



# LIQUOR LICENSEE HANDBOOK

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

# Liquor Licensee 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 liquor authority, responsible for administering and regulating the liquor industry in Alberta.
- 1.1.3 Board policies are approved by the Board of AGLC and signed by its Chair, on behalf of the Board.
- 1.1.4 Board policies related to liquor licence activities are conditions of the licence. This includes policies approved or amended after the liquor licence is issued [Section 61(1) of the GLCA].
- 1.1.5 Guidelines are best business practices designed to help licensees meet operating requirements.
- 1.1.6 *(Deleted Nov 2022)*
- 1.1.7 *(Deleted Dec 2020)*
- 1.1.8 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 may request that the licensee have an interpreter present whenever: *(Amended Nov 2022)*
- 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; and
  - d) the licensee attends a Board hearing.

**GUIDELINES**

- 1.1.9 The Licensee Handbook, that contains Board policies and guidelines, may be accessed on AGLC's web site at [aglc.ca](http://aglc.ca) *(Amended Nov 2022)*
- 1.1.10 The GLCA and GLCR may be accessed on the King's Printer web site at [Alberta King's Printer | Alberta.ca](http://Alberta King's Printer | Alberta.ca). *(Amended Nov 2022)*

**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) "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 Feb 2021)
- d) "GLCA" means the Gaming, Liquor and Cannabis Act.
- e) "GLCR" means the Gaming, Liquor and Cannabis Regulation.
- f) "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.
- g) "licensed premises" means all areas associated with the operations of the licensee, including, but not limited to:
  - i) areas liquor may be sold or consumed; and
  - ii) any store room, lobby, kitchen, hallway or other service areas used by the licensee in support of the areas where liquor may be sold or consumed.
- h) "licensee" means the individual, partnership or corporation holding a liquor licence.
- i) "liquor" means beverages that are intended for human consumption containing over 1% alcohol by volume (e.g., spirits, wine, liqueur, coolers, cider or beer).
- j) "minor" means a person under the age of 18 years.





**SECTION: GENERAL INFORMATION**

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**SUBJECT: DEFINITIONS**

- k) “staff” means any person employed by the licensee or contracted by the licensee or a third party to perform staff duties.
- l) “pub crawl” means a bus or tour transporting passengers from one licensed premises to multiple (two or more) licensed premises. *(Added Aug 2020)*

DATE ISSUED: February 18, 2021

AUTHORITY:

Original signed by  
Len Rhodes



**SECTION: GENERAL INFORMATION**

**NUMBER: 1.3**

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**SUBJECT: CONTACTING AGLC**

**GUIDELINES**

1.3.1 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	Phone:	780-447-8600
St. Albert, Alberta	Fax:	780-447-8911
T8N 3T5	Fax:	780-447-8912

**Calgary**

310, 6715 - 8 Street NE		
Calgary, Alberta	Phone:	403-292-7300
T2E 7H7	Fax:	403-292-7302

**Red Deer**

#3, 7965 – 49 Avenue		
Red Deer, Alberta	Phone:	403-314-2656
T4P 2V5	Fax:	403-314-2660

**Grande Prairie**

100, 11039 – 78 Avenue		
Grande Prairie, Alberta	Phone:	780-832-3000
T8W 2J7	Fax:	780-832-3006

**Lethbridge**

655 WT Hill Blvd South		
Lethbridge, Alberta	Phone:	403-331-6500
T1J 1Y6	Fax:	403-331-6506

1.3.2 AGLC's web site address is: [aglc.ca](http://aglc.ca)

DATE ISSUED: June 1, 2012

AUTHORITY: Original signed by Marguerite Trussler

**SUBJECT: LEGISLATION AND COMPLIANCE**

**POLICIES**

- 1.4.1 Licensees and their staff must comply with:
- a) the GLCA; *(Amended Jul 2018)*
  - b) the GLCR; *(Amended Jul 2018)*
  - 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.  
*(Amended Jul 2018)*
- 1.4.3 A licensee or manager approved by AGLC must notify AGLC immediately if 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) a foreign Act or Regulation substantially similar to an offence under a), b), c) or d);
  - f) the GLCA; or *(Amended Jul 2018)*
  - g) the GLCR. *(Amended Jul 2018)*
- 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 Section 1.4.3, the Board may take disciplinary action including, but not limited to, suspension or cancellation of the liquor licence/registration.
- 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 liquor licence.

