



# Retail Cannabis Store Handbook

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[aglc.ca](http://aglc.ca)

# RETAIL CANNABIS STORE HANDBOOK

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**SUBJECT: INTRODUCTION**

**POLICIES**

- 1.1.1 Alberta Gaming, Liquor and Cannabis (AGLC) is established under the *Gaming, Liquor and Cannabis Act* (GLCA) and is governed by the requirements of the *Criminal Code*, the GLCA and the Gaming, Liquor and Cannabis Regulation (GLCR).
- 1.1.2 AGLC is the province's cannabis authority, responsible for administering and regulating the cannabis industry in Alberta.
- 1.1.3 Board policies are approved by the Board of AGLC and signed by the Chair, on behalf of the Board.
- 1.1.4 Board policies related to cannabis licence activities are conditions of the licence. This includes policies approved or amended after the cannabis licence is issued [Section 61(1) of the GLCA].
- 1.1.5 *(Deleted Jan 2022)*
- 1.1.6 Guidelines are best business practices designed to help licensees meet operating requirements.
- 1.1.7 *(Deleted Jan 2022)*
- 1.1.8 *(Deleted Jan 2022)*
- 1.1.9 An activity not specifically permitted under these policies and guidelines is prohibited unless otherwise approved by AGLC.
- 1.1.10 *(Deleted Jan 2022)*
- 1.1.11 If a licence applicant, licensee or manager involved in the daily operation of a licensed premises does not have a working knowledge of the English language sufficient to understand the legislation and/or these policies, AGLC will ask that the licensee have an interpreter present whenever:
- a) discussing details of the licence application;
  - b) an Inspector visits the premises to review the licensee's responsibilities;
  - c) the licensee acknowledges its responsibilities by signing the Operating Procedures form;
  - d) the licensee attends a Board hearing.



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**SUBJECT: INTRODUCTION**

**GUIDELINES**

1.1.12 The GLCA, GLCR and Retail Cannabis Store Handbook may be accessed on AGLC’s website at [aglc.ca](http://aglc.ca). *(Added Jan 2022)*

**DATE ISSUED:** January 20, 2022      **AUTHORITY:** Original signed by Len Rhodes

**SUBJECT: DEFINITIONS**

**POLICIES**

1.2.1 In this handbook,

- a) "AGLC" means Alberta Gaming, Liquor and Cannabis.
- b) "Board" means the Board of AGLC.
- c) "Brand element" means a brand name, trademark, tradename, distinguishing guise, logo, graphic arrangement, design or slogan that is reasonably associated with, or that evokes:
  - i) cannabis, a cannabis accessory or a service related to cannabis; or
  - ii) a brand of cannabis, cannabis accessory or service related to cannabis.

*(Added Nov 2019)*

d) "Cannabis" means any part of a cannabis plant, including the phytocannabinoids produced by, or found in, such a plant, regardless of whether that part has been processed or not and any substance or mixture of substances that contains or has any part of such a plant. *(Amended Nov 2019)*

e) "Cannabis accessories" has the meaning given to them in Section 2 of the *Cannabis Act* (Canada). *(Amended Sept 2019)*

f) "Cannabis edibles" means products containing cannabis that are intended to be consumed in the same manner as food or beverage. *(Added Nov 2019)*

g) "Cannabis extracts" means products that are produced from cannabis using extraction processing methods or by synthesizing phytocannabinoids. *(Added Nov 2019)*

h) "Cannabis licence" means a licence under the *Gaming, Liquor and Cannabis Act* that authorizes the purchase, sale, transport, possession, storage of cannabis.

i) "Cannabis product" means a product that contains cannabis.

j) "Cannabis representative" means a corporation or individual registered with AGLC who is in the business of representing a cannabis supplier in the sale of the supplier's cannabis.

**SUBJECT: DEFINITIONS**

- k) "Cannabis supplier" means a person who holds a federal licence that authorizes the person to produce cannabis for commercial purposes or to sell cannabis to AGLC.
- l) "Cannabis topicals" means products that include cannabis and that are intended to be used exclusively on external body surfaces (e.g. skin, hair and nails). *(Added Nov 2019)*
- m) "Common Carrier" means a business that provides merchandise transportation services to the general public in compliance with all applicable laws and regulations governing commercial transportation in Alberta. Examples of business that would be considered common carriers include, but are not necessarily limited to, national courier companies, postal services, and shipping companies. Examples of businesses that would not meet the definition of common carrier include restaurants, flower shops, and other businesses providing delivery of their own products and services, as well as specialized businesses that focus on a specific industry, like food delivery and/or passenger transportation. *(Added Mar 2022)*
- n) "Connect Logistics Services Inc." (CLS) means the current authorized cannabis warehouse pursuant to Section 130 of the GLCR.
- o) "GLCA" means the *Gaming, Liquor and Cannabis Act*.
- p) "GLCR" means the Gaming, Liquor and Cannabis Regulation.
- q) "Handbook" means the Retail Cannabis Store Handbook.
- r) "Inspector" means an Inspector of AGLC, a police officer as defined in the *Police Act* or someone designated by AGLC as an Inspector under the GLCA.
- s) "Licensed premises" means all areas associated with the operations of the licensee, including, but not limited to:
  - i) areas cannabis may be sold; and
  - ii) any storage room, lobby, hallway or other service areas used by the licensee in support of the areas where cannabis may be sold.



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**NUMBER: 1.2**

**RETAIL CANNABIS STORE HANDBOOK**

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**SUBJECT: DEFINITIONS**

- t) "Licensee" means the individual, partnership or corporation holding a cannabis licence.
- u) "Minor" means a person under the age of 18 years.
- v) "Qualified Cannabis Worker" means any person who is over the age of 18 years, has successfully completed the SellSafe Cannabis Staff Training program, has passed a criminal records check and has been deemed qualified by AGLC.
- w) "Staff" means any person employed by the licensee or contracted by the licensee or a third party to perform assigned or delegated duties.

**DATE ISSUED:** March 8, 2022      **AUTHORITY:** Original signed by Len Rhodes





SECTION: GENERAL INFORMATION

NUMBER: 1.3

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SUBJECT: CONTACTING AGLC

### GUIDELINES

- 1.3.1 Any inquiries regarding how to place a cannabis order, the status of an order, or any other purchase or return related questions may be directed as follows:

Website: [retail.albertacannabis.org](http://retail.albertacannabis.org) (Amended Mar 2022)

Email: [albertacannabis@aglc.ca](mailto:albertacannabis@aglc.ca)

Telephone: 1-855-436-5677

- 1.3.2 There are five (5) AGLC offices in the province. Normal office hours are 8:15 a.m. to 4:00 p.m. Monday to Friday, excluding statutory holidays. Outside normal office hours and when staff is unavailable, messages may be left on voice mail.

#### St. Albert (Head Office)

50 Corriveau Avenue  
St. Albert, Alberta  
T8N 3T5

Phone: 780-447-8600  
Toll Free: 1-800-272-8876  
Fax: 780-447-8989

#### Calgary

310, 6715 - 8 Street NE  
6715 - 8 Street NE  
Calgary, Alberta  
T2E 7H7

Phone: 403-292-7300  
Fax: 403-292-7302

#### Red Deer

#3, 7965 – 49 Avenue  
Red Deer, Alberta  
T4P 2V5

Phone: 403-314-2656  
Fax: 403-314-2660

#### Grande Prairie

100 - 11039 – 78 Avenue  
Grande Prairie, Alberta  
T8W 2J7

Phone: 780-832-3000  
Fax: 780-832-3006

#### Lethbridge

655 WT Hill Blvd South  
Lethbridge, Alberta  
T1J 1Y6

Phone: 403-331-6500  
Fax: 403-331-6506

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Original Signed by  
Len Rhodes



**SECTION: GENERAL INFORMATION**  
**NUMBER: 1.3**

**RETAIL CANNABIS STORE HANDBOOK**

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**SUBJECT: CONTACTING AGLC**

1.3.3 AGLC website address is: [aglc.ca](http://aglc.ca).

**DATE ISSUED:** March 8, 2022      **AUTHORITY:** Original Signed by Len Rhodes

**SUBJECT: LEGISLATION AND BOARD POLICIES**

**POLICIES**

- 1.4.1 Licensees and their staff must comply with:
- a) the GLCA;
  - b) the GLCR;
  - c) Board policies; and
  - d) all federal, provincial and municipal legislation.
- 1.4.2 Non-compliance with the legislation or Board policies may result in disciplinary action by the Board pursuant to Part 4 of the GLCA.
- 1.4.3 Licensees or managers approved by AGLC must notify AGLC immediately if they, or any of their qualified cannabis workers, key employees and/or directors/shareholders are charged with or convicted of an offence under:
- a) the *Criminal Code* (Canada);
  - b) the *Excise Act* (Canada);
  - c) the *Food and Drugs Act* (Canada);
  - d) the *Controlled Drugs and Substances Act* (Canada);
  - e) *Cannabis Act* (Canada)
  - f) the *Income Tax Act* (Canada);
  - g) a foreign Act or Regulation substantially similar to an offence under a), b), c), d) or e);
  - h) the GLCA; or
  - i) the GLCR.
- 1.4.4 If a licensee is at any time charged or convicted of an offence set out in any of the legislation listed in Subsection 1.4.3, the Board may take disciplinary action including, but not limited to, suspension or cancellation of the cannabis licence.
- 1.4.5 If a licensee misleads AGLC, fails to provide information or provides inaccurate information, the Board may take disciplinary action including, but not limited to, suspension or cancellation of the cannabis licence.



**SECTION: GENERAL INFORMATION**

**NUMBER: 1.5**

**RETAIL CANNABIS STORE HANDBOOK**

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**SUBJECT: LICENSEE'S RESPONSIBILITIES**

**POLICIES**

1.5.1 *(Deleted Jan 2022)*

1.5.2 *(Deleted Jan 2022)*

1.5.3 The operation of a licensed premises shall be carried out in a socially responsible manner. Staff should be trained to understand violations of the legislation and policies, in accordance with SellSafe training as specified in Section 1.7. *(Amended Jan 2022)*

1.5.4 A licensee and its staff with information about illegal activities related to cannabis is required to contact the nearest AGLC office (see Subsection 1.3). This includes:

- a) illegal cannabis;
- b) stolen cannabis; and
- c) cannabis not marked for sale in Alberta.

**GUIDELINES**

1.5.5 Licensees should be aware that the sale of cannabis carries a risk of potential liability. Questions on liability should be directed to a lawyer.

DATE ISSUED: January 20, 2022

AUTHORITY: Original signed by  
Len Rhodes

**SUBJECT: QUALIFIED CANNABIS WORKER**

**POLICIES**

- 1.6.1 The following individuals must be Qualified Cannabis Workers:
- a) retail licensees that are responsible for directly managing cannabis retail store(s);
  - b) managers, supervisors and all other employees working in retail cannabis stores (excluding cleaning staff);
  - c) security staff at retail cannabis stores (directly employed or contracted by the licensee); and
  - d) direct supervisors of employees of a company contracted to provide security at retail cannabis stores.
- 1.6.2 To become a Qualified Cannabis Worker, applicants must:
- a) complete and submit the Application for Qualified Cannabis Worker form;
  - b) provide a criminal records check from their local police service, dated within three months of the submission of the Application for Qualified Cannabis worker form; and
  - c) successfully complete the SellSafe Cannabis Staff Training program (see Section 1.7).
- 1.6.3 *(Deleted Jan 2022)*
- 1.6.4 Qualification is valid for up to 5 years, at which time the worker must complete the procedures specified in 1.6.2 a) – c) above to requalify.
- 1.6.5 Being charged or convicted of a criminal offence may affect an individual's ability to qualify as a Qualified Cannabis Worker.
- 1.6.6 If at any time Qualified Cannabis Workers are charged with a criminal offence they are required to report the details within 72 hours to AGLC.
- 1.6.7 The licensee must supply Qualified Cannabis Workers with a laminated colour photo identification card as follows:
- a) company name or logo;
  - b) staff member's first name only - print size must be clearly visible with block style printing only;

**SUBJECT: QUALIFIED CANNABIS WORKER**

- c) position;
- d) current colour photo of worker – similar in size to a driver’s licence photo;
- e) Qualified Cannabis Worker number – print size must be clearly visible with block style printing only; and
- f) Qualified Cannabis Worker expiry date.

