licence Applicant)

## SPECIAL EVENT LICENCE ORDER FORM

NAME OF RETAIL STORE: \_\_\_\_\_ DATE: \_\_\_\_\_

LICENCE NUMBER: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
 \_\_\_\_\_, Alberta \_\_\_\_\_  
(Postal Code)

### ORDER SUMMARY

LICENCE TYPE	QUANTITY	VALUE	DOLLAR VALUE
Private Non-Sale		x \$10.00	=
Private Resale		x \$25.00	=
<b>TOTAL</b>			

**A cheque payable to the AGLC for the total value of this order is required to process the order.**

### REPLACEMENT LICENCES REQUESTED

LICENCE TYPE	LICENCE NUMBER	REASON FOR REPLACEMENT
Private Non-Sale		
Private Resale		

**I certify that the above replacement information is true, complete and correct, to the best of my knowledge.**

\_\_\_\_\_  
STORE MANAGER

**NOTE:**

1. A claim for replacement licences must be accompanied by the customer (white), AGLC (yellow), and store (pink) copies of the spoiled or refunded licence.
2. Please return the AGLC (yellow) copies of recently issued licences, if you have not done so already.
3. Mail the white and yellow copies of this order form with a cheque payable to the AGLC to:  
 Alberta Gaming and Liquor Commission  
 Regulatory Division  
 50 Corriveau Avenue  
 St. Albert, Alberta T8N 3T5
4. Any questions may be directed to the Regulatory Division at (780) 447-8846.



GAMING AND LIQUOR ACT  
**SAMPLE SPECIAL EVENT LICENCE – PRIVATE NON-SALE**  
 FEE: \$10.00

NAME (INDIVIDUAL, ORGANIZATION OR COMPANY): JANE DOE

ADDRESS: 10001 - 101 AVENUE, EDMONTON

TELEPHONE: BUS 900 - 9111 TYPE OF FUNCTION: WEDDING/GIFT OPENING

RES 989 - 9898

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IS ENTITLED TO PURCHASE LIQUOR, WINE AND BEER WHICH MAY BE CONSUMED AT THE PLACE AND BETWEEN THE HOURS DESIGNATED BELOW, AND UNDER THE CONDITIONS STATED IN THE REGULATION. LIQUOR PURCHASED UNDER AUTHORITY OF THIS LICENCE MAY BE CONSUMED ON THE PREMISES KNOWN AS:

LOCATION: (A) EDMONTON COMMUNITY HALL (B) EDMONTON CHURCH HALL

ADDRESS: (A) 10001 - 116 STREET, EDMONTON (B) 10010 - 100 AVENUE, EDMONTON

<u>(A) 10</u>	DAY OF	<u>AUG</u>	<u>20</u>	<u>00</u>	LIQUOR SERVICE	<u>6:00</u>	<u>(AM) 2:00 (PM)</u>	<u>(AM) 3:00 (PM)</u>	CONSUMPTION TO	<u>3:00</u>	<u>(AM) (PM)</u>
<u>(B) 11</u>	DAY OF	<u>AUG</u>	<u>20</u>	<u>00</u>	LIQUOR SERVICE	<u>2:00</u>	<u>(AM) 5:00 (PM)</u>	<u>(AM) 6:00 (PM)</u>	CONSUMPTION TO	<u>6:00</u>	<u>(AM) (PM)</u>
_____	DAY OF	_____	<u>20</u>	_____	LIQUOR SERVICE	_____	<u>AM PM</u>	<u>AM PM</u>	CONSUMPTION TO	_____	<u>AM PM</u>
_____	DAY OF	_____	<u>20</u>	_____	LIQUOR SERVICE	_____	<u>AM PM</u>	<u>AM PM</u>	CONSUMPTION TO	_____	<u>AM PM</u>

Service Fee (Maximum \$2.00)	<u>0</u>
G.S.T.	<u>0</u>
Sub Total	<u>0</u>
Licence Fee	<u>\$10.00</u>
Amount Due	<u>\$10.00</u>

MAXIMUM NUMBER OF PEOPLE WHO WILL ATTEND THIS FUNCTION (Not to exceed occupant load) (A) 200 (B) 125

MINORS MAY NOT BE SERVED, CONSUME OR HANDLE LIQUOR  
 UNDER NO CIRCUMSTANCES MAY HOMEMADE LIQUOR PRODUCTS BE TAKEN TO AND CONSUMED AT LICENSED FUNCTIONS

THIS LICENCE IS GRANTED TO THE PARTY NAMED ABOVE ON THE UNDERSTANDING OF THE PERSON WHOSE SIGNATURE APPEARS BELOW AND WHO AGREES OR AGREES ON BEHALF OF THE ORGANIZATION HE REPRESENTS (WHICHEVER IS APPLICABLE), TO CARRY OUT ALL THE TERMS AND THE CONDITIONS STATED IN THE REGULATION.

ISSUED BY	<u>CORNER LIQUOR STORE</u>	DATE	<u>30 MAY 00</u>
	Business Name		(Day, Month, Year)
	<u>984512 VSA</u>		<u>JANE DOE</u>
	(Store Licence/Registration Number)		CUSTOMER NAME (Print)
	<u>Mary Brown</u>		<u>Jane Doe</u>
	SIGNATURE OF ISSUER		CUSTOMER SIGNATURE

## **CONDITIONS FOR SPECIAL EVENT LICENCE – PRIVATE NON-SALE FUNCTIONS**

1. **MAXIMUM HOURS OF SERVICE**
  - liquor service may take place between 10:00 a.m. and 2:00 a.m. with a one hour consumption period to 3:00 a.m., unless otherwise approved by the Licensing Division
  - premises rental contracts may restrict hours of liquor service
2. **MINORS**
  - minors may be present at functions but may not be in possession of or consume liquor
  - minors may not serve liquor or sell liquor tickets
  - minors should be discouraged from attending functions which operate in a similar style to cabarets or pubs
3. **INTOXICATION**
  - intoxicated persons may not be served liquor or allowed to consume liquor
4. **AUTHORIZED LIQUOR**
  - homemade spirits, beer or wine **MAY NOT** be served or stored at functions
  - only liquor legally purchased in Alberta from approved AGLC sources may be served and stored at functions
  - liquor purchase receipts must be attached to the licence
  - unauthorized liquor may be subject to seizure by police or AGLC inspectors and violators may be charged under the Gaming and Liquor Act
5. **ATTENDANCE**
  - access to functions is limited to **MEMBERS AND GUESTS ONLY**
  - the general public may not be invited or allowed into a function
  - maximum number of people may not exceed occupant load of premises
6. **ADVERTISING**
  - all advertising for functions must state “for members and invited guests only”
  - advertising must not invite the general public or suggest the general public is welcome
7. **SUPERVISION AND CONTROL**
  - responsible supervision must be provided at each function with one supervisor for every 50 people recommended
  - supervisors and bartenders may not consume liquor while on duty
  - illegal activities are not permitted at functions and police should be informed of any illegal activity encountered
8. **INSPECTIONS**
  - special event licence functions may be inspected by police or AGLC inspectors who must be allowed entry
9. **SPECIAL EVENT LICENCES**
  - the licence must be posted in a prominent location during the entire function
  - licensees are legally responsible to ensure all liquor laws and regulations are followed

SHOULD ADDITIONAL INFORMATION BE REQUIRED, PLEASE CALL AGLC LICENSING DIVISION AT 447-8846 (ST. ALBERT), 292-7300 (CALGARY) OR 314-2656 (RED DEER)



GAMING AND LIQUOR ACT  
**SAMPLE SPECIAL EVENT LICENCE – PRIVATE NON-SALE**  
 FEE: \$10.00

NAME (INDIVIDUAL, ORGANIZATION OR COMPANY): SUNSHINE TOUR ASSOCIATION

ADDRESS: 10000 - 100 STREET, EDMONTON

TELEPHONE: BUS 400-2000 TYPE OF FUNCTION: SKI TRIP - BUS TOUR

RES \_\_\_\_\_

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IS ENTITLED TO PURCHASE LIQUOR, WINE AND BEER WHICH MAY BE CONSUMED AT THE PLACE AND BETWEEN THE HOURS DESIGNATED BELOW, AND UNDER THE CONDITIONS STATED IN THE REGULATION. LIQUOR PURCHASED UNDER AUTHORITY OF THIS LICENCE MAY BE CONSUMED ON THE PREMISES KNOWN AS:

LOCATION: #1 EDMONTON TO BANFF  
 (name of building)

ADDRESS: #2 BANFF TO EDMONTON

#1	23	DAY OF	JAN	20	00	LIQUOR SERVICE	4:00	<u>AM</u> <u>PM</u>	9:00	<u>AM</u> <u>PM</u>	CONSUMPTION TO	9:30	<u>AM</u> <u>PM</u>
#2	25	DAY OF	JAN	20	00	LIQUOR SERVICE	8:00	<u>AM</u> <u>PM</u>	1:00	<u>AM</u> <u>PM</u>	CONSUMPTION TO	2:00	<u>AM</u> <u>PM</u>
		DAY OF		20		LIQUOR SERVICE		<u>AM</u> <u>PM</u>		<u>AM</u> <u>PM</u>	CONSUMPTION TO		<u>AM</u> <u>PM</u>
		DAY OF		20		LIQUOR SERVICE		<u>AM</u> <u>PM</u>		<u>AM</u> <u>PM</u>	CONSUMPTION TO		<u>AM</u> <u>PM</u>

Service Fee (Maximum \$2.00)	2.00
G.S.T.	.14
<b>Sub Total</b>	<b>2.14</b>

Licence Fee	\$10.00
Amount Due	\$12.14

Attach All Liquor Receipts

MAXIMUM NUMBER OF PEOPLE WHO WILL ATTEND THIS FUNCTION (Not to exceed occupant load) 45

MINORS MAY NOT BE SERVED, CONSUME OR HANDLE LIQUOR UNDER NO CIRCUMSTANCES MAY HOMEMADE LIQUOR PRODUCTS BE TAKEN TO AND CONSUMED AT LICENSED FUNCTIONS

THIS LICENCE IS GRANTED TO THE PARTY NAMED ABOVE ON THE UNDERSTANDING OF THE PERSON WHOSE SIGNATURE APPEARS BELOW AND WHO AGREES OR AGREES ON BEHALF OF THE ORGANIZATION HE REPRESENTS (WHICHEVER IS APPLICABLE)), TO CARRY OUT ALL THE TERMS AND THE CONDITIONS STATED IN THE REGULATION.