**SUBJECT: LICENSEE'S RESPONSIBILITIES**

**POLICIES**

1.5.1 *(Deleted Dec 2020)*

1.5.2 The operation of a licensed premises shall be carried out in a socially responsible manner (see Subsection 1.5.4).

1.5.3 A licensee and its staff with information about illegal activities related to liquor, tobacco or gaming is required to contact the nearest AGLC office (see Section 1.3). This includes:

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

**GUIDELINES**

1.5.4 Examples of operating a premises in a socially responsible manner include:

- a) training staff to understand violations of the legislation and polices, in accordance with ProServe, ProTect and Reel Facts training as specified in Sections 1.6, 1.7 and 10.13.
- b) placing a high priority on maintaining a safe premises, considering patrons are consuming an intoxicating substance;
- c) taking steps to reduce the risk of assault among patrons; and
- d) demonstrating care in ensuring a safe return home for intoxicated patrons.

*(Amended Dec 2020)*

1.5.5 Licensee management should also implement a program to reduce impaired driving. For example, the Designated Driver Program encourages groups to identify one person who will abstain from alcoholic beverages and take responsibility for driving others in the group safely home.



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**SUBJECT: LICENSEE'S RESPONSIBILITIES**

1.5.6 Licensees should be aware that liquor service carries a risk of potential liability. Questions on liability should be directed to a lawyer.

**DATE ISSUED:** December 14, 2020      **AUTHORITY:** Original signed by Len Rhodes

**SUBJECT: PROSERVE LIQUOR STAFF TRAINING**

**POLICIES**

1.6.1 A licensee must meet ProServe Liquor Staff Training certification requirements. Equivalency may be granted for certificates issued by other provinces if it was acquired within the last five years. The worker must apply to [info@smartprograms.aglc.ca](mailto:info@smartprograms.aglc.ca) to have their certificate recognized. *(Amended Nov 2022)*

1.6.2 ProServe certification is mandatory for the following full-time and part-time staff:

a) positions where liquor is provided under the authority of a Class A, B, D, E, F and Duty Free licence (excluding Class D - Sacramental Wine Resale licence):

i) licensed premises owners that are responsible for directly managing a licensed premises;

ii) licensed premises managers, supervisors, retailers, bartenders, servers, greeters, hosts and delivery service drivers; *(Amended Dec 2020)*

iii) security staff (directly employed or contracted by the licensee); and

iv) owners and managers of a company contracted to provide security.

b) positions where liquor is provided under the authority of a Special Event Licence (SEL) Public Resale - Commercial:

i) managers, supervisors, bartenders, servers, and drink ticket sellers;

ii) security staff (directly employed or contracted by the licensee); and

iii) owners and managers of a company contracted to provide security.

c) positions where liquor is provided under the authority of a SEL Public Resale - Community:

i) the licensee and designate(s); and

ii) a minimum of 25% of all bartenders/servers on-site.

*(Amended Jul 2019)*

DATE ISSUED: November 29, 2022

AUTHORITY: Original signed by  
Len Rhodes

**SUBJECT: PROSERVE LIQUOR STAFF TRAINING**

- d) persons registered with AGLC as a liquor agency and their employees, or a third-party agent acting on their behalf, whose duties include the sampling of liquor products.