1.6.8 The laminated, colour photo identification card must be worn by all Qualified Cannabis Workers while on duty and be visible at all times.

1.6.9 *(Deleted Jan 2022)*

**GUIDELINES**

1.6.10 AGLC will issue a letter to all successful Qualified Cannabis Worker applicants confirming they are qualified to work in a retail cannabis store.

1.6.11 It is suggested licensees keep a log of all Qualified Cannabis Worker staff. The log should include the following information:

- a) AGLC confirmation that the staff member is qualified;
- b) photo of the staff member; and
- c) qualification number and expiry date.

*(Amended Jan 2022)*

**SUBJECT: SELLSAFE CANNABIS STAFF TRAINING PROGRAM (SELLSAFE)**

**POLICIES**

- 1.7.1 A licensee must meet SellSafe Cannabis Staff Training certification requirements.
- 1.7.2 SellSafe certification is mandatory for the following full time and part time staff:
- a) licensed premises owners that are responsible for directly managing a retail cannabis store; *(Added Nov 2018)*
  - b) licensed premises managers, supervisors, retailers, and cashiers;
  - c) security staff (directly employed or contracted by the licensee); and
  - d) direct supervisors of employees of a company contracted to provide security.
- 1.7.3 SellSafe certification is not required for staff working full time or part time as cleaning staff in licensed premises.
- 1.7.4 *(Deleted Jan 2022)*
- 1.7.5 *(Deleted Jan 2022)*
- 1.7.6 *(Deleted Jan 2022)*
- 1.7.7 SellSafe certification must be maintained by successfully repeating the SellSafe program (including passing the exam) before the certification expiration date.
- 1.7.8 Licensee staff must provide proof of SellSafe certification at the request of an AGLC Inspector. Proof of SellSafe certification includes:
- a) paper printed certification card that has a QR code;
  - b) *(Deleted Jan 2022)*
  - c) clear image of the certification card (i.e. image, photograph or screen shot) saved on the staff member's mobile device/phone.  
*(Amended Jan 2022)*
- 1.7.9 *(Deleted Jan 2022)*
- 1.7.10 *(Deleted Jan 2022)*
- 1.7.11 An industry worker's certification will be placed into conditional status when an employee at a licensed premises is found to violate any of the following:

DATE ISSUED: January 20, 2022

AUTHORITY:

Original signed by  
Len Rhodes

**SUBJECT: SELLSAFE CANNABIS STAFF TRAINING PROGRAM (SELLSAFE)**

- a) Section 90.05(a) GLCA: sell or provide cannabis to a person intoxicated by liquor or a drug;
- b) Section 90.05(b) GLCA: permit a person intoxicated by liquor or a drug to use cannabis;
- c) Section 90.03(2)(3) GLCA: failure to ask for proof of age for those persons who appear to be under 25 years of age;
- d) Section 90.03(1) GLCA: permit a minor to enter or be in the licensed premises; and *(Added Feb 2019)*
- e) Section 90.04 GLCA: give or sell or permit a person to give or sell cannabis to a minor in a licensed premises. *(Added Feb 2019)*

1.7.12 Industry workers whose SellSafe certification is placed into conditional status may continue working at a licensed premises, however, they are required to successfully complete SellSafe certification and pay all required fees within 30 days from the date of notification by AGLC. Failure to do so will cancel their SellSafe certification.

1.7.13 Industry workers placed on conditional status may appeal the violation in writing to the Vice President, Regulatory Services Division, within 14 days of the date of notification by AGLC. The decision of the Vice President is final.

1.7.14 Industry workers whose appeal of the violation is unsuccessful will have 30 days from the date of the appeal outcome to recertify.

1.7.15 If an industry worker incurs three violations within a five-year period they will be ineligible for SellSafe certification for a minimum of 5 years.

1.7.16 An industry worker's SellSafe certification will be immediately suspended if charged federally or provincially with the offence of giving, selling, or supplying cannabis to a minor.

1.7.17 An industry worker whose SellSafe certification is suspended is not permitted to continue working at a licensed premises.

- a) If found not guilty of the charges, the worker may reapply to AGLC for reinstatement of their SellSafe certification and their Qualified Cannabis Worker status; or
- b) If found guilty of the charges, the worker's SellSafe certification will be cancelled and they will not be permitted to recertify or



**SUBJECT: SELLSAFE CANNABIS STAFF TRAINING PROGRAM (SELLSAFE)**

apply for Qualified Cannabis Worker status for a minimum of 5 years.

**GUIDELINES**

1.7.18 To aid compliance with Sellsafe Cannabis Staff Training certification requirements, it is suggested licensees keep a log of employees that are Sellsafe certified. The log should include the following information:

- a) employee name as it appears on the certification card;
- b) SMART Training registration number; and
- c) expiry date.

*(Amended Jan 2022)*

1.7.19 *(Deleted Jan 2022)*

1.7.20 The SellSafe certification program is found on the SMART Training website at [sellsafe.aglc.ca](https://sellsafe.aglc.ca).



**SECTION: APPLICATIONS**  
**NUMBER: 2.1**

**RETAIL CANNABIS STORE HANDBOOK**

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**SUBJECT: LICENCE FEES**

**POLICIES**

- 2.1.1 A one-time, non-refundable fee of \$400 must be submitted with all new retail cannabis store licence applications. No application fee is required for a new licence following expiry of the existing licence.  
*(Amended Jan 2022)*
- 2.1.2 A retail cannabis store licensee wanting to open an additional store(s) must submit the \$400 application fee for each new location.
- 2.1.3 An annual licence fee of \$700 is due on the date of licence issue. *(Amended Jan 2022)*
- 2.1.4 The licence application form and the applicable annual fee must be received by AGLC before a licence is issued.

DATE ISSUED: January 20, 2022 AUTHORITY: Original signed by Len Rhodes

**SUBJECT: APPLICATION REVIEW**

**POLICIES**

2.2.1 Retail cannabis store licence applications are subject to review and approval by AGLC.

2.2.2 When reviewing applications, AGLC considers:

- a) the appropriateness of the proposed premises;
- b) the applicant's eligibility;
- c) compliance with municipal requirements; and
- d) the expressed views of the local community.

2.2.3 If AGLC does not support a licence application due to operational problems, operational style changes or major structural changes to the premises made by the applicant, the application will be referred to the Board for decision.

2.2.4 If a licence expires, the licensee must stop cannabis service until a new licence is issued.

**Reasons for Licence Refusal**

2.2.5 AGLC may refuse to issue a cannabis licence if the applicant, any of the applicant's employees, any of the applicant's associates or any person associated with the applicant fails to pass a records check (see Subsection 2.2.6).

2.2.6 A person will fail to pass a records check if the person has:

- a) at any time 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 *Income Tax Act* (Canada); or
  - ii) an offence under the *Controlled Drugs and Substance Act* (Canada), other than under Section 4(1) of that Act for possession of any substance included in Schedule II to that Act, or
  - iii) an offence under a foreign Act or regulation that, in the Board's opinion, is substantially similar to an offence described in Subsection 2.2.6a) i) or ii); and in the opinion of the Board, the offence is sufficiently serious that it may

**SUBJECT: APPLICATION REVIEW**

distract from the integrity of lawful cannabis, gaming, lottery and/or licensed liquor activities in Alberta, or a registration relating to cannabis or liquor; or

- b) within the five (5) years prior to the application date, been in prison serving a term of three (3) years or more.

2.2.7 AGLC may refuse to issue a cannabis licence if satisfied the applicant, any of the applicant's employees or associates, or any person or entity connected to or associated with the applicant:

- a) has not acted, or may not act, in accordance with the law, with honesty and integrity or in the public interest, based on their past conduct;
- b) would be a detriment to the integrity or lawful conduct of cannabis, gaming, liquor activities or provincial lotteries; or
- c) has a background, reputation and/or associations that may cause adverse publicity for the cannabis, gaming or liquor industry in Alberta.

2.2.8 AGLC may refuse to issue a cannabis licence if the applicant, any of the applicant's employees or any person associated with the applicant has contravened:

- a) the GLCA or the GLCR;
- b) a predecessor of the GLCA or the GLCR; or
- c) a condition imposed on a licence or registration issued or made under the GLCA.

2.2.9 AGLC may also refused to issue a cannabis licence:

- a) if the applicant is not eligible to receive the licence; and
- b) if the requirements of the GLCA, GLCR and Board policies have not been met.

2.2.10 An application for retail cannabis store licence will not be approved unless the primary purpose of the retail cannabis store is the sale of cannabis to the general public.



**SECTION: APPLICATIONS**

**NUMBER: 2.2**

**RETAIL CANNABIS STORE HANDBOOK**

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**SUBJECT: APPLICATION REVIEW**

**GUIDELINES**

- 2.2.11 First-time applicants should contact AGLC.
- 2.2.12 A licensee should first consult this handbook and then contact AGLC when:
  - a) seeking a new licence;  
seeking an endorsement to an existing licence;
  - b) planning to renovate the premises; or
  - c) planning to relocate.
- 2.2.13 Licensees are sent a reminder notice six to eight weeks before their existing licence expires.
- 2.2.14 The Board may take into account any of the following factors when making a decision respecting an application for a retail cannabis store:
  - a) the extent and nature of opposition from community members or groups to establishment of a retail cannabis store in a particular location; and
  - b) the results of consultations with local authorities about the nature of the primary business of the applicant and the clientele that frequent it.

DATE ISSUED: February 14, 2018

AUTHORITY: Original signed by  
Gael MacLeod

**SUBJECT: BACKGROUND CHECKS**

**POLICIES**

2.3.1 A thorough criminal and background check is conducted on an applicant, the applicant's associates and any key employees of the applicant. *(Amended Aug 2021)*

2.3.2 The background check is to: *(Amended Aug 2021)*

a) determine eligibility of an applicant to hold (or continue to hold) a licence and includes, but is not limited to, an investigation relating to the honesty and integrity, financial history and competence of the applicant, the applicant's associates and key employees; and *(Added Aug 2021)*

b) ensure criminal interests, or those who otherwise would be a detriment to the lawful conduct of cannabis in the province, are prevented from operating, having a financial interest in, or having an association with a retail cannabis store.

2.3.3 The applicant is responsible to pay for the actual cost of the background checks. *(Amended Aug 2021)*

2.3.4 *(Deleted Aug 2021)*

2.3.5 The applicant, applicant's associates and key employees are required to submit all documents and information requested by AGLC to conduct criminal and financial background checks including corporate and personal disclosure forms. *(Added Aug 2021)*

2.3.6 An applicant's key employees may include: *(Amended Aug 2021)*

a) *(Deleted Aug 2021)*

b) *(Deleted Aug 2021)*

c) *(Deleted Aug 2021)*

d) individuals that exercise influence or control over day-to-day operations or decision-making; or

e) individuals who have the authority to hire or terminate employees; or

f) any other person holding a key position as determined by AGLC.