ISSUED BY CORNER LIQUOR STORE  
 Business Name

DATE 19 JAN 00  
 (Day, Month, Year)

\* APPROVED BY LICENSING DIVISION (JIM)

984512  
 (Store Licence/Registration Number)

MIKE SMITH  
 CUSTOMER NAME (Print)

Mary Brown  
 SIGNATURE OF ISSUER

Mike Smith  
 CUSTOMER SIGNATURE

## **CONDITIONS FOR SPECIAL EVENT LICENCE – PRIVATE NON-SALE FUNCTIONS**

1. **MAXIMUM HOURS OF SERVICE**
  - liquor service may take place between 10:00 a.m. and 2:00 a.m. with a one hour consumption period to 3:00 a.m., unless otherwise approved by the Licensing Division
  - premises rental contracts may restrict hours of liquor service
2. **MINORS**
  - minors may be present at functions but may not be in possession of or consume liquor
  - minors may not serve liquor or sell liquor tickets
  - minors should be discouraged from attending functions which operate in a similar style to cabarets or pubs
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  - intoxicated persons may not be served liquor or allowed to consume liquor
4. **AUTHORIZED LIQUOR**
  - homemade spirits, beer or wine **MAY NOT** be served or stored at functions
  - only liquor legally purchased in Alberta from approved AGLC sources may be served and stored at functions
  - liquor purchase receipts must be attached to the licence
  - unauthorized liquor may be subject to seizure by police or AGLC inspectors and violators may be charged under the Gaming and Liquor Act
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  - the general public may not be invited or allowed into a function
  - maximum number of people may not exceed occupant load of premises
6. **ADVERTISING**
  - all advertising for functions must state “for members and invited guests only”
  - advertising must not invite the general public or suggest the general public is welcome
7. **SUPERVISION AND CONTROL**
  - responsible supervision must be provided at each function with one supervisor for every 50 people recommended
  - supervisors and bartenders may not consume liquor while on duty
  - illegal activities are not permitted at functions and police should be informed of any illegal activity encountered
8. **INSPECTIONS**
  - special event licence functions may be inspected by police or AGLC inspectors who must be allowed entry
9. **SPECIAL EVENT LICENCES**
  - the licence must be posted in a prominent location during the entire function
  - licensees are legally responsible to ensure all liquor laws and regulations are followed

SHOULD ADDITIONAL INFORMATION BE REQUIRED, PLEASE CALL AGLC LICENSING DIVISION AT 447-8846 (ST. ALBERT), 292-7300 (CALGARY) OR 314-2656 (RED DEER)



GAMING AND LIQUOR ACT  
**SAMPLE SPECIAL EVENT LICENCE – PRIVATE RESALE**  
 FEE: \$25.00

NAME (INDIVIDUAL, ORGANIZATION OR COMPANY): ALBERTA DAIRY SOCIAL CLUB

ADDRESS: 10003 - 1954 STREET, CALGARY

TELEPHONE: BUS 231 - 1111 TYPE OF FUNCTION: DINNER

RES 261 - 1111

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LOCATION: XYZ COMMUNITY HALL  
 (name of building)

ADDRESS: 10633 - 111 AVENUE, CALGARY

<u>10</u> DAY OF <u>JUNE</u> 20 <u>00</u>	LIQUOR SERVICE	<u>3:00</u>	<u>PM</u>	<u>7:00</u>	<u>PM</u>	CONSUMPTION TO	<u>8:00</u>	<u>PM</u>
<u>10</u> DAY OF <u>JUNE</u> 20 <u>00</u>	LIQUOR SERVICE	<u>3:00</u>	<u>PM</u>	<u>7:00</u>	<u>PM</u>	CONSUMPTION TO	<u>8:00</u>	<u>PM</u>
<u>10</u> DAY OF <u>JUNE</u> 20 <u>00</u>	LIQUOR SERVICE	<u>8:00</u>	<u>PM</u>	<u>12:00</u>	<u>PM</u>	CONSUMPTION TO	<u>1:00</u>	<u>PM</u>
____ DAY OF _____ 20 _____	LIQUOR SERVICE	_____	<u>AM</u>	_____	<u>AM</u>	CONSUMPTION TO	_____	<u>AM</u>

Service Fee (Maximum \$2.00)	<u>1.00</u>
G.S.T.	<u>.07</u>
Sub Total	<u>1.07</u>

Licence Fee	<u>\$25.00</u>
Amount Due	<u>\$26.07</u>

Attach All Liquor Receipts

MAXIMUM NUMBER OF PEOPLE WHO WILL ATTEND THIS FUNCTION (Not to exceed occupant load) 200

MINORS MAY NOT BE SERVED, CONSUME OR HANDLE LIQUOR  
 UNDER NO CIRCUMSTANCES MAY HOMEMADE LIQUOR PRODUCTS BE TAKEN TO AND CONSUMED AT LICENSED FUNCTIONS

THIS LICENCE IS GRANTED TO THE PARTY NAMED ABOVE ON THE UNDERSTANDING OF THE PERSON WHOSE SIGNATURE APPEARS BELOW AND WHO AGREES OR AGREES ON BEHALF OF THE ORGANIZATION HE REPRESENTS (WHICHEVER IS APPLICABLE)), TO CARRY OUT ALL THE TERMS AND THE CONDITIONS STATED IN THE REGULATION.

ISSUED BY CORNER LIQUOR STORE  
 Business Name

DATE 09 JUNE 00  
 (Day, Month, Year)

984512 VSA  
 (Store Licence/Registration Number)

JANE WHITE  
 CUSTOMER NAME (Print)

Mary Brown  
 SIGNATURE OF ISSUER

Jane White  
 CUSTOMER SIGNATURE



## CONDITIONS FOR SPECIAL EVENT LICENCE – PRIVATE RESALE FUNCTIONS

1. **MAXIMUM HOURS OF SERVICE**
  - liquor service may take place between 10:00 a.m. and 2:00 a.m. with a one hour consumption period to 3:00 a.m., unless otherwise approved by the Licensing Division
  - premises rental contracts may restrict hours of liquor service
2. **MINORS**
  - minors may be present at functions but may not be in possession of or consume liquor
  - minors may not serve liquor or sell liquor tickets
  - minors should be discouraged from attending functions which operate in a similar style to cabarets or pubs
3. **INTOXICATION**
  - intoxicated persons may not be served liquor or allowed to consume liquor
4. **AUTHORIZED LIQUOR**
  - homemade spirits, beer or wine **MAY NOT** be served or stored at functions
  - only liquor legally purchased in Alberta from approved AGLC sources may be served and stored at functions
  - liquor purchase receipts must be attached to the licence
  - unauthorized liquor may be subject to seizure by police or AGLC inspectors and violators may be charged under the Gaming and Liquor Act
5. **ATTENDANCE**
  - access to functions is limited to **MEMBERS AND GUESTS ONLY**
  - **TICKETS MAY NOT BE SOLD TO THE GENERAL PUBLIC** nor sold from business outlets
  - the general public may not be invited or allowed into a function
  - maximum number of people may not exceed occupant load of premises
6. **ADVERTISING**
  - all advertising for functions must state “for members and invited guests only”
  - advertising must not invite the general public or suggest the general public is welcome
7. **SUPERVISION AND CONTROL**
  - responsible supervision must be provided at each function with one supervisor for every 50 people recommended
  - supervisors and bartenders may not consume liquor while on duty
  - illegal activities are not permitted at functions and police should be informed of any illegal activity encountered
8. **INSPECTIONS**
  - special event licence functions may be inspected by police or AGLC inspectors who must be allowed entry
9. **SPECIAL EVENT LICENCES**
  - the licence must be posted in a prominent location during the entire function
  - licensees are legally responsible to ensure all liquor laws and regulations are followed

SHOULD ADDITIONAL INFORMATION BE REQUIRED, PLEASE CALL AGLC LICENSING DIVISION AT 447-8846 (ST. ALBERT), 292-7300 (CALGARY) OR 314-2656 (RED DEER)



GAMING AND LIQUOR ACT  
**SAMPLE SPECIAL EVENT LICENCE – PRIVATE RESALE**  
 FEE: \$25.00

NAME (INDIVIDUAL, ORGANIZATION OR COMPANY): ROYAL ABC SOCIETY

ADDRESS: 11111 - 999 STREET, EDMONTON

TELEPHONE: BUS 411 - 1199 TYPE OF FUNCTION: SOCIAL

RES 424 - 2424

COPYING THIS DOCUMENT  
 IS CONTRARY TO THE  
 CRIMINAL CODE OF CANADA

IS ENTITLED TO PURCHASE LIQUOR, WINE AND BEER WHICH MAY BE CONSUMED AT THE PLACE AND BETWEEN THE HOURS DESIGNATED BELOW, AND UNDER THE CONDITIONS STATED IN THE REGULATION. LIQUOR PURCHASED UNDER AUTHORITY OF THIS LICENCE MAY BE CONSUMED ON THE PREMISES KNOWN AS:

LOCATION: ABCD COMMUNITY HALL  
 (name of building)

ADDRESS: 12121 - 222 AVENUE, EDMONTON

<u>1&amp;2</u>	DAY OF	<u>JUNE</u>	<u>20</u>	<u>00</u>	LIQUOR SERVICE	<u>6:00</u>	<u>PM</u>	<u>2:00</u>	<u>AM</u>	CONSUMPTION TO	<u>3:00</u>	<u>PM</u>
<u>3&amp;4</u>	DAY OF	<u>JUNE</u>	<u>20</u>	<u>00</u>	LIQUOR SERVICE	<u>5:00</u>	<u>PM</u>	<u>1:00</u>	<u>AM</u>	CONSUMPTION TO	<u>2:00</u>	<u>PM</u>
<u>5&amp;6</u>	DAY OF	<u>JUNE</u>	<u>20</u>	<u>00</u>	LIQUOR SERVICE	<u>12:00</u>	<u>PM</u>	<u>8:00</u>	<u>AM</u>	CONSUMPTION TO	<u>9:00</u>	<u>PM</u>
<u>7&amp;8</u>	DAY OF	<u>JUNE</u>	<u>20</u>	<u>00</u>	LIQUOR SERVICE	<u>6:00</u>	<u>PM</u>	<u>2:00</u>	<u>AM</u>	CONSUMPTION TO	<u>3:00</u>	<u>PM</u>

Service Fee (Maximum \$2.00)	<u>2.00</u>
G.S.T.	<u>.14</u>
Sub Total	<u>2.14</u>

Licence Fee	<u>\$25.00</u>
Amount Due	<u>\$27.14</u>

Attach All Liquor Receipts

MAXIMUM NUMBER OF PEOPLE WHO WILL ATTEND THIS FUNCTION (Not to exceed occupant load) 400

MINORS MAY NOT BE SERVED, CONSUME OR HANDLE LIQUOR  
 UNDER NO CIRCUMSTANCES MAY HOMEMADE LIQUOR PRODUCTS BE TAKEN TO AND CONSUMED AT LICENSED FUNCTIONS

THIS LICENCE IS GRANTED TO THE PARTY NAMED ABOVE ON THE UNDERSTANDING OF THE PERSON WHOSE SIGNATURE APPEARS BELOW AND WHO AGREES OR AGREES ON BEHALF OF THE ORGANIZATION HE REPRESENTS (WHICHEVER IS APPLICABLE)), TO CARRY OUT ALL THE TERMS AND THE CONDITIONS STATED IN THE REGULATION.