1.6.3 ProServe certification is not required for staff working full time or part time:

- a) as kitchen staff, bus persons, and cleaning staff in licensed premises;
- b) *(Deleted Mar 2019)*
- c) where liquor is provided under the authority of a Private Special Event licence;
- d) where liquor is provided under the authority of a Class C licence (Note: the Board may require the licensee to meet ProServe training requirements if the Class C licensee has violated the GLCA, GLCR, or Board policies); and
- e) where liquor is provided under the authority of a Class D Sacramental Wine Resale licence.
- f) as a volunteer at a Class B licensed premises. *(Added Jul 2021)*

1.6.4 Persons requiring ProServe must be certified:

- a) within 30 days of the employment start date for all new hires to positions identified in Section 1.6.2 a) and 1.6.2 d) or;
- b) before a SEL Public Resale for staff in positions identified in Section 1.6.2b) and c). *(Amended Mar 2019)*

1.6.5 *(Deleted Dec 2020)*

1.6.6 *(Deleted Dec 2020)*

1.6.7 A ProServe certificate must be maintained by successfully repeating the ProServe program, including passing the exam, before the certificate expires. *(Amended Nov 2022)*

1.6.8 Licensee staff must provide proof of ProServe certification at the request of an AGLC Inspector. Proof of ProServe certification includes: *(Amended Dec 2020)*

- a) printed certificate that has a QR code; or *(Amended Nov 2022)*
- b) *(Deleted Dec 2020)*
- c) *(Deleted Nov 2022)*

**SUBJECT: PROSERVE LIQUOR STAFF TRAINING**

- d) a clear digital image of the above (e.g. screen shot) saved on the staff member's mobile device. *(Amended Nov 2022)*

1.6.9 It is the responsibility of the licensee to ensure:

- a) *(Deleted Dec 2020)*
- b) at least one (1) ProServe-certified staff member is on shift at all times.

1.6.10 An industry worker's ProServe certificate will be placed into conditional status when an employee at a licensed premises is found to violate any of the following: *(Amended Nov 2022)*

- a) Section 75 GLCA: give, sell, or supply liquor to a minor;
- b) Section 75.1 GLCA: sell or provide liquor to an intoxicated person, permit an intoxicated person to consume liquor or take part in a gaming activity or provincial lottery that is conducted in the licensed premises; and
- c) AGLC Board policy: failure to ask for proof of age for those persons who appear to be under 25 years of age.

1.6.11 An industry worker whose ProServe certificate is placed into conditional status may continue working at a licensed premises; however, they are required to successfully retake the ProServe Liquor Staff Training program and pay all required fees within 30 days from the date of notification by AGLC. Failure to do so will cancel their ProServe certificate. *(Amended Nov 2022)*

1.6.12 An industry worker whose ProServe certificate is placed into conditional status may appeal their violation in writing to the Vice President, Regulatory Services, within 14 days of the date of notification by AGLC. The decision of the Vice President is final. *(Amended Nov 2022)*

1.6.13 An industry worker whose violation appeal is unsuccessful will have 30 days from the date of the appeal outcome to recertify. *(Amended Nov 2022)*

1.6.14 If an industry worker incurs three violations within a five-year period they will be ineligible for further ProServe certification.

**GUIDELINES**

1.6.15 To aid compliance with ProServe Liquor Staff Training certification requirements, it is suggested licensees keep a log of employees who





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**SUBJECT: PROSERVE LIQUOR STAFF TRAINING**

are ProServe-certified. The log should include the following information: *(Amended Dec 2020)*

- a) employee name as it appears on their certificate; *(Amended Nov 2022)*
- b) SMART Training registration number; and
- c) expiry date.

1.6.16 *(Deleted Dec 2020)*

1.6.17 The ProServe Liquor Staff Training program is at [smartprograms.aglc.ca](http://smartprograms.aglc.ca). *(Amended Nov 2022)*

DATE ISSUED: November 29, 2022 AUTHORITY: Original signed by Len Rhodes

**SUBJECT: PROTECT SECURITY STAFF TRAINING**

**POLICIES**

1.7.1 A licensee must meet ProTect Security Staff Training certification requirements. Equivalency will not be granted for certificates issued by other provinces. *(Amended Nov 2022)*

1.7.2 ProTect certification is mandatory for full-time and part-time industry staff working in a Class A Minors Prohibited premises and at a Commercial Public Resale Special Event in the following positions:

- a) all individuals who manage or supervise security staff;
- b) security staff (directly employed or contracted by the licensee); and
- c) owners and managers of a company contracted to provide security.