2.3.7 *(Deleted Aug 2021)*

2.3.8 *(Deleted Aug 2021)*

DATE ISSUED: August 3, 2021

AUTHORITY: Original signed by  
Len Rhodes



**SECTION: APPLICATIONS**  
**NUMBER: 2.3**

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**SUBJECT: BACKGROUND CHECKS**

- 2.3.9 *(Deleted Aug 2021)*
- 2.3.10 AGLC may refuse to allow an applicant to hold a licence if, in its opinion, the applicant has misled AGLC or provided inaccurate or incomplete information. *(Amended Aug 2021)*
- 2.3.11 *(Deleted Aug 2021)*
- 2.3.12 *(Deleted Aug 2021)*
- 2.3.13 *(Deleted Aug 2021)*

DATE ISSUED: August 3, 2021 AUTHORITY: Original signed by Len Rhodes

**SUBJECT: OBJECTION TO AN APPLICATION**

**POLICIES**

**New Premises**

- 2.4.1 AGLC will post all applications for cannabis licences on its website
- a) cannabis licence(s) for new premises; and
  - b) relocations of existing licensed premises.  
*(Amended Jan 2022)*
- 2.4.2 The following information will be posted on AGLC's website:
- a) name of the applicant;
  - b) name of the proposed premises;
  - c) municipal address of the proposed premises;
  - d) licence applied for; and
  - e) the date that a written objection must be received by AGLC.
- 2.4.3 AGLC may not consider objections of the following nature as they are considered the responsibility of the municipality:
- a) number of licensees in a community;
  - b) location;
  - c) space between licensed premises;
  - d) matters involving retail competition, community image and property values; and
  - e) objections of a social/moral concern regarding the sale of cannabis, generally.  
*(Added Aug 2019)*
- 2.4.4 For all new premises, objections must be submitted in writing and received by AGLC within 7 calendar days from the date the application is posted on AGLC website in order for the objection to be considered during the current licensing process. *(Amended Apr 2020 and Jan 2022)*
- 2.4.5 The applicant will be notified in writing of all objections received, other than those described in Section 2.4.3. *(Amended Aug 2019)*
- 2.4.6 The applicant will be given 14 days from the date of notification to respond in writing to the objection; an extension may be requested by



**SUBJECT: OBJECTION TO AN APPLICATION**

the applicant. No licence(s) will be issued until the objection and the applicant's response, if any, have been considered by the Board.

2.4.7 The objector(s) will be contacted to obtain detailed information regarding the objection. The municipality, local law enforcement and any other applicable agencies may also be contacted to make inquiries as to the potential impact, specific to the objection, of the licence being issued in that community. *(Added Aug 2019)*

2.4.8 The applicant and the person(s) filing the objection will be advised in writing of the Board's decision.

2.4.9 If no objections to the issue of a new licence are received within the 7 calendar days AGLC will continue with the licensing process. *(Amended Apr 2020 and Dec 2022)*

**Existing Licensed Premises**

2.4.10 For existing licensed premises, only written objections received by AGLC at least 90 days prior to the expiration of the current licence will be provided to the Board for consideration.

2.4.11 *(Deleted Jan 2022)*

2.4.12 *(Deleted Jan 2022)*

2.4.13 *(Deleted Jan 2022)*

2.4.14 *(Deleted Jan 2022)*

2.4.15 *(Deleted Jan 2022)*

2.4.16 If no objections to the issue of an existing licence are received before the 90 calendar days prior to the expiration of the current licence AGLC will continue with the licensing process. *(Amended Jan 2022)*

2.4.17 The Board will not consider an objection for an existing licensed premises where there is a sale, transfer or change in control. Should an objection be received during a sale, transfer or change in control, the Board will deal with the objection at least 90 days before the expiration of the new licence term.

**Appearances Before the Board**

2.4.18 Section 94 of the GLCA provides the right to request a hearing only to a licensee or applicant. A person who objects to the issuance of a licence does not have the right to request a hearing before a Panel. *(Added Aug 2019)*

**SUBJECT: OBJECTION TO AN APPLICATION**

2.4.19 If an application is to be heard by a Panel of the Board under Section 94 of the GLCA, AGLC may, at its discretion, call an objector as a witness before such a hearing. *(Added Aug 2019)*

**Other Licence(s) Registrations**

2.4.20 If any written objection to an application for a cannabis licence or registration not referred to above is received by AGLC, the following policies apply:

- a) The applicant will be notified in writing of all objections received.
- b) The applicant will be given 14 days from the date of notification to respond to the objection; an extension may be requested by the applicant. and
- c) The objection and the applicant's response, if any, will be submitted to the President and Chief Executive Officer (CEO) of AGLC for consideration. Should an objection to the issue of a licence be received by AGLC without sufficient time to consider the objection, a new licence may be issued and the objection will be considered by the CEO at the earliest possible date.

2.4.21 Any objection to an application for a licence received after the specified time frames noted above will not be taken into consideration. The objector(s) will be advised accordingly.

**GUIDELINES**

2.4.22 A person requesting the floor plan of the applicant's proposed premises will be given 7 days from the date the application is posted to view the plans and to submit a written objection. *(Amended Jan 2022)*

2.4.23 Objections and/or requests to view the plans of proposed premises may be forwarded to:

Alberta Gaming, Liquor and Cannabis  
Director, Compliance  
50 Corriveau Avenue  
St. Albert, AB. T8N 3T5  
Fax: 780-447-8911  
Email: [Inspections.Mailbox@aglc.ca](mailto:Inspections.Mailbox@aglc.ca)



**SECTION: APPLICATIONS**

**NUMBER: 2.4**

**RETAIL CANNABIS STORE HANDBOOK**

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**SUBJECT: OBJECTION TO AN APPLICATION**

2.4.24 If a request to view the plan is received, AGLC will contact the stakeholder to arrange a time to view the site plan at the nearest AGLC office to the proposed premises.

DATE ISSUED: January 20, 2022

AUTHORITY: Original signed by  
Len Rhodes

**SUBJECT: CHANGE OF STATUS (SALE, ASSIGNMENT, TRANSFER OR CLOSURE)**

**POLICIES**

2.5.1 A cannabis licensee cannot sell, assign or transfer a cannabis licence.

2.5.2 A cannabis licence is automatically cancelled when:

- a) a licensee sells, assigns or transfers a portion of the business in which activities authorized by the cannabis licence are carried out; and
- b) the sale, assignment or transfer results in a change in control of the business.

2.5.3 A proposed sale, assignment or transfer of a portion of a business:

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

must be reported to, and approved by, AGLC prior to the effective date of the sale, assignment or transfer.

2.5.4 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 cannabis licence are carried out;

must be reported to AGLC within 10 business days of the effective date of the sale, assignment or transfer and approved by AGLC.

2.5.5 AGLC may, with respect to a sale, assignment or transfer as per Sections 2.5.3 and 2.5.4:

- a) approve it without conditions;
- b) approve it with conditions;
- c) approve it with changes to or removal of existing conditions; or
- d) refuse to approve it.

**SUBJECT: CHANGE OF STATUS (SALE, ASSIGNMENT, TRANSFER OR CLOSURE)**

- 2.5.6 Where AGLC refuses to approve a sale, assignment or transfer, after the sale, assignment or transfer takes effect AGLC may treat the licensee as ineligible to hold a cannabis licence and:
- a) cancel or suspend the licence;
  - b) require a person to dispose of an interest in the business under which the activities authorized by the licensee are carried out; and/or
  - c) require a person to dispose of an interest in a licensed premises.
- 2.5.7 When a licensed premises must be closed due to significant damage by fire or other natural event, the licence is cancelled by AGLC. However, the licensee may obtain a new licence if the premises is restored to an acceptable condition, complies with current policies and the licensee continues to qualify to hold a cannabis licence.
- 2.5.8 Existing licenses may remain in effect if a licensee is placed in receivership or bankruptcy. The licence may continue for a period determined by the Board of AGLC and is subject to any conditions imposed on the licence by the Board.
- 2.5.9 AGLC may refuse to grant a licence to a new owner when an Incident Report or disciplinary action is in progress against the existing licensee until such time as the Incident Report or disciplinary action has been dealt with by AGLC.
- 2.5.10 A licence application fee will not be charged when:
- a) individual owners incorporate and a controlling interest in the business continues to be held by the original owners;
  - b) the transfer or assignment of shares does not result in a transfer of control of the business; or
  - c) only the name of the company or premises changes.
- 2.5.11 The seller of a licensed premises may apply for a refund of the annual licence fee when:
- a) the premises have been sold; and
  - b) the licence certificate has been returned.
- 2.5.12 A refund will not be paid when:



SECTION: APPLICATIONS

NUMBER: 2.5

RETAIL CANNABIS STORE HANDBOOK

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SUBJECT: CHANGE OF STATUS (SALE, ASSIGNMENT, TRANSFER OR CLOSURE)

- a) the premises are destroyed by fire;
- b) the premises are closed or licence surrendered;
- c) the licence has been cancelled by the Board; or
- d) there is a change of licence class.

2.5.13 Refunds are based on the original annual licence fee less:

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

2.5.14 (Deleted Mar 2020)

2.5.15 As outlined in Section 95.1(2) of the GLCA, if a cannabis licence is suspended or cancelled, and AGLC does not approve of the licensee selling its remaining cannabis to another licensee, the cannabis is forfeited to AGLC.

DATE ISSUED: March 27, 2020

AUTHORITY:

Original signed by  
Len Rhodes

**SUBJECT: SEPARATE BUSINESS REQUIREMENTS**

**POLICIES**

3.1.1 A retail cannabis store licence will not be issued to an applicant unless the business, under which activities authorized by the licence will be carried out, is separate from any other business. The following factors are used to determine whether a retail cannabis store is a separate business from any other commonly-owned or affiliated business (non-cannabis store): *(Amended Apr 2020)*

- a) *(Deleted Jan 2022)*
- b) The retail cannabis store will operate as a separate viable business to make a reasonable profit for itself and will not be operated solely as a loss-leader in support of any commonly-owned or affiliated business.
- c) The retail cannabis store licensee is incorporated as a separate company (unless it is a sole proprietorship, a co-operative, or is prohibited by legislation).  
**Note:** Multiple retail cannabis stores may be operated by the separate company.
- d) Separate financial records are maintained for the retail cannabis store.
- e) A commercial relationship exists between the retail cannabis store and any other commonly-owned or affiliated business for the purposes of leasing space, purchasing equipment, product or supplies, or other necessary services.
- f) Employees are hired by, and work for, the retail cannabis store.
- g) The retail cannabis store has management separate from that of any other commonly-owned or affiliated business.

**Note:** For the purpose of this policy, a business would be affiliated with another business if one controls or operates the other or if they are commonly controlled or operated.

3.1.2 *(Deleted Apr 2020)*

3.1.3 A commercial relationship must exist between the retail cannabis store and any other commonly-owned or affiliated business as per Subsection 3.1.1).

DATE ISSUED: January 20, 2022

AUTHORITY:

Original signed by  
Len Rhodes



**SECTION: BUSINESS/FACILITY REQUIREMENTS**  
**NUMBER: 3.1**

**SUBJECT: SEPARATE BUSINESS REQUIREMENTS**

3.1.4 Applicants must have a written agreement/contract in effect clearly stating the terms and conditions between the applicant and the commonly-owned or affiliated business for the purposes of leasing space, purchasing equipment, product or supplies or any other necessary services. *(Amended Jan 2022)*



**SUBJECT: PREMISES REQUIREMENTS**

**POLICIES**

- 3.2.1 Retail cannabis store premises must meet the conditions set out in Part 2 of Schedule 2 of the GLCR.
- 3.2.2 A retail cannabis licence will not be issued if the premises is located within 100 meters of:
- a) a provincial health care facility, or a boundary of the parcel of land on which the facility is located, or
  - b) a building containing a school or a boundary of the parcel of land which the facility is located, or
  - c) a boundary of a parcel of land that is designated as a school reserve or municipal and school reserve under the *Municipal Government Act*.
- 3.2.3 A municipality may:
- a) make bylaws varying the distance specified in Subsection 3.2.2, and if considered appropriate, the Board may issue a licence.
  - b) make an application to AGLC to vary the distance specified in Subsection 3.2.2 if no bylaw exists; and if considered appropriate, the Board may issue a licence.
- 3.2.4 The design and construction of retail cannabis stores must meet local municipal building code and zoning requirements.
- 3.2.5 Premises requirements include:
- a) a sales area;
  - b) a separate entrance/exit;
  - c) product receiving capability;
  - d) mandatory AGLC social responsibility material posted in a prominent location;
  - e) secure storage room and display for cannabis and accessories (see Section 3.3); and
  - f) no access from any area of the premises to another business.
- 3.2.6 *(Deleted Aug 2022)*
- 3.2.7 Drive-through windows are prohibited.