ISSUED BY CORNER LIQUOR STORE  
 Business Name

DATE 30 MAY 00  
 (Day, Month, Year)

984512 VSA  
 (Store Licence/Registration Number)

JANET JONES  
 CUSTOMER NAME (Print)

Mary Brown  
 SIGNATURE OF ISSUER

Janet Jones  
 CUSTOMER SIGNATURE

## **CONDITIONS FOR SPECIAL EVENT LICENCE – PRIVATE RESALE FUNCTIONS**

1. **MAXIMUM HOURS OF SERVICE**
  - liquor service may take place between 10:00 a.m. and 2:00 a.m. with a one hour consumption period to 3:00 a.m., unless otherwise approved by the Licensing Division
  - premises rental contracts may restrict hours of liquor service
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  - minors may be present at functions but may not be in possession of or consume liquor
  - minors may not serve liquor or sell liquor tickets
  - minors should be discouraged from attending functions which operate in a similar style to cabarets or pubs
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  - unauthorized liquor may be subject to seizure by police or AGLC inspectors and violators may be charged under the Gaming and Liquor Act
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  - access to functions is limited to **MEMBERS AND GUESTS ONLY**
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  - supervisors and bartenders may not consume liquor while on duty
  - illegal activities are not permitted at functions and police should be informed of any illegal activity encountered
8. **INSPECTIONS**
  - special event licence functions may be inspected by police or AGLC inspectors who must be allowed entry
9. **SPECIAL EVENT LICENCES**
  - the licence must be posted in a prominent location during the entire function
  - licensees are legally responsible to ensure all liquor laws and regulations are followed

SHOULD ADDITIONAL INFORMATION BE REQUIRED, PLEASE CALL AGLC LICENSING DIVISION AT 447-8846 (ST. ALBERT), 292-7300 (CALGARY) OR 314-2656 (RED DEER)



**Connect**  
Logistics

**PRODUCT DELIVERY CLAIM REQUEST**

Customer Service Call Number: \_\_\_\_\_

Claims Log Book Number: \_\_\_\_\_ Date: \_\_\_\_\_

Business name: \_\_\_\_\_

Licensee number: \_\_\_\_\_

Date shipment received: \_\_\_\_\_

Name of Carrier: \_\_\_\_\_

CLS Pro Number \_\_\_\_\_ (see upper right corner of Bill of Lading)

CSPC NUMBER	PRODUCT DESCRIPTION	BOTTLE SIZE	CLS ORDER NUMBER	CLS ORDER DATE	REASON # (See below)	INVOICE BOTTLE PRICE	BOTTLE QUANTITY	CLAIM AMOUNT
						X	=	
						X	=	
						X	=	
						X	=	
<b>TOTAL AMOUNT CLAIMED</b>								

**REASON:**

1. Breakage
2. Short shipment
3. Over shipment (Fill in the **reason** above with the corresponding number)

**REASON FOR CLAIM:** (provide detailed information regarding this claim) \_\_\_\_\_

In accordance with Section 7.4 of the AGLC Operating Guidelines, all evidence of breakage must be maintained (and produced upon investigation) by the claimant for a minimum of 60 days OR until a claim cheque has been received.

All claims (breakage, shortages, overages) must be completed and mailed or faxed to CLS Customer Service within two (2) days of receipt of goods, **All breakage and/or shortages must be noted on the bill of lading in order to process the claim. Please attach a copy of the bill of lading with the claim.**

**Return this form to:** Connect Logistics Customer Service – Claims  
50 Corriveau Avenue,  
St. Albert, Alberta T8N 3T5

Signature \_\_\_\_\_

Name (printed) \_\_\_\_\_

Position \_\_\_\_\_

FAX to 780-458-8588 or 1-800-727-8960

**APPLICATION FOR PUBLIC FUNCTION  
OR CATERER'S EXTENSION**

**LICENSEE INFORMATION**

LICENCE NUMBER: \_\_\_\_\_ EXPIRY DATE: \_\_\_\_\_

PREMISES NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

PHONE:( \_\_\_\_\_ ) \_\_\_\_\_ FAX:( \_\_\_\_\_ ) \_\_\_\_\_

**FACILITY TO BE COVERED BY EXTENSION**

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

CAPACITY: \_\_\_\_\_

**EVENT INFORMATION**

DATE OF EVENT: \_\_\_\_\_ FUNCTION TYPE: \_\_\_\_\_

HOURS: \_\_\_\_\_ From \_\_\_\_\_ To \_\_\_\_\_

PROPOSED ENTERTAINMENT: \_\_\_\_\_

MAX. ATTENDANCE ANTICIPATED: \_\_\_\_\_

MENU: \_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature of Approved Manager

**FOR AGLC USE**

## CONDITIONS APPLICABLE TO CATERER'S EXTENSION

1. Non-alcoholic beverages and food service must be available.
2. Liquor may be served at functions during the regular hours listed on the licence, or as otherwise authorized.
3. The authorized occupancy of a function catered by a licensee is subject to the Alberta Fire Code.
4. All proceeds from the sale of liquor at a catered function must go to the licensee. Liquor cannot be included in the price of an admission ticket. Liquor pricing at a catered event is at the discretion of the licensee.
5. Only liquor purchased under the licence can be transported to the location of the catered function for sale and consumption. All unused liquor must be returned to the licensed premises for use under the licence.
6. A licensee may advertise "Fully Licensed Catering of Functions Available".
7. It is the licensee's responsibility to obtain any necessary approvals from other municipal agencies to cover the catering of food in premises to which the licence is extended.
8. It is the licensee's responsibility to ensure proper supervision and control is maintained at any function. This includes ensuring that minors do not receive liquor service, there is no service to intoxicated patrons, and patrons are not served to the point of intoxication.
9. A photocopy of your liquor licence and a copy of your approved application for caterer's extension must be posted at all functions.

**LICENSEE INFORMATION**

LICENCE NUMBER: \_\_\_\_\_ EXPIRY DATE: \_\_\_\_\_

PREMISES NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

PHONE:( \_\_\_\_\_ ) \_\_\_\_\_ FAX:( \_\_\_\_\_ ) \_\_\_\_\_

**FACILITY TO BE COVERED BY EXTENSION**

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_ CAPACITY: \_\_\_\_\_

**EVENT INFORMATION**

**HOST:** \_\_\_\_\_

DATE OF EVENT: \_\_\_\_\_ FUNCTION TYPE: \_\_\_\_\_

HOURS: \_\_\_\_\_ From \_\_\_\_\_ To \_\_\_\_\_

PROPOSED ENTERTAINMENT: \_\_\_\_\_

MAX. ATTENDANCE ANTICIPATED: \_\_\_\_\_

MENU: \_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature of Approved Manager

**FOR AGLC USE**

## CONDITIONS APPLICABLE TO COMMERCIAL CATERER'S LICENCE

1. Non-alcoholic beverages and food service must be available.
2. Liquor may be served at functions during the regular hours listed on the licence, or as otherwise authorized.
3. The authorized occupancy of a function catered by a licensee is subject to the Alberta Fire Code.
4. Only liquor purchased under the licence can be transported to the location of the catered function for sale and consumption. All unused liquor must be returned to the licensed premises for use under the licence.
5. A licensee may advertise "Fully Licensed Catering of Functions Available".
6. It is the licensee's responsibility to obtain any necessary approvals from other municipal agencies to cover the catering of food in premises to which the licence is extended.
7. It is the licensee's responsibility to ensure proper supervision and control is maintained at any function. This includes ensuring that minors do not receive liquor service, there is no service to intoxicated patrons, and patrons are not served to the point of intoxication.
8. A photocopy of the Class D Commercial Caterer's Licence and approved application must be posted at all functions.



Sale/Lease of: \_\_\_\_\_

Address: \_\_\_\_\_

To be renamed: \_\_\_\_\_

**THE FOLLOWING DOCUMENTS MUST BE SUBMITTED IMMEDIATELY IN ORDER TO START THE PROCESSING OF YOUR APPLICATION:**

1. \_\_\_\_\_ Accepted offer to purchase or lease the premises.
2. \_\_\_\_\_ **Application fee** of \$200 (non-refundable)
3. \_\_\_\_\_ Particulars of Individual form(s) for Directors - Shareholders and Managers.

The following additional documents will also be required prior to licensing:

**Required**

**Received**

- |  |                                |
|--|--------------------------------|
| <input type="checkbox"/> _____ Licence fees in the amount of \$ _____ <i>(in addition to Application Fee)</i>  | _____ <input type="checkbox"/> |
| <input type="checkbox"/> _____ Application Form (LIC/5141/5142)  | _____ <input type="checkbox"/> |
| <input type="checkbox"/> _____ Statutory Declaration Form (LIC/723) <b><i>Duly signed by a Commissioner for Oaths</i></b>  | _____ <input type="checkbox"/> |
| <input type="checkbox"/> _____ Particulars of Incorporation (only if a registered company)   | _____ <input type="checkbox"/> |
| <input type="checkbox"/> _____ Certificate of Incorporation (only if a registered company)   | _____ <input type="checkbox"/> |
| <input type="checkbox"/> _____ Final Lease/Lease Assignment (including landlord's consent) or Certificate of Title made out in the name of the company - or individual(s) if no company exists | _____ <input type="checkbox"/> |
| <input type="checkbox"/> _____ Executed copy of the Master Sales Agreement or Bill of Sale   | _____ <input type="checkbox"/> |
| <input type="checkbox"/> _____ Acknowledgement and undertaking with regard to Liquor Manufacturers   | _____ <input type="checkbox"/> |
| <input type="checkbox"/> _____ Acquisition of Liquor Stocks  | _____ <input type="checkbox"/> |
| <input type="checkbox"/> _____ Food and Liquor menus (if different from existing menus)  | _____ <input type="checkbox"/> |
| <input type="checkbox"/> _____ Health approval issued by the appropriate health authority  | _____ <input type="checkbox"/> |
| <input type="checkbox"/> _____ Occupant Load Certificate issued by the appropriate fire authority  | _____ <input type="checkbox"/> |
| <input type="checkbox"/> _____ City Business licence or written approval of the Municipality   | _____ <input type="checkbox"/> |
| <input type="checkbox"/> _____ Final inspection by an AGLC Inspector   | _____ <input type="checkbox"/> |
| <input type="checkbox"/> _____ Bank Guarantee Letter (optional) FIN/RV/250   | _____ <input type="checkbox"/> |
| <input type="checkbox"/> _____ Confirmation of Receipt of Handbook/Operating Guidelines  | _____ <input type="checkbox"/> |

Regulatory Division Representative

Phone Number

Date

**SECTION: 14. VIDEO LOTTERY**

**14.1 GENERAL INFORMATION**

- 14.1.1 The purpose of this section is to:
- a) assist Video Lottery Retailers in the understanding of the terms and conditions that apply to any Retailer holding a Video Lottery Retailer Agreement and to understand the ongoing responsibilities they have as a Retailer; and
  - b) assist Video Lottery Retailer applicants in the understanding of the application process and requirements for becoming a Video Lottery Retailer.
- 14.1.2 The *Gaming and Liquor Act* gives the AGLC the authority to conduct and manage video lotteries.
- 14.1.3 The AGLC may not enter into an agreement with retailers respecting Video Lottery Terminals (VLTs) in the following communities:
- a) County of Lethbridge No. 26;
  - b) Town of Lacombe;
  - c) Municipal District of Opportunity No. 17;
  - d) Regional Municipality of Wood Buffalo;
  - e) Town of Canmore;
  - f) Town of Coaldale;
  - g) Town of Stony Plain;
  - h) Town of Cardston;
  - i) Town of Sylvan Lake; and
  - j) Town of Rocky Mountain House.
- 14.1.4 A Video Lottery Retailer ("VLT Retailer") or Video Gaming Entertainment Room (VGER) retailer must hold a Class A Minors Prohibited liquor licence and is bound by the terms of

**DATE ISSUED:** March 10, 2006

**AUTHORITY:** Original signed by  
NORM PETERSON

**SECTION: 14. VIDEO LOTTERY**

the Video Lottery Retailer Agreement (a sample of the Video Lottery Retailer Agreement is attached at the end of Section 14). Only qualified Class A Minors Prohibited liquor licensed facilities that are in operation and open for business may apply for VLTs.