The specific responsibilities associated with these positions are described in Sections 1.7.15 and 1.7.16.

1.7.3 ProTect certification is not required for staff working full time or part time:

- a) at Class A Minors Allowed, Class B, Class C, Class D, Class E and Duty Free premises;
- b) at a Class A Minors Prohibited premises in a position not listed in Section 1.7.2;
- c) at a function licensed as a Community Public Resale Special Event; and
- d) at a function licensed as a Private Special Event.

1.7.4 All individuals required to successfully complete ProTect Security Staff Training are also required to successfully complete ProServe Liquor Staff Training.

1.7.5 Persons requiring ProTect must be certified: *(Amended Nov 2022)*

- a) within 30 days of the employment start date for all new hires in a Class A Minors Prohibited Premises or;
- b) before a Commercial Public Resale Special Event

1.7.6 *(Deleted Dec 2020)*

**SUBJECT: PROTECT SECURITY STAFF TRAINING**

1.7.7 *(Deleted Dec 2020)*

1.7.8 A ProTect certificate must be maintained by successfully repeating the ProTect program, including passing the exam before the certificate expires. *(Amended Nov 2022)*

1.7.9 Licensee staff must provide proof of ProTect certification at the request of an AGLC Inspector. Proof of Protect certification includes: *(Amended Dec 2020)*

- a) printed certificate that has a QR code; or *(Amended Nov 2022)*
- b) *(Deleted Dec 2020)*
- c) *(Deleted Nov 2022)*
- d) a clear digital image of the above (e.g. screen shot) saved on the staff member's mobile device. *(Amended Nov 2022)*

1.7.10 It is the responsibility of the licensee to ensure:

- a) *(Deleted Dec 2020)*
- b) at least one (1) ProTect-certified staff member is on shift at all times.

**GUIDELINES**

1.7.11 To aid compliance with ProTect Liquor Staff Training certification requirements, it is suggested licensees keep a log of employees who are ProTect-certified. The log should include the following information: *(Amended Nov 2022)*

- a) employee name as it appears on the certificate;
- b) SMART Training registration number; and
- c) expiry date. *(Amended Dec 2020)*

1.7.12 *(Deleted Dec 2020)*

1.7.13 *(Deleted Dec 2020)*

1.7.14 ProTect certification is recommended for individuals who work or volunteer in a security position at other licensed premises or special event functions. *(Amended Nov 2022)*

**SUBJECT: PROTECT SECURITY STAFF TRAINING**

- 1.7.15 The manager/supervisor of security (or owner/manager of a security company contracted to provide security) is responsible for the security and surveillance of the licensed premises. This includes:
- a) developing and implementing policies and procedures for security;
  - b) preparing a security plan, including planning for emergency situations; and
  - c) hiring and training security staff (includes door persons and floor persons).
- 1.7.16 Security staff (directly employed or contracted by the licensee) are responsible for the security and physical safety of the licensed premises, patrons in the licensed premises, and premises employees. Specific responsibilities of security staff include:
- a) monitoring and controlling access to the premises (door person) at all entrances open to the public;
  - b) checking for proper identification to ensure only patrons of legal drinking age enter the premises;
  - c) ensuring compliance to GLCA, GLCR and AGLC policies;
  - d) ensuring patrons banned from entering or remaining on the premises do not enter or remain;
  - e) ensuring the occupant load under the fire code is not exceeded (crowd control duties);
  - f) staying highly visible and circulating through the licensed premises (floor person); and
  - g) monitoring patrons and intervening early to prevent fights and other aggressive acts.
- 1.7.17 The ProTect Security Staff Training program is at [smartprograms.aglc.ca](http://smartprograms.aglc.ca). (Amended Nov. 2022)



**SECTION: GENERAL INFORMATION**

**NUMBER: 1.8**

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**SUBJECT: STAFF TRAINING SESSIONS**

**GUIDELINES**

1.8.1 AGLC Inspectors are available to provide training sessions to licensee staff to help them gain a better understanding of their responsibilities and authority regarding liquor sales and service and the operation of a licensed premises.