DATE ISSUED: August 9, 2022

AUTHORITY: Original signed by  
Len Rhodes



**SECTION: BUSINESS/FACILITY REQUIREMENTS**

**NUMBER: 3.2**

**RETAIL CANNABIS STORE HANDBOOK**

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**SUBJECT: PREMISES REQUIREMENTS**

- 3.2.8 A retail cannabis store cannot undertake major structural changes or be relocated without the prior approval of AGLC (see Section 3.5).
- 3.2.9 The licensee must have the legal right to occupy and control the facility or premises in which it is located.
- 3.2.10 The primary sales of a retail cannabis store must be cannabis product sales.

DATE ISSUED: August 9, 2022

AUTHORITY:

Original signed by  
Len Rhodes

**SUBJECT: PHYSICAL SECURITY**

**POLICIES**

3.3.1 A retail cannabis store licence will not be issued to an applicant who has not met the physical security requirements for the premises.

3.3.2 A retail cannabis store must be protected by a professionally installed and monitored alarm system that contains:

- a) detectors to indicate unauthorized attempts to tamper with, open, enter or penetrate perimeter entry points, perimeter windows and secure cannabis storage room;
- b) detectors to indicate unauthorized movement within the premises including the secure cannabis storage room;
- c) capability to detect any attempts to tamper with the system or malfunctions with the system which must be immediately repaired by a professional technician;
- d) panic/robbery button(s) installed at all point of sale positions; and
- e) plan identifying system compliance must be submitted to AGLC for approval along with any changes to the approved plan or system.

3.3.3 A retail cannabis store must have a digital camera security system that contains:

- a) cameras that are enclosed in the ceiling or domes and linked to a monitor and recording system located in a secure area within the premises;
- b) cameras and lighting must be positioned to clearly capture 24 hour coverage of activity identifying all individuals entering/exiting the premises, including staff areas, and all individuals within the premises including the:
  - i) point of sale area(s);
  - ii) receiving area(s);
  - iii) customer area(s); and
  - iv) the secure cannabis storage room.

**SUBJECT: PHYSICAL SECURITY**

- c) system must have on premises 60 day minimum recording retention in a common format that is easily accessible, captured, viewed and capable of producing real time digital colour video and still images that clearly identify individuals and contain a time/date stamp not obscuring the image;
- d) recording and viewing system must be located in a secure location within the premises along with a maintained surveillance plan showing camera numbers, locations, coverage, authorized users list and operating instructions;
- e) recorded data and relevant information must be provided to AGLC and police upon request and are not to be destroyed if the licensee has knowledge, or should have had knowledge, of any pending criminal or regulatory investigation;
- f) plan identifying system compliance must be submitted to AGLC for approval along with any changes to the approved plan or system;
- g) system must be tested weekly to ensure all cameras and recording equipment are functioning properly and a log of the test results must be kept and available to AGLC upon request; and
- h) all malfunctions must be immediately repaired.

3.3.4 A retail cannabis store must secure perimeter entry points against unauthorized access by:

- a) the use of 1.5mm (16 gauge) hollow metal doors with 1.9mm (14 gauge) metal frame and tamper proof hinges at all entry points other than the customer entrance;
- b) commercial grade non-residential locks on all access points with secured tamper proof strike plate and locking device must penetrate the door frame at minimum 1.25cm;
- c) customer entrance constructed of commercial grade material sufficient to secure against unauthorized access;
- d) overhead receiving door constructed of commercial grade material and locking device sufficient to secure against unauthorized access; and

<b>SUBJECT: PHYSICAL SECURITY</b>
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- e) perimeter locking devices not on a master key system.
- 3.3.5 All cannabis displayed in a customer area must be within a secure showcase (this includes refrigeration units) that is locked at all times and accessible only by authorized staff. *(Amended Mar 2022)*
- 3.3.6 All cannabis displayed within the locked showcase must be in its original sealed package or an approved container.
- 3.3.7 All cannabis accessories in a customer area must be displayed in an area that is accessible only by authorized staff. *(Amended Mar 2022)*
- 3.3.8 After operating hours, all cannabis must either be stored in a locked showcase in the customer area or in a locked storage room accessible only by authorized staff. *(Amended Jan 2024)*
- 3.3.9 *(Deleted Jan 2024)*
- 3.3.10 The secure cannabis storage room must meet or exceed the following:
  - a) constructed of Flattened Metal Mesh, EMMA 557-99 style ¾-9F, nominal strand thickness of 0.120" (0.108" to 0.132") diamond opening of 0.563" x 1.688" or sheet steel 16ga, A1008/A1008M (cold rolled) or A1011/A1011M (hot rolled) or equivalent;
  - b) mount steel or steel mesh on the outside (attack side) of the room in the following manner:
    - i) support all edges by anti-spread bracing, studs or corners;
    - ii) align sheet edges at every vertical and horizontal seam on centre-line of stud or anti-spread bracing; and
    - iii) secure all sheets with screws, welds or rivets.
  - c) *(Deleted Mar 2022)*
  - d) minimum 1.5mm (16 gauge) hollow metal door not exceeding 36 inches width with 1.9mm (14 gauge) metal frame;
  - e) commercial grade door lock with locking device that penetrates door frame at least 1.25cm and tamper proof hinges; and
  - f) 16mm gypsum wall boards on both sides of the wall (interior optional) attached with drywall screws.
- 3.3.11 The secure cannabis storage room cannot be used for any other purpose than the storage of cannabis, no other items or equipment



**SECTION: BUSINESS/FACILITY REQUIREMENTS**  
**NUMBER: 3.3**

**SUBJECT: PHYSICAL SECURITY**

(except equipment essential to the operation of the premises and approved by AGLC) may be present in the room.

3.3.12 A plan for the secure cannabis storage room must be submitted to AGLC for approval along with any changes to the approved plan.

**SUBJECT: STORE NAME AND SIGNS**

**POLICIES**

- 3.4.1 Each retail cannabis store must have a distinct business name that is not registered by another business interest. (For more information contact Alberta Registries at 780-427-7013 or [servicealberta.gov.ab.ca](http://servicealberta.gov.ab.ca).) *(Amended Jan 2022)*
- 3.4.2 Use of the term "Alberta" or "AGLC" is prohibited in a store name.
- 3.4.3 *(Deleted Jan 2022)*
- 3.4.4 *(Deleted Jan 2022)*
- 3.4.5 Signage must be in good taste and not depict a lifestyle, endorsement, person, character or animal.
- 3.4.6 *(Deleted Oct 2023)*
- 3.4.7 Signage that claims beneficial health effects or makes a statement regarding increased potency or concentration are not permitted.
- 3.4.8 As per Section 90.171(1) of the GLCA, use of any term, symbol or graphic normally associated with medicine, health or pharmaceuticals are prohibited in a store name or signage. Examples include, but are not limited to:
- a) use of the term Pharmacy, Dispensary, Apothecary, Rx or Drug Store, med, medi or clinic;
  - b) use of the term Medicine, Medicinal, Health or Therapeutic; or
  - c) use of graphics or symbols that would denote the above.
- 3.4.9 Sign(s) or identification may not include graphics which:
- a) appeal to minors;
  - b) show the use of cannabis;
  - c) display intoxication;
  - d) display or identify a cannabis product or accessory;
  - e) display a price; or *(Amended May 2022)*
  - f) display any sporting or cultural event or activity.



**SECTION: BUSINESS/FACILITY REQUIREMENTS**

**NUMBER: 3.4**

**RETAIL CANNABIS STORE HANDBOOK**

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**SUBJECT: STORE NAME AND SIGNS**

**GUIDELINES**

3.4.10 A common business name may be used when a number of retail cannabis stores are operated by the same owner.

**DATE ISSUED:** October 13, 2023

**AUTHORITY:** Original signed by  
Len Rhodes





**SECTION: BUSINESS/FACILITY REQUIREMENTS**

**NUMBER: 3.5**

**RETAIL CANNABIS STORE HANDBOOK**

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**SUBJECT: STRUCTURAL CHANGES**

**POLICIES**

3.5.1 The written approval of AGLC is required before making any structural changes to a retail cannabis store.

3.5.2 Structural changes include:

- a) removal or relocation of the walls enclosing a licensed premises; and
- b) renovations that result in a change to the premises floor plan previously submitted to, and approved by, AGLC.

**GUIDELINES**

3.5.3 A licensee planning structural changes should contact AGLC in advance and arrange to present plans of the proposed changes.

DATE ISSUED: May 25, 2018

AUTHORITY: Original signed by Gael MacLeod

**SUBJECT: HOURS OF SERVICE**

**POLICIES**

- 4.1.1 The retail cannabis store may set its hours of operation between the maximum allowable hours of 9:00 a.m. and 2:00 a.m., Monday through Sunday. Stores may operate reduced hours or hours set by municipal bylaws. *(Amended Nov 2023)*
- 4.1.2 *(Deleted Jan 2022)*
- 4.1.3 A retail cannabis store must be closed:
- a) *(Deleted Dec 2019)*
  - b) at all times other than the hours endorsed for cannabis sales on the licence.
- 4.1.4 The retail cannabis store licence must be prominently displayed in the cannabis sales area at all times. *(Amended Jan 2022)*
- 4.1.5 On the date Daylight Savings Time takes effect or ends, cannabis sales must end before clocks are adjusted and may not re-start until the next business day.

**SUBJECT: CANNABIS PRODUCTS AND PRICING**

**POLICIES**

4.2.1 A retail cannabis store shall not possess, keep, sell or provide any cannabis product at or from the store which has not been purchased directly from AGLC under the authority of the retail cannabis store licence unless the product has been purchased or transferred from another store or provided as a sample from a registered cannabis representative (see Sections 5.5, 6.3 and 7.2). *(Amended Mar 2023)*

4.2.2 A licensee's products are subject to a six per cent wholesale markup. *(Added Mar 2022)*

4.2.3 *(Deleted Jan 2022)*

4.2.4 AGLC may establish a minimum price for cannabis products sold in a retail cannabis store. Licensees are not permitted to sell below the minimum price or provide cannabis to customers free of charge.

4.2.5 Available quantities and related prices must be clearly displayed.

4.2.6 Purchases cannot exceed 30 grams of cannabis or equivalent to one individual per visit. Equivalencies are outlined as per Schedule 3 of the *Canada Cannabis Act*:

<b>Class of Cannabis</b>	<b>Quantity Equivalent to 1 gram of dried cannabis</b>
dried cannabis	1 gram
fresh cannabis	5 grams
solids containing cannabis	15 grams
non-solids containing cannabis, other than cannabis beverages	70 grams
cannabis plant seeds	1 seed
cannabis concentrates	.25 grams
cannabis beverages	570 grams

*(Amended Nov 2019 and Dec 2022)*

4.2.7 Upon customer request, receipts are to be provided for all cannabis purchases. *(Amended Jan 2022)*

**SUBJECT: CANNABIS PRODUCTS AND PRICING**

4.2.8 The Health Canada Consumer Information brochure must be made available to each customer (see Subsection 4.2.12). *(Amended Nov 2019 and Jan 2022)*

4.2.9 Cannabis products must be sold in its original sealed packaging as received from AGLC.

4.2.10 If it is reasonable to believe a sales transaction will place an individual in possession of more than 30 grams of cannabis, the sales transaction must not be completed.