- 14.1.5 Effective July 1, 2006 Automated Teller Machines (ATMs) will be required to be a minimum of fifteen (15) feet from the nearest VLT.
- 14.1.6 Retailers must operate within the terms and conditions outlined in the Video Lottery Retailer Agreement and the policies within this handbook.
- 14.1.7 Where there is a conflict in the terms and conditions between the Video Lottery Retailer Agreement and this handbook, the Video Lottery Retailer Agreement takes precedence.

**14.2 DEFINITIONS FOR THE PURPOSES OF SECTIONS 14 AND 15**

- 14.2.1 "Assessment" refers to a quarterly assessment conducted by the AGLC respecting consumer demand for VLTs in all VLT locations across the province.
- 14.2.2 "Authorized Signatory" means a person authorized to sign legal documentation on behalf of the Retailer.
- 14.2.3 "Community" refers to:
- a) a municipality as defined under the *Municipal Government Act* meaning:
    - i) a city, town, village, summer village, municipal district or specialized municipality;
    - ii) a town under the *Parks Towns Act*; or
    - iii) a municipality formed by special Act.
  - b) a Metis Settlement established under the *Metis Settlement Act* (Alberta); or

**SECTION: 14. VIDEO LOTTERY**

- c) an Indian reserve as determined by the Department of Indian and Northern Affairs Canada located within the provincial boundaries of Alberta.

14.2.4 "Facility" is defined as a continuous physical structure with a common roof that has the same civic or commercial business unit address.

- a) Exceptions to the definition of a facility are:

- i) recognized enclosed shopping malls;
- ii) strip shopping centres; and
- iii) office buildings.

- b) Applicants whose location qualifies as an exception to the definition of a "facility" must meet the following conditions to be eligible for a Video Lottery Retailer Agreement:

- i) no overlap in directors, shareholders and/or management can exist among other Class A Minors Prohibited liquor licensed premises within the facility; and
- ii) Class A Minors Prohibited liquor licensed premises within the facility must operate on a competitive basis.

14.2.5 "NSPTW" refers to Net Sales Per Terminal Week ("net sales" being cash-in less cash-out, and "terminal" being a video lottery terminal or VLT).

14.2.6 "Retailer" refers to a licensee or owner of a licensed premises in which Video Lottery Terminals are operated.

14.2.7 "Retailer Agreement" means Video Lottery Retailer Agreement between the Retailer and the AGLC.

14.2.8 "Video Lottery Retailer" or "VLT Retailer" refers to a Video Lottery Retailer who does not operate a Video Gaming Entertainment Room.

**SECTION: 14. VIDEO LOTTERY**

- 14.2.9 “VGER” refers to a Video Gaming Entertainment Room (see Section 15).
- 14.2.10 “VLT Network” refers to the VLTs operated by Retailers.
- 14.2.11 “VLT” refers to a Video Lottery Terminal.
- 14.2.12 “VLT Location” or “Location” refers to any licensed premises where VLTs are installed.
- 14.2.13 “VMT” refers to a Validation Management Terminal.
- 14.2.14 “Waitlist” refers to a list of eligible licensees who have completed a Video Lottery Retailer Application and are waiting for the availability of VLTs to be installed in their location.

**14.3 VLT ALLOCATION**

- 14.3.1 The Video Lottery Network is limited to a maximum of 6,000 installed VLTs.
- 14.3.2 If the Video Lottery Network has reached the limit specified in 14.3.1, other eligible licensees who have applied for VLTs will be placed on a Video Lottery Retailer Applicant Waitlist. Applicants on the Waitlist:
- a) must possess a valid and active Class A Minors Prohibited liquor licence;
  - b) must be open and operating the licensed premises; and
  - c) are allocated VLTs through attrition in the order in which their applications are received (according to a “first come, first served” ranking).
- 14.3.3 VLT applicants that reach the top of the Waitlist but do not provide all of their requirements (see 14.5.4) within a specified time limit will have their Video Lottery Retailer Application denied and will not be placed back on the Waitlist unless they re-apply.

**SECTION: 14. VIDEO LOTTERY**

- 14.3.4 Applicants on the Waitlist who have their liquor licence terminated will be removed from the Waitlist and their application will be denied.
- 14.3.5 Applicants on the Waitlist whose location is sold, leased, assigned, or otherwise transferred to the control of another person will be removed from the Waitlist and their application will be denied.
- 14.3.6 A new VLT Retailer will, upon initial installation, receive three (3) VLTs.
- 14.3.7 A VLT Retailer may have, subject to availability and consumer demand, a maximum of 10 VLTs installed in the VLT Retailer's licensed premises.
- 14.3.8 The AGLC will determine the type of VLTs provided to eligible VLT Locations and may adjust the number and type provided to the locations from time to time.
- 14.3.9 The AGLC will contact Retailers who qualify for additional VLTs.
- 14.3.10 VLT Retailers with fewer than 10 VLTs may be allocated up to two (2) additional VLTs based on terminal availability and consumer demand, up to the maximum of 10 VLTs.
- 14.3.11 A VLT Retailer with 10 VLTs will be notified by the AGLC if the location is eligible for a VGER and may be allocated an additional five (5) VLTs subject to terminal availability and consumer demand as set out in Section 15, Video Gaming Entertainment Rooms.
- 14.3.12 The allocation of available VLTs to existing VLT Locations will be based on a "best first" approach. That is, the VLT locations eligible to obtain additional VLTs will be those with the highest consumer demand based on NSPTW as determined through the most recent assessment (see 14.4).
- 14.3.13 A Retailer that has had VLTs removed due to a violation or a contravention of the Retailer Agreement is not eligible for add-ons during the period of the removal, and for six months after the violation period has been served (see 14.19).

**DATE ISSUED:** March 10, 2006

**AUTHORITY:** Original signed by  
NORM PETERSON

**SECTION: 14. VIDEO LOTTERY**

14.3.14 A Retailer who has received additional VLTs in a quarter for performance is not eligible for additional VLTs in the following quarter.

14.3.15 The AGLC will provide the VLTs, fixtures and supplies as deemed necessary for the operation of VLTs at any VLT Location.

**14.4 PERFORMANCE STANDARDS**

14.4.1 VLT distribution will be optimized by reallocating VLTs from existing locations to qualified locations based on consumer demand and consideration of regional market conditions.

14.4.2 NSPTW is used to determine the consumer demand at a VLT Location (see 14.2.5) The AGLC will consider NSTPW for a minimum of 26 consecutive weeks in the assessment.

14.4.3 The AGLC will assess the consumer demand at each VLT Location on a quarterly basis (i.e., in January, April, July and October of each year).

14.4.4 VLT locations that generate NSPTW in the bottom 5% of all locations in the Video Lottery Network will be given written notice of the assessment result within 15 days of the assessment having been made.

14.4.5 On the third assessment in any one year period in which the location's NSPTW continues to be in the bottom 5% of all retailers in the network, the AGLC may adjust the number and type of VLTs installed at the location as follows:

- a) A VLT Retailer with four (4) or more VLTs may have up to two (2) VLTs removed.

**SECTION: 14. VIDEO LOTTERY**

- 14.4.6 A retailer with three (3) or fewer VLTs that generate NSPTW in the bottom 2% of all retailers in the network may have the Retailer Agreement terminated for cause as per Subsection 2(ee) of the Retailer Agreement. Termination is based on seven (7) days notice to the existing retailer.
- 14.4.7 All VLTs removed under 14.4.5 and 14.4.6 are allocated to existing VLT Locations.
- 14.4.8 A Retailer whose Retailer Agreement is terminated due to non-performance can not apply for a new Retailer Agreement for six (6) months from the date of termination of the existing Agreement.
- 14.4.9 A Retailer who has had VLTs removed in a quarter due to non-performance is exempt from removal in the following quarter.
- 14.4.10 Due consideration may be given to retailers whose assessment of consumer demand may have been directly affected by regional economic or other extenuating circumstances. Examples include, but are not limited to:
- a) temporary road closures;
  - b) plant closures; and
  - c) prolonged adverse weather conditions such as drought or flooding.
- 14.4.11 No Retailer Agreement will be terminated pursuant to 14.4.6 when:
- a) There is only one retailer in the Community as defined under the Municipal Government Act and 14.2.3 specified in the Video Lottery Retailer Agreement; or
  - b) the Retailer Agreement was executed within the previous six (6) months of the date of assessment.



**SECTION: 14. VIDEO LOTTERY**

**14.5 APPLICATION REQUIREMENTS TO BECOME A VLT RETAILER**

14.5.1 Only qualified Class A Minors Prohibited liquor licensees whose licensed premises are in operation and open for business may apply for VLTs. Refer to 3.2 for Class A Minors Prohibited liquor licence requirements.

14.5.2 Licensees may apply to become a VLT Retailer by contacting:

- a) the AGLC Hotline (see 14.21); or
- b) by writing or faxing an application to the AGLC.

14.5.3 For new VLT Retailer applicants, only one Class A Minors Prohibited liquor licence per facility is eligible for VLTs.

14.5.4 All applicants must complete and submit the following application requirements (see 14.22):

- a) Video Lottery Retailer Application;
- b) Certificate of Insurance;
- c) Financial Requirements – in the form of a successful credit evaluation by the AGLC or Irrevocable Letter of Credit in an amount determined by the AGLC;
- d) Authorization for Prearranged Payment and a Void Cheque;
- e) Site Requirement – New installations only;
- f) Video Lottery Retailer Agreement; and
- g) Video Lottery Floor Plan.

14.5.5 Video Lottery Retailer Application

- a) A Retailer Application must be completed and signed by an Authorized Signatory of the applicant.

**SECTION: 14. VIDEO LOTTERY**

- b) Applicant corporations and partnerships must be legal entities registered to operate in the Province of Alberta.
- c) The person or persons forming a sole proprietorship or partnership must be Canadian citizen(s) or be authorized to work in Canada in order to be party to the Retailer Agreement.

