

Guide to In-Person Hearings

This guide is provided to assist you when participating in an in-person hearing at AGLC's St. Albert or Calgary offices. Hearings take place before a panel made up of Board members from the Alberta Gaming, Liquor and Cannabis Commission.

For more details on the hearing process, please refer to our [Hearing Panel Rules & Procedures](#) which can be found on our [website](#).

Agenda

The applicant should arrive at the hearing at least ten minutes before the start of the hearing. Witnesses do not need to stay for the duration of the hearing but they should arrive at least **30 minutes** before their scheduled time. It is strongly encouraged that witnesses arrive well in advance of their scheduled time. This ensures that witnesses are present and able to participate if the order of witnesses changes or if delays occur during the hearing.

What to bring

- A copy of the agenda, exhibits and hearing materials received from the Hearing Panel Office (HPO).
- Notepads or any supplies you may need.
- Water or coffee/tea.

Do not bring any unrelated material into a hearing. Do not bring food or disruptive refreshments into a hearing. You will be asked to leave your cell phone and personal belongings in a secured holding room.

Moderator

The hearing will be moderated by the HPO assistant. As the moderator, the assistant will manage the recording of the hearing and facilitate the entry and exit of hearing participants.

The HPO assistant will ensure the surfaces and high-touch points in the hearing room are sanitized.

Session recorded

The hearing will be recorded to capture the oral evidence and argument(s) for use in decision-writing.

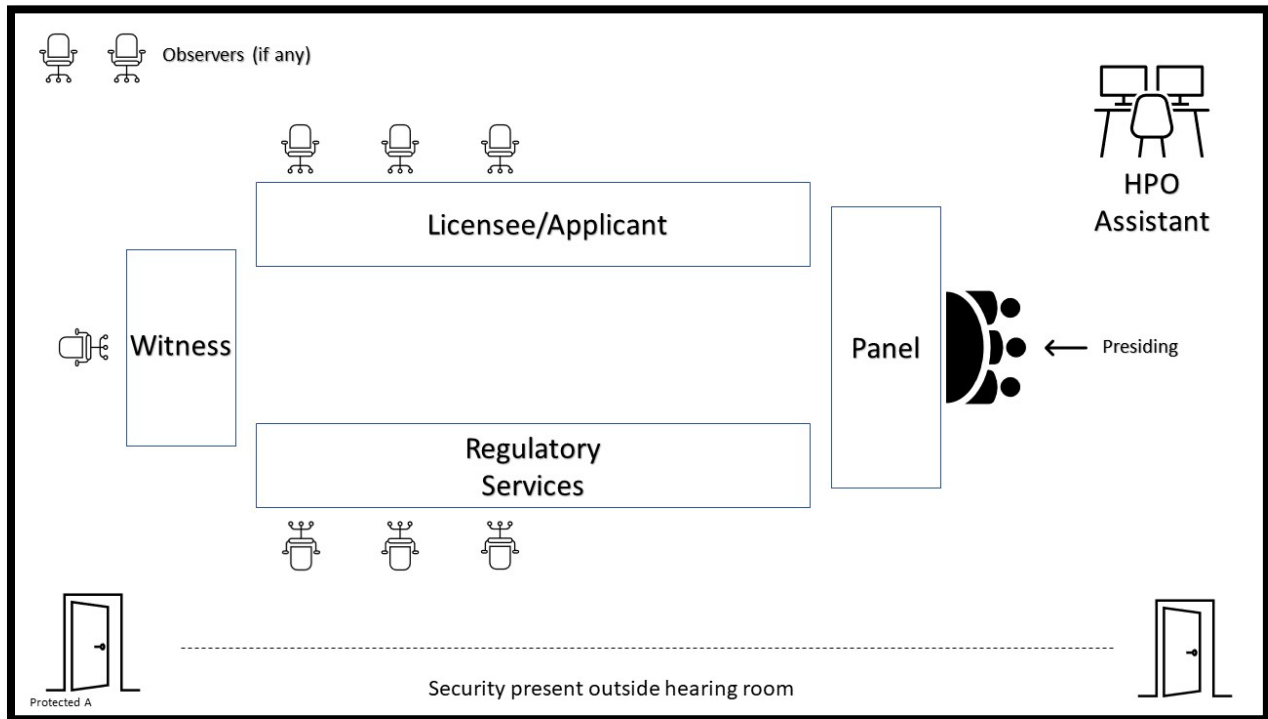
The use of cell phones or recording devices during the hearing without the prior consent of the Hearing Panel is strictly prohibited.

Entering and exiting the hearing room

The HPO assistant or security will bring both parties and their representatives (as applicable) into the hearing room and direct them to the appropriate seating. The panel members will enter the room after all parties are present.

Private hearings and observers

All hearings must be conducted in private, unless the hearing panel otherwise directs. The panel may permit a person to observe a hearing on any conditions that it considers appropriate.



Witnesses

Witnesses are excluded until they give evidence. The exception to this is the applicant.

Witnesses for both parties wait in separate holding rooms until it is their turn to give evidence. The HPO assistant or security will escort witnesses to the hearing room when it is their turn. Witnesses will be excused after they have given their testimony.

Security

The safety of those attending hearings is of paramount importance. During hearings, a security guard will be posted outside of the hearing room or inside the hearing room as applicable. Security will escort external parties, representatives and witnesses to and from reception to the holding rooms.

A disruptive, disrespectful or threatening person may be ordered by the presiding member to leave the hearing or to be removed from the hearing.

After the Hearing

At the conclusion of the hearing the parties will be excused and all external participants, representatives and witnesses are escorted to reception by security.