4.2.11 Retail Cannabis Stores cannot offer off-site sales. *(Amended Mar 2022)*

**GUIDELINES**

4.2.12 Copies of the Health Canada Consumer Information brochure may be obtained:

a) by printing the brochure located at the following link:  
[Consumer Information Sheet](#); or

b) by placing an order through AGLC's Call Centre at:

i) Phone: 1-855-436-5677; or

ii) Email: [albertacannabis@aglc.ca](mailto:albertacannabis@aglc.ca).

*(Added Nov 2019)*

**SUBJECT: CANNABIS-RELATED PRODUCTS**

**POLICIES**

4.3.1 Retail cannabis stores are prohibited from selling the following:

- a) consumable products other than cannabis authorized under the Retail Cannabis Store Licence;
- b) products intended to be mixed, applied or consumed with cannabis;
- c) organic solvents (an organic solvent is any organic compound that is explosive or highly or extremely flammable, including petroleum naphtha and compressed liquid hydrocarbons such as butane, isobutene, propane and propylene). Note: lighters are not considered organic solvents and are allowed to be sold in a licensed premises; and
- d) products and promotional materials related to the medical use of cannabis.

(Amended Sept 2022)

4.3.2 Any non-cannabis item that is intended to conceal cannabis or the use of cannabis is prohibited. (Amended Sept 2022)

4.3.3 The following cannabis accessories may be sold in a retail cannabis store:

- a) items used to consume cannabis. For example: rolling papers or wraps, holders, pipes, water pipes, bongs and vaporizers;
- b) items used to prepare cannabis for consumption. For example: rolling trays, rolling machines, grinders, storage containers, and pipe cleaners; and,
- c) items used in the consumption of cannabis. For example: joint bubblers, air filters, ashtrays, lighters, matches, and lighter leashes.

(Added Sept 2022)

4.3.4 As per Section 90.09(1)(b) of the GLCA, the following prescribed things may be sold in a retail cannabis store:

- a) licensee-branded or premises-branded apparel;
- b) licensee-branded items, including but not limited to water bottles, insulated mugs or candles;



**SECTION:      PREMISES MANAGEMENT**  
**NUMBER:      4.3**

**SUBJECT:      CANNABIS-RELATED PRODUCTS**

- c) cannabis-themed publications, including but not limited to magazines, books or recipes; and
- d) things used in the personal growing of cannabis, including but not limited to lights, soil, plant pots and handheld gardening tools.

(Added Sept 2022)

4.3.5 Licensees are required to provide for purchase, child-proof lockable containers for cannabis storage.

4.3.6 Off-site sales of non-cannabis products or accessories are prohibited.

4.3.7 Non-cannabis item sales shall not exceed 15% of total dollar sales.  
(Amended Sept 2022)

**SUBJECT: MINORS**

**POLICIES**

- 4.4.1 As per Section 90.04 of the GLCA, it is an offence to give, sell, or provide cannabis to anyone under 18 years of age. Management and staff of a licensed cannabis premises are responsible to ensure cannabis is not sold or provided to minors.
- 4.4.2 As per Section 90.03(1) GLCA, no minor may enter a licensed retail cannabis store.
- 4.4.3 As per Section 90.03(3) GLCA, licensee staff are required to obtain valid identification and verify proof of age if a person who appears to be under 25 years of age attempts to enter a licensed retail cannabis store.
- 4.4.4 As per Section 90.03(2) GLCA, licensee staff are required to obtain valid identification and verify proof of age whenever a person who appears to be under 25 years of age attempts to buy cannabis.
- 4.4.5 *(Deleted Jan 2022)*
- 4.4.6 For the purposes of Subsection 4.4.4, valid primary identification must:
- a) have a photo;
  - b) have a name;
  - c) *(Deleted Nov 2019)*
  - d) be Government issued;
  - e) include date of birth;
  - f) not be expired;
  - g) have a unique identifier number; and
  - h) be an original (not a copy).
- 4.4.7 If the identification appears not to be genuine or the licensee staff is unfamiliar with the identification provided (e.g. out-of-province or out-of-country identification), licensee staff must request a second piece of identification. Valid secondary identification must:
- a) have a name;
  - b) be Government issued;

DATE ISSUED: January 20, 2022

AUTHORITY:

Original signed by  
Len Rhodes

**SUBJECT: MINORS**

- c) have a unique identifier number; and
- d) include date of birth.

4.4.8 *(Deleted Jan 2022)*

4.4.9 A "No Minors" sign must be posted at all entrances to a licensed premises where minors are prohibited.

4.4.10 *(Deleted Jan 2022)*

4.4.11 No minor may work as staff in a licensed retail cannabis store.

**GUIDELINES**

4.4.12 Identification should be carefully examined under good lighting and/or a black light should be used to ensure the:

- a) photograph is a true likeness and has not been substituted;
- b) the plastic laminate has not been tampered with; and
- c) the lettering of the name, date of birth and other data have not been altered (lettering that has been altered will show up under a black light).

4.4.13 *(Deleted Nov 2019)*



**SUBJECT: INTOXICATED PERSONS**

**POLICIES**

4.5.1 As per Section 90.05 of the GLCA, licensees and staff are prohibited from providing or selling cannabis to anyone who appears to be intoxicated by liquor or a drug.

**GUIDELINES**

4.5.2 A person who is intoxicated may:

- a) stagger (have an unsteady walk);
- b) have poor coordination;
- c) slur their words;
- d) have bloodshot eyes and/or breath that smells of alcohol;
- e) be messy in appearance; or
- f) behave in an overly bold, disruptive manner.

4.5.3 If licensee staff is aware an apparently intoxicated person drove to the licensed premises, the staff should suggest the person take a taxi and offer to call for one.

4.5.4 If an apparently intoxicated person leaves a licensed premise and gets into a motor vehicle to drive, licensee staff should note the licence plate number, model and colour of the vehicle and the direction the vehicle is travelling, and notify police immediately.



**SECTION: PREMISES MANAGEMENT**  
**NUMBER: 4.6**

**RETAIL CANNABIS STORE HANDBOOK**

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**SUBJECT: STAFFING REQUIREMENTS**

**POLICIES**

- 4.6.1 A retail cannabis store must be staffed at all times it is open for business. It cannot be staffed by a person who is working in another adjacent business nor can another adjacent business be staffed by an employee working in a retail cannabis store.
- 4.6.2 *(Deleted Jan 2022)*
- 4.6.3 Retail cannabis store owners and employees must not use or be under the influence of liquor, recreational cannabis or illegal drugs while on duty. Any use of prescription (including cannabis for medical purposes) or off-the-shelf medications while on duty must not interfere with the ability of workers to perform their work duties.
- 4.6.4 *(Deleted Jan 2022)*

DATE ISSUED: January 20, 2022 AUTHORITY: Original signed by Len Rhodes

**SUBJECT: ACTIVITIES IN RETAIL CANNABIS STORES**

**POLICIES**

- 4.7.1 Activities in a Retail Cannabis Store must be directly related to the responsible sale of cannabis or cannabis accessories with the exception of charitable activities and campaigns (see Section 4.13).
- 4.7.2 No cost may be charged to the public either directly or indirectly to attend an activity in a retail cannabis store.
- 4.7.3 *(Deleted Jan 2022)*
- 4.7.4 The simulated or actual mixing, application or consumption of cannabis with other ingredients or substances is prohibited.
- 4.7.5 Activities that involve or provide information on the medical use or health benefit of cannabis is prohibited.

**GUIDELINES**

- 4.7.6 Licensees are encouraged to contact AGLC Inspections Branch at [inspections.mailbox@aglc.ca](mailto:inspections.mailbox@aglc.ca) if they are unsure an activity is permitted.

**SUBJECT: SENSORY DISPLAY CONTAINERS**

**POLICIES**

- 4.8.1 Licensees are permitted to use approved sensory display containers for the purposes of allowing patrons to examine cannabis products by sight and smell.  
Note: Sensory display containers are known as display pods or sniff jars.
- 4.8.2 An approved sensory display container must:
- a) be transparent;
  - b) be secured (affixed or tethered) to the showcase/counter;
  - c) have a tamper-proof container that prevents access to the cannabis product contained within; and
  - d) have a maximum volume no more than 500 ml.
- 4.8.3 Licensees are prohibited from allowing patrons to physically or directly handle cannabis products.
- 4.8.4 Licensees may use sensory display containers containing cannabis product on display. *(Amended Jan 2022)*
- 4.8.5 Licensees may use a maximum of 2 grams of cannabis product in each sensory display container. *(Amended Jan 2022)*
- 4.8.6 Licensees must purchase cannabis products from their inventory to be used in sensory display containers.
- 4.8.7 Cannabis products used for display purposes are at cost to the licensee and must be purchased through their point-of-sale system.
- 4.8.8 Cannabis products used for display purposes must immediately be secured in sensory display containers.
- 4.8.9 Cannabis products used for display purposes may not be sold. *(Amended Jan 2022)*
- 4.8.10 *(Deleted Jan 2024)*
- 4.8.11 Licensees are responsible for maintaining accurate records of all cannabis products used for display purposes. The sales receipts/invoice indicating all product purchases must be retained by the licensee.



**SECTION: PREMISES MANAGEMENT**  
**NUMBER: 4.8**

**SUBJECT: SENSORY DISPLAY CONTAINERS**

- 4.8.12 Licensees must maintain a sensory display log and record the following:
  - a) product code/Lot#/SKU;
  - b) name of product;
  - c) quantity of product;
  - d) AGLC invoice number;
  - e) AGLC invoice date;
  - f) date cannabis products purchased from inventory; and
  - g) date cannabis products removed from approved container.
- 4.8.13 The sensory display log must be retained on the licensed premises by the licensee for a period of two years.
- 4.8.14 Licensees must ensure cannabis products remain in sensory display containers until no longer used for display purposes.
- 4.8.15 Cannabis products that are removed from sensory display containers must either be rendered unfit for use or consumption, as specified in Section 4.12 or removed from the premises on the same business day.
- 4.8.16 When cannabis products are disposed of, they must be rendered unfit for use or consumption as specified in Section 4.12.



**SECTION: PREMISES MANAGEMENT**  
**NUMBER: 4.9**

**SUBJECT: CANNABIS PRODUCT INVENTORY**

**POLICIES**

- 4.9.1 Licensees must maintain a perpetual inventory system for the tracking of cannabis products. The system must include:
  - a) point-of-sale tracking;
  - b) track by both AGLC product and lot number; and
  - c) data backed up weekly and stored in a secure manner.
- 4.9.2 Licensees must complete full inventory counts of all cannabis products on a monthly basis or upon the request of AGLC. A log of the results must be maintained and all discrepancies found must be reported to AGLC Inspections Branch within 10 business days.
- 4.9.3 All inventory records and supporting documents must be stored for a minimum of two (2) years. *(Amended Mar 2022)*
- 4.9.4 Inventory records and supporting documents must be provided to AGLC or police upon request.
- 4.9.5 Cannabis products that are outdated, recalled, damaged, deteriorated, misbranded or adulterated must be kept in a secure cannabis storage room separate from other cannabis products.

**SUBJECT: RECORD KEEPING SYSTEMS**

**POLICIES**

4.10.1 A licensee must ensure its record keeping system creates, maintains, securely stores, and retrieves all records. The system must meet the following requirements:

- a) track cannabis inventory perpetually in real time;
- b) point-of-sale that records:
  - i) time and date of the transaction;
  - ii) the method of payment; and
  - iii) cannabis product(s) description and AGLC SKU(s).
- c) software systems relating to the sale of cannabis products must be backed up weekly;
- d) back-up data stored in a secure location; and
- e) sales records and supporting documentation must be stored for a minimum of six (6) years with the last two (2) years being kept on the licensed premises.

4.10.2 Upon request, a licensee must make available to AGLC or a police agency:

- a) any files, books, records or documents related to cannabis product orders, inventory, sale, destruction and recall; and
- b) copies of extracts from such files, books, records or documents related to cannabis product orders, inventory, sale, destruction and recall.