**14.5.6 Certificate of Insurance**

- a) Retailers are required to maintain adequate insurance as outlined in the Retailer Agreement; and proof of insurance must be provided in the form of an AGLC Certificate of Insurance completed by the Retailer's insurance company or broker.
- b) The legal entity must be the "name insured" on the insurance policy.
- c) The AGLC must be named an "additional insured" on the insurance policy.
- d) Property insurance is required for all VLTs, signs and fixtures provided by the AGLC; coverage shall be on an "all risk" replacement cost basis. The amount of coverage required is outlined on the AGLC Certificate of Insurance; and
- e) Comprehensive or commercial general liability insurance is required – not less than \$1,000,000 inclusive per occurrence against bodily injury & property damage including loss thereof. Such insurance is required to cover personal injury and employees as additional insureds.

**14.5.7 Financial Requirements for VLT Retailers**

- a) A VLT Retailer must provide an Irrevocable Letter of Credit to cover the AGLC's risk for monetary loss or have their legal entity undergo a credit evaluation to determine if the need for an Irrevocable Letter of Credit may be waived.

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- b) A VLT Retailer that is a sole proprietorship or partnership is not eligible for a credit evaluation except as outlined in 14.5.7c. Otherwise VLT Retailers that are a sole proprietorship or partnership must provide an Irrevocable Letter of Credit to meet the financial security requirement (see 14.6).
- c) A VLT Retailer that is a sole proprietorship or partnership that has operated for more than 24 months and that has established operations under a trade name, may be considered for a credit evaluation.
- d) A VLT Retailer that is a registered corporation or registered partnership is eligible for a credit evaluation if it has operated for more than 24 months.
- e) A VLT Retailer must provide two (2) comparative years of financial statements prepared by a third party (i.e. CA, CMA or CGA).
- f) Banking information must be provided on a Credit Evaluation Information form to be completed by an Authorized Signatory for the VLT Retailer and the appropriate financial institution.
- g) Credit evaluation results are maintained in the VLT Retailer master file and referenced for all future applications; and
- h) A VLT Retailer who fails the credit evaluation is required to provide security in the form of an Irrevocable Letter of Credit (see 14.6)

**14.5.8 Authorization for Prearranged Payment and Void Cheque**

- a) An Authorized Signatory must complete an Authorization for Prearranged Payment form and provide confirmation in the form of a void cheque or a letter from the bank to allow for processing of the invoice from the Retailers bank account.

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14.5.9 Site Requirement – New Installations only

- a) A Site Requirement form must be completed and signed by an authorized signatory for all new VLT Retailers to ensure the location complies with the electrical requirements needed for the VLTs and related equipment.
- b) The electrical requirements required are dedicated electrical circuits (115 – 120 volt isolated ground receptable) at the following three (3) locations:
  - i) VLT location: one (1) dedicated electrical circuit for every four (4) VLTs.
  - ii) VMT and modem location: at the main bar. Also requires a double duplex outlet; and
  - iii) Demarcation point: where the telephone line enters the building.

14.5.10 Video Lottery Retailer Agreements.

- a) Retailers to sign and return 2 sets of the original Video Lottery Retailer Agreements

14.5.11 Video Lottery Floor Plan.

- a) Retailers to sign and return original Video Lottery Floor Plan.

14.5.12 An AGLC Representative will be available to discuss VLT placement within prospective VLT Locations and assist with the completion of the Floor Plan.

14.5.13 Prior to the placement and/or installation of VLTs or any related equipment an Inspector from the Regulatory Division will:

- a) Visit, view and ensure each of the required standards have been met (see 14.17) ; and

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- b) Provide a sign that must be posted in an area that is visible to the public stating: "This location has applied for VLTs".

**14.6 IRREVOCABLE LETTER OF CREDIT**

14.6.1 A Retailer must apply to a financial institution for an Irrevocable Letter of Credit.

14.6.2 The amount of the Irrevocable Letter of Credit is determined by the AGLC (equivalent to two (2) weeks average net invoice for the location or \$3,000 per VLT).

14.6.3 The Irrevocable Letter of Credit must:

- a) Identify the Retailer's legal entity as the "applicant" or "customer";
- b) Name the Alberta Gaming and Liquor Commission as "the beneficiary";
- c) State the dollar amount of the letter of credit;
- d) Be in effect for a minimum one year from the date of issue (letters with automatic extensions are preferred); and
- e) State "Partial drawings are permitted",

14.6.4 If a Retailer is a person or persons, the Irrevocable Letter of Credit stays in place until the Retailer Agreement is terminated except as outlined in 14.5.7c).

14.6.5 If a Retailer is a registered corporation or partnership, the Irrevocable Letter of Credit stays in place for a minimum of one year, after which the Retailer can request a new credit evaluation be performed if they can meet the specified requirements outlined in 14.12.8 & 14.12.9.

14.6.6 Retailers that are a registered corporation or partnership are required to renew their Irrevocable Letter of Credit each year until a successful credit evaluation is performed on their legal entity; letters with automatic extensions are preferred.

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14.6.7 The AGLC may draw upon the Letter of Credit at anytime to satisfy any amounts owing and unpaid to the AGLC pursuant to the Retailer Agreement.

**14.7 NEW OPERATORS OF EXISTING VLT LOCATIONS**

14.7.1 The Retailer Agreement is not transferable and is terminated when a location is sold, leased, assigned, or otherwise transferred to the control of another person.

14.7.2 When a licensee sells, transfers or assigns the business, where VLTs are located, the AGLC may enter into a new Retailer Agreement with the new licensee subject to the new licensee meeting all eligibility requirements. .

14.7.3 New Retailers of existing VLT Locations may be approved to retain the current number of VLTs in the location.

14.7.4 The AGLC may adjust the number of VLTs to remain in the existing location pursuant to the assessment criteria set out in 14.4.

14.7.5 A Retailer Agreement will not be entered into with a new licensee when the locations performance has fallen within the bottom 2% of the network in the previous year (see 14.4.6).

14.7.6 If a Retailer has a new liquor licence issued for the location they must resubmit all documentation noted in 14.5.4 to continue operating VLTs.

14.7.7 For uninterrupted video lottery operation, new licensees of VLT Locations should allow two (2) weeks for application processing. VGER applicants refer to Section 15.

14.7.8 The existing operator must mail or fax a letter to the AGLC, stating that they are selling the location, the purchaser's name and the date of sale (see 14.21).

14.7.9 The new operator must mail or fax a letter to the AGLC, stating that they are buying the location, the seller's name and the date of purchase (see 14.21).

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- 14.7.10 A new liquor licence and all requirements for a Retailer Agreement must be met before VLTs are activated.
- 14.7.11 All VLT requirements must be received two (2) days prior to the new liquor licence being issued (see 14.5.4).
- 14.7.12 If a new operator wishes to relocate the VLTs, in conjunction with the possession date, refer to 14.9.
- 14.7.13 If a new operator wishes to renovate the location, in conjunction with the possession date, refer to 14.10.
- 14.7.14 Change of operators will only be scheduled during regular business hours of the AGLC.

**14.8 TRAINING**

- 14.8.1 The Retailer must ensure all employees responsible for operating the VLTs have received training.
- 14.8.2 Training must include the validation of cashout tickets, general maintenance of the VLTs and the mandatory Responsible Gaming Program training (see 14.20).
- 14.8.3 Requests for training should be made by contacting the AGLC Hotline.

**14.9 RELOCATION/TEMPORARY RELOCATION**

- 14.9.1 For the purposes of this Section:
  - a) "relocation" is defined as the permanent physical relocation of VLTs and/or the VMT requiring electrical or communication rewiring to a new location within the same premise.
  - b) "temporary relocation" is defined as the temporary relocation of VLTs and/or the VMT to allow for physical improvements to the premise (i.e. painting, carpet laying, or construction).
- 14.9.2 A relocation of an existing Retailer to a different premise will result in the termination of the Retailer Agreement except

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under specific reasonable circumstances (i.e., fire, uncontrollable or unexpected event, force majeure or circumstances approved by the AGLC).

- 14.9.3 A Retailer must notify the AGLC in writing of any relocation or temporary relocation. The Retailer must mail or fax a letter to the AGLC (see 14.21).
- 14.9.4 Charges may apply for the relocation or temporary relocation of VLTs, VMTs or related equipment (see 14.14.1b).
- 14.9.5 A minimum of two weeks notification is required, otherwise priority charges for relocations and temporary relocations may apply. Retailers should contact the AGLC Hotline.
- 14.9.6 The AGLC will arrange for the installation of all telecommunication requirements. The Retailer is responsible for meeting all electrical requirements (see 14.5.9b) and paying the associated costs.
- 14.9.7 All relocations and temporary relocations must be completed by an employee of the AGLC or an authorized agent. Any damages incurred due to an unauthorized relocation will result in a charge for the replacement or restoration of the damaged VLT or equipment.
- 14.9.8 Relocations and temporary relocations will only be scheduled during regular business hours of the AGLC.

**14.10 RENOVATIONS/CLOSURE DUE TO FIRE, FLOOD, ETC.**

- 14.10.1 In this part, "renovation" is defined as physical improvements to the premises (i.e., painting, carpet laying, or construction).
- 14.10.2 The AGLC must be notified in advance in writing, of any renovations and notified in writing of any damage to the premises caused by fire, flood or other causes, which may result in the premises being closed. The Retailer must mail or fax a letter to the AGLC (see 14.21).



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- 14.10.3 If the premises will be closed for an extended period of time, but less than one year , the VLTs will be temporarily removed.
- 14.10.4 VLTs will be reinstalled as soon as possible, subject to availability, once the renovations or repairs are complete and the premises is open for business.
- 14.10.5 A retailer who is planning to undertake any structural change(s) or repairs to the VLT Location must contact the Regulatory Division and obtain approval before making any change(s) (see 7.4).
- 14.10.6 If the premises is closed for a period of more than one year, the AGLC may terminate the Retailer Agreement.
- 14.10.7 If a relocation of VLTs or VMT is required refer to 14.9, Relocation/Temporary Relocation.

**14.11 REMUNERATION**

- 14.11.1 Retailers are provided a sales commission, based on a percentage of net sales (cash-in less cash-out) per week.
- 14.11.2 The Retailer's commission rate is 15% of net sales and is paid weekly.

**14.12 FINANCIAL OBLIGATION**

- 14.12.1 All monies received from video lottery games, less winnings paid , are the property of the AGLC.
- 14.12.2 The required weekly invoice amount is provided to the Retailer via the VMT every Monday, with the exception of holidays, which will result in an invoice being generated on the next business day.
- 14.12.3 The exact amount invoiced by the AGLC must be deposited in the Retailer's designated bank account prior to the end of the Monday banking business day and must be unencumbered when the preauthorized payment is processed through that account.

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14.12.4 Retailers must contact the AGLC Hotline to change the bank account.

14.12.5 Failure to meet the deposit requirement in 14.12.3 which results in a nonsufficient funds (NSF) or any other returned item by the financial institution, may result in the termination of the Retailer Agreement and the following will apply:

- a) Payment for any returned item must be received within 24 hours of notification in the manner designated by the AGLC or the terminals will be disabled;

An Irrevocable Letter of Credit (LOC) will be required immediately in an amount determined by the AGLC (equivalent to two weeks average net invoice for the location or \$3,000 per VLT). The LOC must be in effect for a minimum of 24 months from the date of the returned item (see 14.6); and

- b) All returned items are subject to a service charge determined by the AGLC.