1.8.2 *(Deleted, Jan., 2018)*

1.8.3 To arrange a staff training session, contact your nearest AGLC office (see Section 1.3 for AGLC contact information).

DATE ISSUED: February 11, 2010

AUTHORITY: Original signed by  
Marguerite Trussler

**SUBJECT: LICENCE CLASSIFICATIONS**

**POLICIES**

2.1.1 The Board may issue the following classes of liquor licences:

- a) Class A for the sale and consumption of liquor on licensed premises open to the general public.
- b) Class B for the sale and consumption of liquor on licensed premises open to persons who pay an entrance or user fee or buy a ticket, or on some other basis acceptable to the Board.
- c) Class C for the sale and consumption of liquor on licensed premises not open to the general public, but established primarily for the use of members and their guests, residents and their guests, or on some other basis acceptable to the Board.
- d) Class D for the sale of liquor for consumption off the licensed premises.
- e) Class E for the manufacture of liquor in Alberta.
- f) Class F for the production of beer, wine or cider at a ferment-on-premises facility. *(Added Oct 2018)*

**SUBJECT: LICENCE FEES**

**POLICIES**

2.2.1 A one-time, non-refundable fee of \$200 must be submitted with all new liquor licence applications, with the following exceptions:

- a) No application fee is required for a Class C senior citizens' residence.
- b) No application fee is required for the re-issue of a licence following expiry of the previous licence.
- c) A single fee of \$200 is required when an application is made for more than one (1) licence for the same premises at the same time.

2.2.2 An annual licence fee is due on the date of licence issue according to the following schedule:

- a) Class A, B, C (except for a senior citizens' residence) \$200
- b) Class C senior citizens' residence \$25
- c) Class D
  - i) General Off Sales \$100
  - ii) Manufacturer Off Sales \$100
  - iii) Retail Liquor Store \$700
  - iv) General Merchandise Liquor Store \$300
  - v) Delivery Service \$200
  - vi) Commercial Caterer \$200
  - vii) Sacramental wine resale licence \$25
- d) Class E \$500
- e) Class F \$500
- f) Duty Free Store Licence \$500

2.2.3 *(Deleted Nov 2022)*

**SUBJECT: APPLICATION REVIEW**

**POLICIES**

2.3.1 Liquor licence applications are subject to review and approval by AGLC.

2.3.2 When reviewing applications, AGLC considers:

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

2.3.3 If AGLC does not support a licence application, the applicant may request a Board Hearing. *(Amended Nov 2022)*

2.3.4 If a licence expires, liquor service is prohibited until a new licence is issued. *(Amended Nov 2022)*

**Reasons for Licence Refusal**

2.3.5 Reasons for licence refusal are listed under Sections 8 and 10 - 13 of the GLCR. *(Amended Nov 2022)*

2.3.6 *(Deleted Nov 2022)*

2.3.7 *(Deleted Nov 2022)*

2.3.8 *(Deleted Nov 2022)*

2.3.9 AGLC may also refuse to issue a liquor 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.

**GUIDELINES**

2.3.10 First-time applicants should contact AGLC (see Section 1.3 for AGLC contact information).

2.3.11 A licensee should first consult this handbook and then contact AGLC when:

- a) seeking a new licence or a new class of licence;
- b) seeking an endorsement to an existing licence (e.g., a patio or banquet room endorsement);





**SECTION: APPLICATIONS**

**NUMBER: 2.3**

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**SUBJECT: APPLICATION REVIEW**

- c) planning to renovate their premises; or
- d) planning to relocate.