4.10.3 *(Deleted Jan 2022)*

**SUBJECT: REPORTING**

**POLICIES**

- 4.11.1 In order to meet the Government of Canada’s requirements for Federal Compliance Reporting, licensees must properly track, report, and submit cannabis transactional data to AGLC on a monthly basis.
- 4.11.2 Licensees are required to:
- a) capture & track cannabis transaction and product data (this includes the setup and configuration of Point of Sale (POS) and inventory systems); and
  - b) complete and submit data to AGLC via digital template(s) on a monthly basis, according to a defined schedule and format(s) as outlined in the Federal Compliance Reporting Technical Specifications Document (link: [Legislation and AGLC Policies](#)).
- 4.11.3 Licensees must accurately complete and submit a Cannabis Retailer Monthly Federal Compliance Report to AGLC by midnight on the tenth (10th) day of each calendar month.
- 4.11.4 Licensees whose licence has been suspended by AGLC are required to continue to comply with the Cannabis Retailer Monthly Federal Compliance Report as outlined in 4.11.3.
- 4.11.5 Licensees whose licence has been terminated or cancelled by AGLC are required to complete a final report and submit to AGLC by midnight on the tenth (10th) day of the following calendar month.
- 4.11.6 Non-compliance with Section 4.11.3 will result in an incident report and the licensee will be subject to administrative sanctions.

**GUIDELINES**

- 4.11.7 For additional information on monthly reporting requirements, please refer to Section 4 (Tracking & Reporting) of the Cannabis Retailer Operational Manual (link: [Legislation and AGLC Policies](#)).



**SUBJECT: DESTRUCTION OF CANNABIS PRODUCTS**

**POLICIES**

4.12.1 A licensee is authorized to destroy cannabis products only through a method that:

- a) complies with all federal, provincial and municipal environmental protection legislation applicable to the location where it is being destroyed; and
- b) complies with Retail Cannabis Store Handbook policy; and
- c) complies with the method of cannabis destruction set out in the [Cannabis Waste Management Fact Sheet 2023](#). *(Added Jan 2024)*
- d) *(Deleted Jan 2022)*

4.12.2 Cannabis product destruction, or preparation of hazardous products that require off site destruction, must be performed by a Qualified Cannabis Worker (QCW) employed by the licensee on the licensed premises and in the presence of at least one witness. Witnesses may be: *(Amended Jan 2024)*

- a) the licensee;
- b) the manager; or
- c) another QCW employed by the licensee.

4.12.3 The product destruction process, or preparation of hazardous products for off site destruction, must be clearly visible and captured on the premises' CCTV security surveillance system and be retained for a minimum of 60 days. *(Amended Jan 2024)*

4.12.4 Hazardous products that require off site destruction shall be stored in the secure cannabis storage room until off site destruction is completed. *(Added Jan 2024)*

4.12.5 Any customer product returns accepted at the discretion of the licensee and any damaged or defective product ineligible for return to AGLC is to be destroyed within 30 days in which the cannabis product was received by the licensee. *(Amended Jan 2022)*

4.12.6 Licensees are required to keep a product destruction log of all destroyed product and record the following information:

- a) name and address of the licensed retail cannabis store;

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January 31, 2024

AUTHORITY:

Original signed by  
Len Rhodes

**SUBJECT: DESTRUCTION OF CANNABIS PRODUCTS**

- b) time and date of the destruction;
- c) names and QCW number of the individuals conducting and witnessing the destruction;
- d) product category, SKU and lot number; *(Amended Nov 2019)*
- e) amount of product;
- f) purpose for the destruction of the cannabis product (i.e., recalled, returned, damaged or sensory display product); and
- g) method of destruction.

Note: This log is subject to review by AGLC.

4.12.7 All cannabis product destruction must be captured and accounted for in the premises cannabis product inventory system.

4.12.8 *(Deleted Jan 2022)*

4.12.9 *(Deleted Jan 2022)*

**GUIDELINES**

4.12.10 For additional information and guidelines on appropriate forms of cannabis destruction, please refer to the [Health Canada Guidelines](#) and the [Cannabis Waste Management Fact Sheet 2023](#).

**SUBJECT: CHARITABLE ACTIVITIES/CAMPAIGNS**

**POLICY**

4.13.1 A retail cannabis store may allow charitable organizations to conduct fund raising activities within the premises (premises includes areas where cannabis is sold and stored, entrances, exits, hallways, etc.) as follows:

- a) 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:
  - i) Royal Canadian Legion Poppy Fund;
  - ii) Salvation Army Christmas kettles;
  - iii) daffodil sales by Cancer Society; and
  - iv) S.P.C.A. lapel pins.
- b) displaying cash boxes for donations;
- c) food and gift bank depositories; and
- d) the selling of raffle tickets by a personal attendant of the organization.

**GUIDELINES**

4.13.2 A retail cannabis store may allow all types of charitable activity to take place outside the store premises.

4.13.3 Charitable activities may not be used for promotional purposes (see Subsection 6.2.6).

**SUBJECT: ONLINE SALES**

*(Added Mar 2022)*

**POLICIES**

- 4.14.1 To conduct online cannabis sales, licensees must obtain an endorsement by contacting AGLC Inspections Branch ([inspections.mailbox@aglc.ca](mailto:inspections.mailbox@aglc.ca)).
- 4.14.2 Licensees must ensure that age-gating controls are in effect regarding any website or electronic communication originating from, or on behalf of, the licensee. *(Amended Oct 2023)*
- 4.14.3 For licensees who have obtained an endorsement for online sales, the licensee’s website homepage must prominently display:
- a) all of the licensees’ licence numbers;
  - b) all of the licensed premises names;
  - c) the physical addresses of the licensed premises;
  - d) mandatory AGLC social responsibility material; and
  - e) a link to AGLC’s cannabis licensee search page at [aglc.ca/cannabis/retail-cannabis/cannabis-licensee-search](http://aglc.ca/cannabis/retail-cannabis/cannabis-licensee-search).
- 4.14.4 All sales made online must be placed by a customer directly with the licensee. Licensees are only allowed to accept online orders through the online store owned and operated by the licensee. Licensees are not allowed to process orders initially placed through third-party websites or apps not operated by the licensee. These restrictions are not intended to prohibit licensees from using services provided by companies to facilitate their own e-commerce, inventory management and regulatory compliance.
- 4.14.5 All cannabis retail store websites, e-commerce platforms and cannabis sales must be in compliance with all federal and provincial legal obligations, particularly those outlined in the *Cannabis Act*.
- 4.14.6 Licensees’ websites are not permitted to contain any promotion, marketing or advertising of illicit cannabis or have any links to illicit online cannabis websites.
- 4.14.7 Each sales transaction must not exceed 30 grams of dried cannabis or equivalent.
- 4.14.8 All sales must take place within Alberta.

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Len Rhodes

**SUBJECT: DELIVERY SERVICE**

*(Added Mar 2022)*

**POLICIES**

- 4.15.1 A retail cannabis store licensee will have an endorsement on its licence to deliver cannabis. Only individuals employed directly by the licensee or a common carrier [see Subsection 1.2.1m)] may conduct the deliveries.
- 4.15.2 Online cannabis purchases must be completed, including payment, by the customer directly through a licenced retail cannabis store prior to being delivered.
- 4.15.3 Cannabis delivery is subject to the following conditions:
- a) the delivery person must be at least 18 years of age;
  - b) the delivery person must have SellSafe certification;
  - c) a copy of the Retail Cannabis Store licence must be retained by the staff member conducting the delivery;
  - d) cannabis must not be delivered to a minor or intoxicated person;
  - e) when an order is to be delivered to an individual who appears to be under age 25, the delivery person must check photograph identification (see Section 4.4).
  - f) cannabis must only be delivered to locations within Alberta and where cannabis possession is legal; and
  - g) individual cannabis orders may not exceed 30 grams of dried cannabis or equivalent.
- 4.15.4 If a licensee uses the services of a common carrier, the common carrier requires age verification upon delivery.
- 4.15.5 A cannabis order must leave the licensed premises during regular business hours; however, delivery may continue for 30 minutes after closing (see Subsection 4.1.1).
- 4.15.6 Any cannabis that cannot be delivered to the customer for any reason must be returned to the retail cannabis store as soon as practical.
- 4.15.7 Curbside delivery is permitted under the following conditions:

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Original signed by  
Len Rhodes

**SUBJECT: DELIVERY SERVICE**

- a) the delivery may only occur after the sales transaction has been completed online or in the store (see Subsection 4.15.2);
- b) verification that the customer receiving the delivery is at least 18 years of age; and
- c) no more than 30 grams of dried cannabis or equivalent may be provided to a customer; and
- d) the delivery takes place outside of a vehicle in compliance with section 90.25(1) of the GLCA (transportation of cannabis)

**GUIDELINES**

4.15.8 A licensee may charge a fee for delivery services.

4.15.9 More than one order may be delivered at a time, but individual cannabis orders may not exceed 30 grams of dried cannabis or equivalent.



**SECTION: PREMISES MANAGEMENT**  
**NUMBER: 4.16**

**RETAIL CANNABIS STORE HANDBOOK**

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**SUBJECT: COLLECTION OF PERSONAL INFORMATION**

*(Added May 2022)*

**POLICIES**

- 4.16.1 Pursuant to Section 69.2(1) of the GLCA, a licensee may, but is not required to, collect a patron’s name, age and photograph. No other information may be collected. The collection of this information may only be used for the purpose of crime prevention and public safety.
  
- 4.16.2 Licensees must comply with privacy legislation and guidelines established by the Office of the Information and Privacy Commissioner (OIPC). For more information on the collection, storage, and disclosure of personal information please visit [www.OIPC.ab.ca](http://www.OIPC.ab.ca) or contact the OIPC at 1-888-878-4044.

**DATE ISSUED:** May 19, 2022      **AUTHORITY:** Original signed by Len Rhodes

**SUBJECT: TEMPORARY RETAIL SALES AT EVENTS**

*(Added Jan 2024)*

**POLICIES**

- 4.17.1 A retail cannabis store may apply for a licence extension to sell cannabis at a minors prohibited entertainment (e.g. live music) event or cannabis industry trade show. The event or cannabis industry trade show must be conducted by a third-party entity or organization and the entity/organization has issued their support for the temporary store at the event.
- 4.17.2 The licensee must obtain AGLC approval and meet all conditions of the approval, including municipal approval of the event location, in accordance with Section 105 GLCR.
- 4.17.3 The retail cannabis store extension is considered part of the licensed premises.
- 4.17.4 Cannabis sales at events may occur only at the site authorized on the licence and during the hours of the event between the maximum allowable hours of 9:00 a.m. and 2:00 a.m.
- 4.17.5 The following additional requirements apply to temporary cannabis stores licenced under the extension:
- must be under care and control of the licensee;
  - a copy of the licence shall be posted at the Retail Cannabis Store Extension location for the duration of the event; and
  - must comply with all applicable legislation (e.g. Section 90.28 GLCA and 123(1) GLCR)
- 4.17.6 Under a retail cannabis store extension, licensees must meet the following physical security requirements:
- all cannabis must be secured with commercial grade locks; and
  - after hours, at least one bonded security guard posted at the physical location of the temporary store at all times.
- 4.17.7 The Request for a [Retail Cannabis Store Extension form](#) is located on AGLC's website.
- 4.17.8 The location and security requirements, including the site plan, of a Retail Cannabis Store Extension may be inspected before approval.