14.12.6 Retailers who fail to meet the deposit requirements in 14.12.5 may have their Retailer Agreement terminated resulting in the VLTs and related equipment being removed.

14.12.7 Retailers who experience no further payment problems after two (2) years from the date of their NSF and/or returned item may contact the AGLC and request an evaluation of their credit to determine if the need for an LOC still exists. The AGLC will evaluate the Retailers credit using financial statements prepared by a third party on the Retailers behalf including recent banking information and credit history.

14.12.8 Retailers that provide an LOC in the name of their registered corporation as part of the application process may request after one full year of operation:

- a) a re-evaluation of their company, if it failed the initial credit evaluation; or

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b) an evaluation of their company, if financial statements were not available at the time the Retailer submitted its application.

14.12.9 To facilitate a credit evaluation, the Retailer must provide two comparative years of financial statements prepared by a third party (i.e., CA, CMA or CGA) and banking information for the most recent 12 month period.

14.12.10 The AGLC will return the LOC to the Retailers financial institution when the Retailer successfully completes the credit evaluation.

14.12.11 The AGLC will advise Retailers who do not meet credit evaluation standards that the LOC must remain in effect.

**14.13 PRIZE REDEMPTION**

14.13.1 The Retailer shall make payment of all winnings players are entitled to receive upon validated authorization to pay.

14.13.2 A cash-out ticket must immediately be validated and paid when presented.

14.13.3 Retailers must keep an appropriate float to ensure that they are able to pay-out the authorized prize amount.

14.13.4 Failure to pay-out prizes can result in the termination of the Retailer Agreement, resulting in the removal of the VLTs and related equipment (see 2p) and 7c)i) of the Video Lottery Retailer Agreement).

14.13.5 Cash-out tickets are valid for seven (7) days and must be redeemed at the VLT Location where they were issued.

14.13.6 Customers presenting cash-out tickets after the validation period expires must be directed to call Gaming Irregularities (see 14.21.5).

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**14.14 BILLABLES**

- 14.14.1 The Retailer will be responsible for the following costs:
- a) any lost, stolen, and missing monies relating to the operation of the VLTs;
  - b) the costs associated with the relocation of VLTs, VMTs or related equipment;
  - c) the replacement costs for damaged or stolen equipment; and
  - d) the replacement costs for lost or stolen keys, including new locks.
- 14.14.2 The Retailer must immediately notify the AGLC Hotline in the event of any loss or damage to VLTs, VMTs and related equipment, or keys.
- 14.14.3 For information regarding replacement and relocation costs, contact the AGLC Hotline.
- 14.14.4 Costs billed by the AGLC are net 30 day terms.

**14.15 HOURS OF OPERATION**

- 14.15.1 VLTs may operate when the Class A Minors Prohibited liquor licence is in effect, to a maximum of 17 hours per day within the hours of 10:00 a.m. to 3:00 a.m., seven days a week.
- 14.15.2 VLT operating hours are registered in the central computer system and cannot be changed without an advance written request to the AGLC Hotline by an authorized signatory or manager.
- 14.15.3 VLTs are to be operational only during regular business hours that the licensed premise is open to the public.
- 14.15.4 VLTs found to be operational when the location is not open to the public will be disabled. The location will have the VLTs

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enabled following a correction of the operating hours by an authorized signatory or manager.

**14.16 GAME STRUCTURE**

- 14.16.1 A variety of games are offered on the VLTs and have a prize pay-out of approximately 92%.
- 14.16.2 4,000 credits or \$1,000 is the maximum that can be won per single game or spin. Game instructions and pay-out tables are available on each terminal.
- 14.16.3 VLTs will automatically produce a cash-out ticket of \$1,250 when 5,000 credits are attained. Players will receive one cash-out ticket and any outstanding credits will remain on the terminal until acted on (played or cashed-out).
- 14.16.4 All game chips are tested prior to installation in the VLTs by an approved independent gaming laboratory to verify the prize pay-out percentage conforms to the approved range.
- 14.16.5 Any VLT malfunction voids all plays and voids all pay-outs. All player disputes are to be directed to the Gaming Irregularities complaint line. Gaming Irregularities reported to the AGLC will be handled by AGLC Inspectors who will investigate all complaints.

**14.17 SECURITY STANDARDS**

- 14.17.1 Inspectors will conduct regular inspections and advise the Retailer and staff on all aspects of security.
- 14.17.2 VLTs must be placed within an area that meets the following conditions:
  - a) there must be a direct line of sight from the main liquor service area to the VLT area;
  - b) additional security requirements may be required in the form of either a CCTV monitoring system or the strategic placement of mirrors as approved by the Regulatory Division;

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- c) if VLT keys are accessed by more than one individual, the keys should be stored in a locked area. It is suggested a sign in/out log of the keys be maintained;
- d) VLT paper supplies should be stored in a locked and cool area; and
- e) VLT float should be kept separate from other cash in a lockable cash box located in a secure area. The float should be routinely verified and balanced at change of shift and closing. Separate floats may be used for large payouts.

**14.17.3 The Retailer shall:**

- a) promptly report any violations or any facts or circumstances that may result in criminal wrongdoing on the part of employees or the public to the Gaming Irregularities complaint line or AGLC Hotline;
- b) if requested by the player, escort players with large sums of money to their vehicle; and
- c) if requested by the player, make large payments by cheque.

**14.18 PROMOTIONAL MATERIAL**

14.18.1 Retailers must obtain written approval from the AGLC for advertising (see 9.A.1). Failure to do so may result in the removal of the advertisements and/or penalties up to and including the termination of the Retailer Agreement and the removal of the VLTs and related equipment.

14.18.2 Advertising of video lottery is limited to notification that VLTs are available for play at the VLT Location. Any advertising that may be interpreted as an "inducement to play" is not allowed.

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- 14.18.3 All interior or exterior advertising is subject to review by the AGLC prior to placement. Retailers should contact the AGLC Hotline for approval prior to posting any such item(s).
- 14.18.4 Retailers must post signage provided by the AGLC respecting the following:
- a) Problem Gambling;
  - b) Prohibition of Granting Credit;
  - c) Gaming Irregularities Hotline telephone number;
  - d) VLT Rules of Play and Regulations;
  - e) video surveillance notice (VGERs only);
  - f) Intoxication Sign;
  - g) Robbery Prevention Procedures (for staff use only, in the bar area and out of public view); and
  - h) any other information the AGLC may, from time to time, request the retailer to post in the room.
- 14.18.5 Failure to post signs as directed by the AGLC may result in penalties up to and including the termination of the Retailer Agreement and the removal of the VLTs and related equipment.
- 14.18.6 All intended promotional and/or directional signage within a premises must be submitted to the AGLC Hotline for approval prior to posting of any such item(s).

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**14.19 VIOLATION OF AGLC POLICIES**

- 14.19.1 Violation of AGLC policies applicable to VLT Retailers may result in the removal of one or more of the VLTs and/or termination of the Retailer Agreement. The Retailer will be advised in writing by the AGLC of the violation and the penalty.
- 14.19.2 If the Retailer Agreement is terminated, the Retailer will not be eligible for a new Retailer Agreement at the VLT Location where the violation occurred for a minimum of six (6) months.
- 14.19.3 If a Retailer has one or more terminals removed due to a violation, they may request in writing to the AGLC to have the VLTs returned after the probation period has been served. The Retailers name will be added to the Waitlist until VLTs become available.
- 14.19.4 Nude entertainment is not permitted in, nor is it permitted to be viewed from, a licensed room in which there are VLTs whether or not the VLTs are enabled, disabled and/or covered up. This viewing restriction includes staff, entertainers and patrons (see 7.8).
- 14.19.5 Employees are not permitted to play VLTs while on duty.
- 14.19.6 Offering promotions or giveaways to patrons in respect of VLTs without written consent from the AGLC is not permitted.
- 14.19.7 Retailers must maintain an age-controlled environment. Minors are not permitted to play VLTs (see Section 6).
- 14.19.8 Installation and/or presence of grey machines (illegal gaming devices) are not permitted.
- 14.19.9 Relocating VLTs without written consent from the AGLC is not permitted (see 14.9).
- 14.19.10 The AGLC prohibits any person from tampering with a VLT and/or VMT.
- 14.19.11 Retailers must maintain integrity in the operation and care of the VLTs.

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- 14.19.12 Retailers must post current signs supplied by the AGLC as outlined in 14.18.4.
- 14.19.13 Retailers must have an appropriate float on hand to ensure patrons can be paid-out upon validating a cash-out ticket. (see 14.13.3).
- 14.19.14 Granting credit or providing cash advances on credit cards by Retailers is not permitted as outlined in the Retailer Agreement.
- 14.19.15 Retailers must pay invoices on the specified date (see 14.12.3).
- 14.19.16 No person apparently intoxicated by liquor or a drug shall be permitted to play VLTs.
- 14.19.17 Retailers must participate in the Responsible Gaming Program awareness training (see 14.20).

**14.20 RESPONSIBLE GAMING PROGRAM**

- 14.20.1 The Responsible Gaming Program for Retailers involves two mandatory components and two voluntary components.
  - a) Mandatory Components:
    - i) All staff having any involvement with VLTs must participate in the Responsible Gaming Program awareness training within three (3) months of commencement of employment.
      - Retailers will receive a copy of an instructional videotape from the AGLC either upon entry into the VLT network or upon attending an instructional session with AADAC and the AGLC; and
      - Retailers will supply a list of the staff completing the viewing of the videotape. Following participation in the program, staff will receive a completion certificate. To demonstrate

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compliance, staff must make the completion certificate available to AGLC staff upon request.

- ii) All required signs must be posted, current and in good condition. The list of mandatory signs may change based on the requirements of the AGLC. For more information on the required signs contact the AGLC Hotline or your VLT Representative. Non-compliance is a violation of the Retailer Agreement (see 14.18.5).

b) Voluntary Components:

- i) Retailers and one senior staff member may participate in an AADAC and AGLC Social Responsibility initiative or program as determined each year by the AGLC; and
- ii) Retailers may provide a server intervention product that includes the AADAC problem gambling message and help-line phone number.

14.20.2 Retailers completing both mandatory and voluntary components are eligible to receive an annual award, sponsored by AADAC and the AGLC, as follows:

- a) an advertisement in their local newspaper recognizing the establishment as having taken part in the Responsible Gaming Program; and
- b) a wall plaque that identifies the establishment as being recognized as a Socially Responsible Gaming Venue.

14.20.3 Retailers new to the network will have three (3) months to comply with the Responsible Gaming Program requirements.

14.20.4 Retailers who have not complied with these requirements within the time frames indicated above will be given one warning letter. If after three (3) months from the date of the warning letter, the Retailer has not complied, the Retailer Agreement may be terminated and all the VLTs will be removed from the premises.