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Len Rhodes





**SECTION: CANNABIS PURCHASES AND RETURNS**  
**NUMBER: 5.1**

**RETAIL CANNABIS STORE HANDBOOK**

**PAGE 1 OF 1**

**SUBJECT: PURCHASES FROM AGLC**

**POLICIES**

- 5.1.1 AGLC is the sole wholesaler of all recreational cannabis in Alberta.
- 5.1.2 *(Deleted Jan 2022)*
- 5.1.3 AGLC eCommerce customer service will confirm pickup or delivery arrangements at the time of ordering.
- 5.1.4 To prove the source of all cannabis in the licensed premises, licensees must keep a record of all cannabis purchases and transfers, including any purchases from other licensees for at least six (6) years (i.e., invoices and receipts). *(Amended Jan 2024)*
- 5.1.5 All cannabis products must meet the Government of Canada labelling standards. AGLC ensures federal labelling standards are met before releasing a product for retail sale.
- 5.1.6 Cannabis labels shall not be removed, altered or tampered with in any way.

**GUIDELINES**

- 5.1.7 Detailed information regarding the process of obtaining a retailer cannabis account and ordering wholesale product through AGLC can be found in the Cannabis Retailer Operational Manual ([link](#)).
- 5.1.8 *(Deleted Mar 2022)*

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**SECTION: CANNABIS PURCHASES AND RETURNS**

**NUMBER: 5.2**

**RETAIL CANNABIS STORE HANDBOOK**

**PAGE 1 OF 1**

**SUBJECT: PRODUCT RETURNS AND CLAIMS**

**POLICIES**

5.2.1 A licensee that experiences a problem related to product may make a claim for refund. A claim for a refund must be received by AGLC within 30 days of product delivery. Any claims regarding shipping errors must be reported to AGLC within 48 hours. *(Amended May 2020)*

5.2.2 The following types of claims will be considered:

- a) faulty products;
- b) recalled products; and
- c) shipping errors (refer to section 5.6).

5.2.3 A licensee may call AGLC Customer Service to report a claim (1-855-436-5677). *(Amended Jan 2022)*

5.2.4 AGLC will confirm the claim against the invoice and, if valid, process the claim and issue a refund.

- a) Refund amounts are based on the original wholesale price paid by the licensee to AGLC.
- b) Refunds for claims under \$20 may be deferred for up to 90 days.

5.2.5 If a product listed is ineligible for refund, AGLC will advise the licensee and explain why. Possible reasons may include:

- a) product was not purchased directly from AGLC (except for recall);
- b) product was damaged by licensee staff or customers;
- c) the claim period has expired; or
- d) insufficient information provided to approve the claim.

**GUIDELINES**

5.2.6 For additional information on the process for submitting refund claims, refer to the Cannabis Retailer Operational Manual.

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Len Rhodes



**SECTION: CANNABIS PURCHASES AND RETURNS**

**NUMBER: 5.3**

**RETAIL CANNABIS STORE HANDBOOK**

**PAGE 1 OF 1**

**SUBJECT: PRODUCT RECALLS**

**POLICIES**

- 5.3.1 If a recalled cannabis product(s) has been distributed to retail cannabis stores, AGLC will issue a Product Recall Notice to all licensees providing specific information of the recalled product(s).
- 5.3.2 When AGLC issues a Product Recall Notice, the licensee must immediately suspend sales of these products by removing them from store shelves and marking them with: "Do Not Sell – Recalled Product." *(Amended Jan 2022)*
- 5.3.3 Licensees are responsible for ensuring that all staff (Qualified Cannabis Workers) are aware and comply with the Product Recall Notice.
- 5.3.4 Licensees must post Product Recall Notices in prominent locations in the store and at every point of sale for a minimum of 30 days, so that customers are aware of the recall.
- 5.3.5 Licensees must accept customer returns of recalled product and provide a full refund for any product the licensee currently carries or has carried in the past. *(Amended May 2020)*
- 5.3.6 Licensees must establish and maintain a system of control that permits the rapid and complete recall of every lot or batch of cannabis product that is in possession of the licensee and that have been returned to the licensee.
- 5.3.7 Licensees must maintain a log of all recalled cannabis products (See Cannabis Retail Operations Manual). *(Amended May 2020)*
- 5.3.8 *(Deleted Jan 2022)*

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Len Rhodes



**SUBJECT: CUSTOMER RETURNS**

**POLICIES**

5.4.1 *(Deleted Jan 2022)*

5.4.2 Cannabis product returns by customers for reasons other than recalls are at the discretion of the licensee.

5.4.3 AGLC will not issue refunds to licensees or customers for cannabis product that is not faulty or has not been recalled. *(Amended May 2020)*

5.4.4 *(Deleted Jan 2022)*

**Products Causing Adverse Reactions**

5.4.5 Licensees that receive a complaint or report of adverse reactions resulting from a cannabis product by a customer must:

- a) recommend the customer seek medical attention;
- b) direct the customer to consult the [Health Canada website](#) for information on adverse reactions; and
- c) call AGLC Customer Service (1-855-436-5677). *(Added May 2020)*

**SUBJECT: PRODUCT TRANSFERS**

**POLICY**

5.5.1 In this section:

- a) “chain store” or “corporate store” means a group of retail stores licensed under the same legal entity; and
- b) *(Deleted Jan 2024)*
- c) “retail store” is a distinct entity with a street address and unique licence number; and
- d) “franchise” includes retailers that share a common operating name, but each store has its own individual ownership structure.

5.5.2 Transferred products and products sold due to store closure cannot be returned to AGLC (unless there is a recall as per Section 5.3).

5.5.3 *(Deleted Jun 2021)*

5.5.4 *(Deleted Jan 2024)*

5.5.5 Licensees must keep a record of all cannabis purchases and transfers (i.e., invoices and receipts) to prove the source of all cannabis in the licensed premises for at least six (6) years. *(Added Jun 2021)*

5.5.6 Transfer of product between retail stores licensed under separate legal entities (i.e., independent retailers or franchise locations) is not permitted, excluding sales noted in 5.5.7. *(Amended Jan 2024)*

5.5.7 A licensee may sell to, or purchase cannabis products from, another licensee. Prices and quantities purchased are negotiable between the two licensees. *(Added Jan 2024)*

**Store Closures**

5.5.8 As outlined in Section 95.1(1) of the GLCA, a licensee selling or closing its premises permanently may, upon approval of AGLC, sell its remaining cannabis product to another licensee. The purchaser of the cannabis product is responsible to ensure the product is legal and of acceptable quality (i.e., not adulterated or contaminated).

**Store Transfers**

5.5.9 Transfer of outgoing cannabis products from one licensee chain store to one or more stores within the same chain is permitted. *(Amended Jan 2024)*



**SECTION: CANNABIS PURCHASES AND RETURNS**

**NUMBER: 5.6**

**RETAIL CANNABIS STORE HANDBOOK**

**PAGE 1 OF 1**

**SUBJECT: PRODUCT DELIVERIES**

*(Added May 2020)*

**POLICIES**

- 5.6.1 When receiving an order from AGLC, a licensee is required to:
- a) count and sign for the number of sealed master cases;
  - b) ensure the proof of delivery document has been marked with the count of master cases received and initialed;
  - c) store master cases in a secured area that is visible under a camera; and
  - d) ensure master cases are opened and product cases counted under a camera.

NOTE: Failure to complete these steps will nullify and void any related product delivery shortage claims.

5.6.2 Retailers must report to AGLC if they receive too much product in error. Failing to act on shipping errors that result in an over-delivery of product may result in the revocation of the retailer's cannabis licence.

5.6.3 Order shipping errors at master/product case level (e.g. product overage/shortage/breakage or picking errors) must be reported to AGLC within 48 hours of receiving the product.

**GUIDELINES**

5.6.4 Licensees should flatten, store, and prepare empty master cases for return via the carrier on the next delivery.

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Len Rhodes

**SUBJECT: GENERAL INFORMATION - ADVERTISING**

**POLICIES**

6.1.1 For all of Section 6, "advertising" means the use of media to communicate a message to an audience through words, audio and/or visuals. It is communicated through various mass media, including but not limited to:

- a) traditional media such as television, radio, newspapers, magazines, outdoor advertising, flyers, billboards, transit shelters, inflatables, commercial and corporate vehicles or direct mail; and
- b) new media, including but not limited to digital and social media advertising, organic social media posts on newsfeeds and/or profiles, email, search results, blogs, websites or short message service (SMS).

*(Amended Nov 2019)*

6.1.2 *(Deleted Jan 2022)*

6.1.3 Cannabis suppliers, cannabis representatives and retail cannabis store licensees are permitted to advertise cannabis products and accessories to persons 18 years of age or older with the following conditions:

- a) advertisements are only permitted in places where persons under the age of 18 are prohibited from entering;
- b) advertisements must not be audible or visible from outside a place where persons under the age of 18 years are prohibited from entering; *(Added Nov 2019)*
- c) advertisements outside of places where persons under the age of 18 are prohibited from entering must:
  - i) be directly communicated (i.e. mail-outs, e-mail, etc.) to an individual, by name, who is 18 years of age or older; or
  - ii) include reasonable steps to ensure that persons under the age of 18 years cannot access the advertisement (i.e. age verification).

6.1.4 *(Deleted Jan 2022)*

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Len Rhodes

**SUBJECT: GENERAL INFORMATION - ADVERTISING**

6.1.5 The following is prohibited in the advertising of cannabis products and accessories:

- a) prices;
- b) advertising that may appeal to minors;
- c) use of testimonials or endorsements;
- d) associating cannabis, a cannabis accessory or service with an alcoholic beverage or tobacco product; *(Added Nov 2019)*
- e) create the impression health and cosmetic benefits may be derived from the service or the use of cannabis or cannabis accessory; *(Added Nov 2019)*
- f) energy value and amount of nutrients beyond the nutrition facts table that is required to be included on the label of any container in which edible cannabis or accessory is packaged in; *(Added Nov 2019)*
- g) create the impression that cannabis edibles or accessories are intended to meet the particular dietary requirements of an individual; *(Added Nov 2019)*
- h) depiction of a person, character or animal, whether real or fictional;
- i) claims of positive or negative impact as a result of usage (i.e. glamorous, vitality, recreation, etc.);
- j) showing the consumption of cannabis;
- k) encouraging non-cannabis users to consume cannabis; and
- l) promoting irresponsible cannabis consumption or service.

6.1.6 Licensees are permitted to advertise the price of cannabis products and accessories inside a licensed Retail Cannabis Store. *(Amended Jan 2022)*

6.1.7 Co-operative advertising (advertising by licensees that includes the specific mention of cannabis supplier/representative), is permitted under the following conditions:

- a) the licensee must pay all costs pertaining to the advertising; and
- b) all records for advertising must be kept by the licensee for a period of two years and provided to AGLC upon request.





**SECTION: ADVERTISING AND PRODUCT PROMOTIONS**  
**NUMBER: 6.1**

**SUBJECT: GENERAL INFORMATION - ADVERTISING**

- 6.1.8 Cannabis suppliers and cannabis representatives are not allowed to pay any advertising costs for a retail cannabis licensee, either directly or indirectly.
- 6.1.9 Cannabis supplier and cannabis representative advertising must not be directed to a particular licensee/chain of licensees.
- 6.1.10 It is prohibited to use a brand of cannabis or cannabis accessories, or the name of an entity that is authorized to produce, sell or distribute cannabis in the sponsorship of a person, entity, event, activity or facility.
- 6.1.11 Advertising not specifically addressed in this section requires the prior approval of AGLC.

**GUIDELINES**

- 6.1.12 Advertising which promotes the responsible consumption of cannabis (i.e. legal, moderate and safe) is recommended and supported by AGLC.
- 6.1.13 Cannabis suppliers, cannabis representatives and licensees are responsible to ensure their advertising, including any advertising conducted by a third party, complies with these policies and all legislation.
- 6.1.14 A licensee and a manufacturer of non-cannabis products and accessories may advertise jointly, as long as the advertising complies with these policies and all legislation.

**SUBJECT: GENERAL INFORMATION – PRODUCT PROMOTIONS**

**POLICIES**

- 6.2.1 “Product Promotion” means activities within a licensed premises designed to encourage the sale of specific brands of cannabis products or accessories.
- 6.2.2 Cannabis representatives and retail cannabis store licensees are permitted to promote cannabis products and accessories in places where persons under the age of 18 are prohibited.
- 6.2.3 The following is prohibited in the promotion of cannabis products and accessories:
- a) use of testimonials or endorsements;
  - b) depiction of a person, character or animal, whether real or fictional; or
  - c) claims of positive or negative impact as a result of usage (i.e. glamorous, vitality, recreation, etc.).
- 6.2.4 Product promotions cannot:
- a) be false, misleading or deceptive; or
  - b) give an erroneous impression about the characteristics of cannabis products (i.e. strength, purity, safety, health effects).
- 6.2.5 Product promotions must not encourage the irresponsible use, consumption or sale of cannabis products or accessories.
- 6.2.6 It is prohibited to use a brand of cannabis or cannabis accessories, or the name of an entity that is authorized to produce, sell or distribute cannabis in the sponsorship of a person, entity, event, activity or facility.
- 6.2.7 Programs or activities that offer or provide any added compensation with the purchase of a cannabis product or accessory are prohibited.
- 6.2.8 Programs or activities that offer or provide a cannabis product or accessory or discounts on those items based on the purchase of any other item or thing or service are prohibited.
- 6.2.9 The requirement to purchase a cannabis product or accessory for the right to participate in a game, lottery, contest, or any other activity is prohibited.



**SECTION: PRODUCT PROMOTIONS**  
**NUMBER: 6.2**

**SUBJECT: GENERAL INFORMATION – PRODUCT PROMOTIONS**

6.2.10 Product promotions not specifically addressed in this section requires the prior approval of AGLC.

**SUBJECT: PROHIBITED INDUCEMENTS AND BENEFITS**

**POLICIES**

- 6.3.1 A cannabis supplier or representative is prohibited from directing any services, items or activities to a licensee that could directly benefit the licensee or their staff, and a licensee may not request or accept any such inducements.
- 6.3.2 Licensees are prohibited from asking for or receiving items of value from a cannabis supplier or representative as an inducement to stock a product in return for improved display case positioning or for any other consideration.
- 6.3.3 A cannabis supplier or representative is prohibited from participating in any way in a licensee's customer loyalty program, and a licensee may not request that a cannabis supplier or representative participate in such a program.
- 6.3.4 A cannabis supplier or representative is prohibited from providing a licensee with travel costs and a reduced rate for accommodation at any place they own, represent or have an interest in.
- 6.3.5 A cannabis supplier or representative may not offer, provide or pay for the following on behalf of a licensee:
- a) cash, rebates, coupons or credits of any monetary value;
  - b) a deposit into any account held by the licensee, directly or indirectly;
  - c) free cannabis products or accessories, other than cannabis product samples (see Section 6.3.12); or *(Amended Mar 2023)*
  - d) compensation for expenses related to but not limited to:
    - i) construction, interior decorating (e.g. painting, window coverings, flooring, décor etc.), renovations or maintenance to a licensed premises, or any other property owned, rented or leased by a licensee or anyone directly or indirectly involved with the licensee;
    - ii) furniture, equipment, sensory display containers or fixtures (except display cases and refrigerators noted in Subsection 6.3.11); *(Amended Dec 2021)*

**SUBJECT: PROHIBITED INDUCEMENTS AND BENEFITS**

- iii) physical security equipment, construction, installation or services;
- iv) product price displays, electronic devices (e.g. television screens, computer monitors, tablets, etc.);
- v) point of sale systems; or
- vi) other items considered essential to operating a licensed premises.

6.3.6 A cannabis supplier or representative may not offer, provide or pay for the following on behalf of the licensee:

- a) a licensee's registration fees, conference fees, tuition or similar costs, except for a seminar or training event which is:
  - i) organized by the cannabis supplier or representative, and;
  - ii) held within Alberta; and
  - iii) open to all licensees or specified class(es) of licensees.
- b) any portion of a licensee's travel expenses (costs associated with air or ground transportation and accommodations while away from home), either directly or indirectly, whether for business, vacation or a combination of both; except for local transportation costs (e.g. taxi) to and from a production facility.

6.3.7 A cannabis supplier or representative is not permitted to provide exterior signs that display a licensee's business name or signs necessary for the operation of the business (e.g. entry/exit signs, bathroom signs etc.). See Subsection 6.3.11 for allowances regarding interior signage. *(Amended Dec 2021)*

6.3.8 A licensee may not accept any offer from a cannabis supplier, representative or country's representative (political or non-political) to pay travel expenses specified in Subsection 6.3.4 or any other costs for the licensee or their staff to attend a seminar, convention, meeting or exhibition outside Alberta.

6.3.9 The above policies do not apply where the cannabis supplier has a financial interest in the cannabis licensee as its subsidiary and the loan of money or other things is given or offered in the normal

**SUBJECT: PROHIBITED INDUCEMENTS AND BENEFITS**

course of financing the subsidiary. Each corporation must be operated as a separate business in accordance with Schedule 2, Part 2 of the GLCR.

6.3.10 *(Deleted Jan 2022)*

6.3.11 Cannabis suppliers or representatives may provide a licensee with branded promotional display cases, branded refrigeration or interior signage that is portable and standalone. The following specifications regarding the equipment must be met:

a) Display cases:

- i) a maximum size of 72 cubic feet;
- ii) must be free standing and not essential to the operation of the business
- iii) a maximum of two display cases from one particular supplier/representative; and
- iv) ownership of the display cases must remain with the supplier/representative.

b) Refrigerators:

- i) a maximum size of 12 cubic feet;
- ii) a maximum of two refrigerators from one particular supplier/representative;
- iii) a maximum of four, supplier/representative-provided refrigerators in a licensed premises;
- iv) ownership of the refrigerators must remain with the supplier/representative; and
- v) services associated with the installation or maintenance of the refrigerators (i.e. electrical and power) must be the sole responsibility of the licensee.

c) Interior signs:

- i) ownership of the signs must remain with the supplier/representative; and

**SUBJECT: PROHIBITED INDUCEMENTS AND BENEFITS**

- ii) services associated with the installation or maintenance of the signs (i.e. electrical and power) must be the sole responsibility of the licensee.

*(Added Dec 2021)*

6.3.12 Cannabis representatives may provide a licensee with cannabis product samples for marketing purposes under the following conditions:

- a) a maximum sample size of 3.5 grams of dried cannabis or equivalency (see Section 4.2.6) is permitted per cannabis product. If a sample product is not available in the 3.5 gram size, the smallest available size of the product may be provided as a sample;  
*(Amended Jan 2024)*
- b) each product may be sampled a maximum of twice per calendar year;  
*(Added Jan 2024)*
- c) samples must meet all Health Canada requirements including packaging, labeling and federal compliance reporting;  
*(Added Mar 2023)*
- d) samples are for licensee use only and cannot be provided or sold to the public; and  
*(Added Mar 2023)*
- e) records of all samples provided must be retained for 6 years and are subject to AGLC review upon request.  
*(Added Mar 2023)*

**SUBJECT: GENERAL INFORMATION**

**POLICIES**

7.1.1 *(Deleted Jan 2022)*

7.1.2 *(Deleted Jan 2022)*

7.1.3 *(Deleted Jan 2022)*

7.1.4 When an AGLC Inspector finds a licensee in contravention of the GLCA, the GLCR or Board policy, the Inspector may request the licensee to take appropriate steps to comply with the legislation or policy.

7.1.5 Any alleged violation observed by an AGLC Inspector or a report of potential problems received from police, fire, health, other government official or the general public will be investigated and may result in an Incident Report or possible criminal charges by police or AGLC investigations.

**GUIDELINES**

7.1.6 AGLC Inspectors visit licensed premises to:

- a) check for compliance with the GLCA, GLCR and Board policies;
- b) confirm no structural changes have been made to the premises affecting compliance with the licence;
- c) advise licensees who want to apply for a new class of licence, a licence endorsement or a licence extension;
- d) investigate complaints;
- e) conduct audits on licensee books and records;
- f) conduct training seminars; and
- g) respond to licensee concerns about the operation of the licensed premises.

7.1.7 Inspections provide licensees with an opportunity to discuss with AGLC Inspectors:

- a) proposed structural changes;
- b) sale of the licensed premises;
- c) change in shareholders or management; and/or
- d) any questions they might have about the GLCA, the GLCR and Board policies.





**SECTION: INSPECTIONS**  
**NUMBER: 7.1**

**RETAIL CANNABIS STORE HANDBOOK**

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**SUBJECT: GENERAL INFORMATION**

- 7.1.8 *(Deleted Jan 2022)*
- 7.1.9 AGLC Inspectors are available to meet with licensees to assist them in the interpretation of legislation and Board policies; however, Inspectors may report any violations they observe to the Board.
- 7.1.10 AGLC supports and encourages police “walk through” programs. Every police officer is considered an Inspector under the GLCA, and licensees and their staff are required to cooperate fully with police officers who enter the licensed premises.

DATE ISSUED: January 20, 2022 AUTHORITY: Original signed by Len Rhodes

**SUBJECT: CANNABIS SEIZURE AND ANALYSIS**

**POLICIES**

7.2.1 *(Deleted Jan 2022)*

7.2.2 Unauthorized or illegal cannabis includes, but is not limited to, cannabis that:

- a) has been obtained from an unauthorized source;
- b) has been altered in any manner;
- c) is not contained in its original sealed package or AGLC approved container;
- d) is contained in a package that has been tampered with; or
- e) is contained in a package with an altered or unauthorized label.

7.2.3 Any unauthorized or illegal cannabis products found in a licensed premises will be seized immediately by an Inspector.

7.2.4 If cannabis is seized, an Inspector will submit an Incident Report (see Subsection 8.1) which may result in disciplinary action up to and including suspension or cancellation of licence and/or provincial or federal charges.

**GUIDELINES**

7.2.5 Seized cannabis is noted by the Inspector on a Cannabis Seizure Receipt form with a copy being provided to the licensee.



**SECTION: ENFORCEMENT OF LEGISLATION**  
**NUMBER: 8.1**

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**SUBJECT: INCIDENT REPORTS**

**POLICIES**

- 8.1.1 An AGLC Inspector who observes an alleged violation may prepare an Incident Report detailing the circumstances.
  - a) *(Deleted Jan 2022)*
  - b) *(Deleted Jan 2022)*
  - c) *(Deleted Jan 2022)*
- 8.1.2 The President & Chief Executive Officer or delegate may propose an administrative sanction or refer the Incident Report to the Board for review and decision where circumstances warrant.
- 8.1.3 On reviewing an Incident Report, the Board may decide to impose an administrative sanction with or without a hearing.

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**SECTION: ENFORCEMENT OF LEGISLATION**  
**NUMBER: 8.2**

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**SUBJECT: NOTICE OF ADMINISTRATIVE SANCTIONS**

**(DELETED NOV 2019)**

**PLEASE SEE THE BOARD HEARING PANEL RULES AND PROCEDURES DOCUMENT AT [AGLC.CA](http://AGLC.CA) FOR INFORMATION ON NOTICE OF ADMINISTRATIVE SANCTIONS.**

**DATE ISSUED: November 28, 2019**

**AUTHORITY: Original signed by  
Len Rhodes**



**SECTION: ENFORCEMENT OF LEGISLATION**  
**NUMBER: 8.3**

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**SUBJECT: BOARD HEARINGS**

**(DELETED NOV 2019)**

**PLEASE SEE THE BOARD HEARING PANEL RULES AND PROCEDURES DOCUMENT AT [AGLC.CA](http://AGLC.CA) FOR INFORMATION ON BOARD HEARINGS.**

**DATE ISSUED: November 28, 2018 AUTHORITY: Original signed by Len Rhodes**