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14.20.5 Retailers who have 2 or more occurrences of non-compliance within a three (3) year period may have their Retailer Agreement terminated and all of the VLTs removed from the premises.

**14.21 CONTACTS**

14.21.1 Written communication may be addressed to the AGLC at:

Alberta Gaming and Liquor Commission  
50 Corriveau Avenue  
St. Albert, Alberta  
T8N 3T5

Faxed communication may be addressed to the AGLC at:

Fax: (780) 447-8910

E-mail communication may be sent via the website below:

[www.aglc.gov.ab.ca](http://www.aglc.gov.ab.ca)

Retailers needing assistance please call the AGLC Hotline at:

AGLC Hotline  
1-800-561-4415  
Fax: (403) 740-7014

To report Gaming Irregularities please call:

1-800-742-7818

For assistance and information on Problem Gambling please call the AADAC Helpline:

1-866-332-2322

For AGLC Office numbers please see Subsection 1.3.

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**14.22 SAMPLE FORMS**

Video Lottery Retailer Application

Authorization for Prearranged Payment

Certificate of Insurance

Credit Evaluation Information (used if applying for credit)

Video Lottery Retailer Agreement

Video Lottery Floor plan

Site Requirements (for new installations only)

Amendment to Retailer Master File/Agreement Ticket/Video Lottery

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**SECTION: 15. VIDEO GAMING ENTERTAINMENT ROOMS**

**15.1 GENERAL**

15.1.1 The purpose of this section is to:

- a) assist Video Gaming Entertainment Room (VGER) retailers in understanding the terms and conditions that apply specifically to any VGER retailer and to understand the ongoing responsibilities they have as a VGER retailer; and
- b) assist VGER applicants in the understanding of the application process and requirements for becoming a VGER retailer.

15.1.2 A VGER is a separate room within the facility of a retailer location which contains a minimum of 15 VLTs and a maximum of 25 VLTs, and is subject to the facility standards and operating requirements described in this Section.

15.1.3 A VGER retailer with fewer than 25 VLTs may be allocated additional VLTs based on terminal availability, VGER capacity and consumer demand, up to the maximum of 25 VLTs.

15.1.4 The AGLC will assess consumer demand on a quarterly basis at each VGER location. The AGLC may adjust the type and number of VLTs (see 14.4) as follows:

- a) A VGER retailer with 17 or more VLTs may have up to two (2) VLTs removed;
- b) A VGER retailer with 16 VLTs may have one (1) VLT removed; and
- c) A VGER retailer with 15 VLTs may have five (5) VLTs removed. In addition, a VGER that has been reduced to 10 VLTs will become part of the VLT Retailer network and continue to be subject to the AGLC VLT allocation policies for retailers.

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15.1.5 The VGER network is limited to a maximum of 1,500 VLTs, subject to availability.

15.1.6 The AGLC may from time to time review and alter:

- a) the maximum number of VGER locations allowed to operate in the province, and/or
- b) the maximum number of VLTs available in the province that are allocated to VGERs.

15.1.7 Unless otherwise specified, the terms and conditions in this Licensee Handbook listed below shall also apply to a VGER:

- a) Section 14, Video Lottery; and
- b) the terms and conditions respecting a Class A Minors Prohibited liquor licence.

15.1.8 See 14.2 for definitions applicable to both Sections 14 and 15.

15.1.9 A VGER shall not be located in a community that, through a plebiscite, voted to have VLTs removed from the community. These communities are listed in 14.1.3.

15.1.10 A VGER retailer must notify the AGLC immediately if there is a change amongst any of the VGER retailer's ownership, executive or key employees such as the business or property manager.

15.1.11 Licensed gaming facilities shall be ineligible for a VGER as part of their existing gaming floor.

**15.2 FACILITY STANDARDS AND OPERATING REQUIREMENTS**

15.2.1 Each VGER must have a/an:

- a) VLT gaming area;
- b) cashier area;

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- c) bar/lounge;
- d) dining area with table service that meets the food service requirements of a Class A Minors Prohibited Licence (see 3.2.2 d);
- e) entrance area;
- f) closed-circuit television (CCTV) cameras;
- g) CCTV monitoring area;
- h) secured CCTV camera video tape storage area;
- i) washrooms (wherever possible located in the VGER or adjacent to it); and
- j) a minimum of three other types of entertainment (e.g., pool games, television viewing, National Trivia Network (NTN), or other amusement games) that comply with the Entertainment and Games Schedule or otherwise approved by the AGLC (see 7.9.17). Note exceptions as per 14.19.4.

15.2.2 Each VGER shall have a minimum ceiling height of at least 3.0 m (10 feet) above the VLT area(s).

15.2.3 The entrance to the VGER must be easily accessed from a clearly marked external entrance and/or building lobby if applicable.

15.2.4 Patrons of a VGER must not be able to directly access any licensed premises adjacent to the VGER.

15.2.5 The VLT gaming area in the room must be in plain view from the entrance and cashier area.

15.2.6 Each VGER shall have adequate lighting within the facility for the safety of patrons and staff, and to allow for proper viewing by security cameras during operating hours.

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- 15.2.7 Effective July 1, 2006 Automated Teller Machines (ATMs) will be required to be a minimum of fifteen (15) feet from the nearest VLT.
- 15.2.8 The kitchen must be in the same facility as the VGER (i.e., the kitchen is not required to be in the VGER).
- 15.2.9 The kitchen must be accessible by the VGER's dining area staff.
- 15.2.10 The VLTs in a VGER must not be readily visible from areas outside the VGER.
- 15.2.11 There must be a minimum of one dedicated 15 amp circuit for every four VLTs; these electrical outlets must not be accessible to players or other patrons. (See 14.5.9b).
- 15.2.12 Physical layout:
- a) the physical layout and design plans for a VGER must be submitted by the Retailer to the Gaming Products and Services Division of the AGLC;
  - b) The physical layout must comply with Class A Minors Prohibited liquor licence requirements, as well as requirements set out in this Section;
  - c) Any new construction or renovation, undertaken by a Retailer prior to approval of design plans and completion of the background/due diligence investigation, is done at the Retailer's own risk; and
  - d) The Retailer must have written approval by the AGLC in advance of construction or renovation (see 14.9.3 & 14.10.2).

**15.3 RENOVATIONS/CLOSURE DUE TO FIRE, FLOOD, ETC.**

- 15.3.1 In this part, "renovation" is defined as physical improvements to the premise (i.e., painting, carpet laying, or construction).
- 15.3.2 The AGLC must be notified in advance in writing, of any renovations and notified in writing of any damage to the

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premises caused by fire, flood or other causes, which may result in the premise being closed. The VGER retailer must mail or fax a letter to the AGLC.

15.3.3 If the premise will be closed for an extended period of time, but less than one year, the VLTs will be temporarily removed.

15.3.4 VLTs will be reinstalled as soon as possible, subject to availability, once the renovations or repairs are complete and the premise is open for business.

15.3.5 A Retailer who is planning to undertake any structural change(s) or repairs to the VLT Location must contact the Regulatory Division and obtain approval before making any change(s) (see 7.4).

15.3.6 If the premise is closed for a period of more than one year, the AGLC may terminate the Retailer Agreement.

15.3.7 If a relocation of VLTs or VMT is required refer to 14.9.

**15.4 MINIMUM SIZES**

15.4.1 The following minimum floor area applies to a VGER:

- a) VLTs - 2.3 sq m (25 square feet) per VLT; and
- b) public use area outside of the VLT gaming area - 60% of the total usable floor space (i.e., for dining area, bar/lounge, entrance, cashier area, etc.), with this calculation excluding "back-of-house" spaces such as corridors, food preparation areas, and washrooms.

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- 15.4.2 A minimum of 1.2 m (4 feet) must exist between walls and VLT patron seating, and 1.5 m (5 feet) between end cap VLTs and walls.

**15.5 ELIGIBILITY**

- 15.5.1 To be eligible for a VGER, a Retailer must:
- a) possess a valid, active Class A Minors Prohibited liquor licence;
  - b) hold a Retailer Agreement with the AGLC; and
  - c) have 10 VLTs in the VLT Location and comply with all AGLC policies related to entry into the VGER network.
- 15.5.2 A Retailer eligible for a VGER is subject to a background investigation and audit (referred to as a background due diligence investigation), as described in 15.11.
- 15.5.3 A Retailer with 10 VLTs whose location qualifies for additional VLTs through the VLT allocation process (see 14.3) may be notified by the AGLC of their eligibility for a VGER, dependent on availability within the VGER Network and consumer demand .
- 15.5.4 Where after a Retailer Agreement is issued, the VGER retailer intends that a person acquire a financial interest (as defined in the *Gaming and Liquor Regulation*, section 1(1)(e)) in the Retailer, the Retailer's business or in the premises to which the licence relates, in a manner other than by way of a sale, assignment or transfer:
- a) the Retailer must report the financial interest to the AGLC;
  - b) the AGLC must approve the financial interest prior to the date on which the financial interest takes effect.

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15.5.5 The existing Retailer Agreement is terminated on the day the liquor licence is cancelled due to a change of ownership.

15.5.6 Applicants that acquire operating control of a facility with a VGER through the change of operator process may be approved by the AGLC for the existing number of VLTs in the VGER. The following conditions apply:

- a) where there is a sale, assignment or transfer of a portion of the business under which the activities authorized by a liquor licence relating to liquor are carried out; and
- b) the sale, assignment or transfer of 5% or more of a business results in a change in control of the business.

15.5.7 The AGLC may, in respect of a financial interest requiring its approval as per 15.5.4;

- a) approve it without conditions,
- b) approve it subject to conditions,
- c) approve it subject to the variation or rescission of existing conditions; or
- d) refuse to approve it.

15.5.8 Where the AGLC refuses to approve a financial interest under 15.5.7.d after the effective date of the acquisition of the financial interest, the AGLC may treat the Retailer as ineligible to continue to hold the Retailer Agreement.

**15.6 HOURS OF OPERATION**

15.6.1 A VGER must operate within the maximum hours of operation specified in Subsection 14.15.1.

15.6.2 VGERs must be open to the public for a minimum of 15 hours per day, Monday through Sunday, statutory holidays excepted.

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15.6.3 Full-menu dining service, as provided in 6.3.1.c, shall be available to the patrons in the VGER during the VGER's operating hours. A licensee may terminate food service, or provide limited food service, after 11:00 p.m.

15.6.4 Any change in the operating hours of a VGER must be approved in advance by the AGLC.

**15.7 STAFFING REQUIREMENTS**

15.7.1 There must be a minimum of one staff during operating hours to staff the cashier area in the gaming area and serve VLT patrons and non-gambling patrons.

15.7.2 All staff of a VGER must complete a Problem Gambling Awareness training program as specified in AGLC policies (see 14.20)

**15.8 ADVERTISING, PROMOTIONS AND SIGNAGE**

15.8.1 The VGER must be clearly distinguished through exterior signage, provided by the AGLC, at each entrance/exit to the room.

15.8.2 The VGER retailer must provide and post signage respecting the following:

- a) minors prohibited (at all entrances/exits);
- b) hours of operation;
- c) rules of play;
- d) identification of the cashier area; and
- e) height markers at each entrance/exit (for security).

15.8.3 The signage requirement as provided in 14.18.4 must be posted in areas within the VGER specified by the AGLC.

15.8.4 Any advertising, promotions, signage for or respecting, a VGER must be approved by the AGLC in writing prior to its use.

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**15.9 VIOLATION OF AGLC POLICIES**

- 15.9.1 Violation of AGLC policies applicable to VGER retailers may result in the removal of the VLTs and termination of the Retailer Agreement. If the Retailer Agreement is terminated, the Retailer will be advised in writing by the AGLC and will not be eligible for a new Retailer Agreement at the site where the violation occurred for a minimum of six (6) months (see 14.19) Any new application will only be considered for the VLT Retailer Network with three (3) VLTs as outlined in 14.3.6.

**15.10 SECURITY STANDARDS**

Surveillance Plan

- 15.10.1 Each VGER retailer shall have a surveillance plan containing the following information:
- a) a floor plan of the gaming and cashier area of each premises showing the placement of all surveillance equipment;
  - b) a description of the surveillance equipment and its capabilities for each VGER location; and
  - c) CCTV Camera Coverage.
- 15.10.2 The VGER retailer shall provide a colour CCTV (closed circuit television) system that has:
- a) a closed circuit colour TV camera system with all cameras linked to a secure area, e.g., a lockable cabinet. Other links within the VGER facility can only be made to this secure area with AGLC approval.
  - b) cannot be viewed by the public.
  - c) all of the cameras dedicated to the VLT gaming floor shall be enclosed in ceiling domes.
  - d) all cameras must be linked to video cassette recorders direct or via quad or matrix switchers and be recorded

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in real time (30 frames per second [fps]) with date and time generation. Digital recording units must meet the following minimum standards:

- i) the Digital Video Recorder (DVR) shall record at 30 fps per camera with a minimum pixel image Common Interchanger Format (CIF) recording;
- ii) the DVR shall provide for seven (7) days continuous storage for each and all cameras attached to it in the gaming floor area;
- iii) the DVR may house a built-in Security Data Container (SDC) or may use external storage devices such as a Network Attached Storage (NAS) device or Redundant Array of Independent Disks (RAID) attached storage;
- iv) the DVR shall be capable of archiving information data to a CD or DVD in compressed, authenticable format. A viewing or playback tool must also be available to review this video, as well as a method for ensuring the authenticity of the video excerpt;
- v) cameras linked to a DVR must have a minimum of 480 lines of resolution; and
- vi) non-gaming areas may be recorded with time lapse or with motion sensitive activation of a minimum of 15 fps.

15.10.3 Each VGER must have a minimum ratio of cameras to VLTs of one (1) camera for each three (3) VLTs unless authorization to change this ratio is received from the Regulatory Division of the AGLC.

- a) Cameras must be installed to provide coverage of all VLT machines. The Retailer must provide the actual number and placement of the cameras as required by the AGLC.

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- b) Cameras must be capable of allowing for clear identification of players at all VLTs and must be positioned to compliment each other.
- c) Cameras must be strategically placed so that there are no blind spots in the VLT area and the cameras must provide for clear identification of all staff, players and customers.
- d) A minimum of one colour monitor with both split-screen and full-screen viewing capabilities must be used.

15.10.4 A stationary camera with appropriate lens must be installed so there is complete, full-time coverage of each entry/exit (not required for "emergency only" exits).

15.10.5 A dedicated stationary camera is required overhead of each cashier's position and must be supplemented by a secondary camera to capture an unobstructed view of the patrons.

15.10.6 Original videotapes must be properly labelled and be held in secure storage for a minimum of seven (7) days before being re-used. When requested, videotapes shall be provided to AGLC Investigators/Inspectors. Tapes must be properly disposed of by having them erased or destroyed.

15.10.7 Videotapes shall be replaced at least once every six (6) months. If the clarity of a videotape is compromised in any way, the videotape shall not be re-used.

15.10.8 All equipment must be maintained and be in proper working order. The AGLC must be notified if CCTV coverage falls below these minimum standards.

Reporting of Incidents

15.10.9 A VGER retailer must notify the AGLC Hotline of any suspicion or evidence of the following, which may require investigation and/or corrective action by the VGER or the manager of the room.

- a) cheating at play;

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- b) theft (by patrons, staff or employees);
- c) robbery or attempted robbery in the VGER;
- d) passing of counterfeit currency; or
- e) any breach of security, or procedures or other items inconsistent with or in violation of the Retailer Agreement.

All related video tapes or digital recordings must be held until turned over to an AGLC Investigator/ Inspector.

**15.11 BACKGROUND/DUE DILIGENCE INVESTIGATION**

15.11.1 A thorough background/due diligence investigation is conducted into:

- a) a Retailer who meets the eligibility criteria set out in 15.5.1, has been recommended for a VGER by the AGLC, and applies in writing for a VGER. These retailers may include:
  - i) an individual, an adult (18 years of age or older); and a Canadian citizen or lawfully admitted to Canada for permanent residence;
  - ii) a corporation, incorporated or continued by or under the *Business Corporations Act*, *Companies Act*, *Societies Act*, or any other enactment, or registered under Part 21 of the *Business Corporations Act* or Part 9 of the *Companies Act*,
    - a corporation includes the officers and directors of the corporation; or
  - iii) a partnership, registered under the *Partnership Act* with the partners being subject to the investigation described in this part;
    - a partnership includes each partner;



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- b) an applicant who acquires control of a facility with an existing VGER through the change of operator process (see 15.5.6);
- c) any person acquiring financial interest (less than 5% may be exempted) of a facility with an existing VGER; and
- d) any other key persons, as defined by the AGLC, associated or connected with the retailer or applicant. These may include:
  - i) the operations manager of the VGER;
  - ii) the property manager of the VGER;
  - iii) an employee of the facility;
  - iv) the person holding a position specified by the AGLC as related to the business proposed by the Retailer.
  - v) any person or entity that has a financial interest in the Retailer, in the Retailer's business, or in the proposed VGER;
  - vi) if the Retailer is an individual or partnership in which one or more of the partners is:
    - the spouse of the individual or a person with whom the individual is living in a relationship of interdependence;
    - any relative of the individual or of the spouse referred to in 15.11.1d)i) if the relative has the same residence as the individual;
    - any corporation controlled by the individual, the corporation's officers and directors and any person or entity that has a financial interest in the corporation. A corporation is controlled by a person or entity if:

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- securities of the corporation to which are attached more than 50% of the votes that may be cast to elect directors of the corporation are controlled, other than by way of security only, directly or indirectly by the person or entity; and the votes attached to those securities are sufficient, if exercised, to elect a majority of the directors of the corporation; or
  - the person has in relation to the corporation any direct or indirect influence which, if exercised, would result in control in fact of the corporation.
- vii) any corporation that is affiliated with the corporation referred to in 15.11.1.d)iii), the affiliated corporation's officers and directors, and any person or entity having a financial interest in the affiliated corporation. A corporation is affiliated with another corporation if:
- one of the corporations controls the other; or
  - both of the corporations are controlled by the same person, entity, or such group
- viii) if the Retailer is a corporation or a partnership in which one or more of the partners is a corporation, any other corporation that is affiliated with the Retailer's corporation, the affiliated corporation's officers and directors, and any person or entity that has a financial interest in the affiliated corporation.

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- 15.11.2 The investigation is to ensure criminal interests, or those who otherwise would be a detriment to the integrity or lawful conduct of gaming in the province, are prevented from operating, or having an association with, a VGER.
- 15.11.3 Applications are subject to review and approval by the AGLC.
- 15.11.4 The applicant shall ensure that they, and all other parties to the application for a VGER, submit all documents or provide information as requested by the AGLC as deemed necessary to complete the investigation within the time frame specified in the document or information request. Failure to submit the documents or information within the time frame specified will result in denial of application.
- 15.11.5 The AGLC may refuse to allow a Retailer to have a VGER if the Retailer, any of the Retailer's employees, any of the Retailer's associates or any person associated with the Retailer fails to pass a due diligence investigation.
- 15.11.6 A person does not pass a records check if the person:
- a) has within the 5 years prior to the submission of the application been charged with or convicted of:
    - i) an offence under the Criminal Code (Canada), the Excise Act (Canada), the Food and Drugs Act (Canada) or the Controlled Drugs and Substances Act (Canada); or
    - ii) an offence under a Foreign Act or regulation that, in the Board's opinion, is substantially similar to an offence referred to in 15.11.6.a.i.
  - b) has at any time been charged with or convicted of:
    - i) an offence under the Criminal Code (Canada), the Excise Act (Canada), the Food and Drugs Act (Canada) or the Controlled Drugs and Substances Act (Canada); or

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- ii) an offence under a foreign Act or regulation that, in the board's opinion, is substantially similar to an offence referred to in 15.11.6.b.i.

If in the AGLC's opinion the offence is sufficiently serious enough that it may detract from the integrity with which gaming activities or provincial lotteries are to be conducted in Alberta or may be detrimental to the orderly or lawful conduct of activities authorized by a liquor licence or a registration relating to liquor; or

- c) has within the 5 years prior to the submission of the application been serving a term of imprisonment of 3 years or more.

15.11.7 The AGLC may refuse to allow a Retailer to have a VGER if the AGLC is satisfied the Retailer, any of the Retailer's employees or associates, or any person or entity connected to or associated with the retailer:

- a) is a person who has not acted or may not act in accordance with the law, with honesty and integrity or in the public interest, having regard to the past conduct of the person;
- b) would be a detriment to the integrity or lawful conduct of gaming activities or provincial lotteries; or
- c) is a person whose background, reputation and /or associations may result in adverse publicity for the gaming industry in Alberta.

Furthermore, the AGLC may terminate the Retailer Agreement with the Retailer.

15.11.8 The AGLC may refuse to allow a Retailer to have a VGER if the Retailer, any of the Retailer's employees, any of the Retailer's associates or any person associated with the Retailer has, within the five years prior to being notified by the AGLC of their eligibility for a VGER, contravened:

- a) the Act or the Regulation;

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- b) a predecessor of the Act or the Regulation; or
- c) a condition imposed on a licence or registration issued or made under the Act or a predecessor of the Act.

Furthermore, the AGLC may terminate the Retailer Agreement with the Retailer.

15.11.9 The AGLC may refuse to allow a Retailer to have a VGER if within five years prior to being notified by the AGLC of eligibility for a VGER, a licence or registration issued or made under the Act or predecessor of the Act or a foreign licence or registration of the Retailer, any of the Retailer's employees, any of the Retailer's associates or any person associated with the Retailer has been cancelled by the issuing authority.

Furthermore, the AGLC may terminate the Retailer Agreement with the Retailer.

15.11.10 Notwithstanding 15.11.1 through 15.11.10, the AGLC may refuse to allow a Retailer to have a VGER.

15.11.11 If all the requirements for a VGER (legislative, regulatory, policy and municipal or local) are met by the Retailer, then the AGLC may allow the Retailer to have a VGER.

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