2.3.12 Licensees are sent a reminder notice before their existing licence expires.

DATE ISSUED: November 29, 2022

AUTHORITY: Original signed by  
Len Rhodes

**SUBJECT: OBJECTION TO AN APPLICATION**

**POLICIES**

**Class A, B, C, D, E or F Premises** *(Amended Dec 2020)*

2.4.1 AGLC will post all applications for the following types of licences on its website ([aglc.ca/licences](http://aglc.ca/licences)):

- a) Class A, B, C, D, E and F liquor licence(s) for new premises; *(Amended Oct 2018)*
- b) existing licensed premises applying for additional Class A, B, C, D, E or F licence(s); *(Amended Oct 2018)*
- c) changes to the Class of liquor licence; and
- d) relocations of existing licensed premises.

*(Amended Dec 2020)*

2.4.2 The following information will be posted on AGLC website:

- a) name of the applicant;
- b) name of the proposed premises;
- c) municipal address of the proposed premises;
- d) licence(s) 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 liquor, 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 (See Subsection 2.4.16). *(Amended Apr and Dec 2020)*

**SUBJECT: OBJECTION TO AN APPLICATION**

2.4.5 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.

2.4.6 *(Deleted Nov 2022)*

2.4.7 The applicant will be notified in writing of all objections received, other than those described in Section 2.4.3. *(Amended Aug 2019)*

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

2.4.9 *(Deleted Nov 2022)*

2.4.10 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 and Dec 2020)*

2.4.11 If no objections to the issue of an existing licence are received within the 90 calendar days prior to the expiration of the current licence AGLC will continue with the licensing process. *(Amended Dec 2020)*

2.4.12 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**

2.4.13 *(Deleted Nov 2022)*

2.4.14 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 Liquor Licence(s)/Registrations**

2.4.15 *(Deleted Nov 2022)*

2.4.16 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.

**SUBJECT: OBJECTION TO AN APPLICATION**

**GUIDELINES**

- 2.4.17 A person requesting the floor plan/site 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 Dec 2020)*
- 2.4.18 Objections and/or requests to view the plans of proposed premises may be forwarded to:
- Alberta Gaming, Liquor and Cannabis Commission  
Director, Inspections  
50 Corriveau Avenue  
St. Albert, AB. T8N 3T5  
Fax: 780-447-8913  
Email: [Inspections.Mailbox@aglc.ca](mailto:Inspections.Mailbox@aglc.ca)
- 2.4.19 If a request to view the plans is received, AGLC will contact the stakeholder to arrange a time to view the floor plan/site plan at the nearest AGLC office to the proposed premises. (See Section 1.3).

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

**POLICIES**

- 2.5.1 A liquor licensee cannot sell, assign or transfer a liquor licence.
- 2.5.2 A liquor licence is automatically cancelled when:
- a) a licensee sells, assigns or transfers a portion of the business in which activities authorized by the liquor licence are carried out; and
  - b) the sale, assignment or transfer results in a change in control of the business.
- 2.5.3 A sale, assignment or transfer of 5% or more of a business:
- a) that is a sole proprietorship, a partnership or a corporation; or;
  - b) that is a distributing corporation as defined in the *Business Corporations Act*; and
  - c) under which the activities authorized by a liquor licence are carried out;
- must be reported to and approved by AGLC prior to the effective date of the sale, assignment or transfer.  
*(Amended Dec 2020)*
- 2.5.4 *(Deleted Dec 2020)*
- 2.5.5 AGLC may, with respect to a sale, assignment or transfer as per Sections 2.5.3:
- 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.
- 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 liquor licence and:
- a) cancel or suspend the licence (Note: a licensee may request a Board hearing if the licence is cancelled or suspended); *(Amended Nov 2022)*

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

- 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 liquor licence.
- 2.5.8 Existing licences 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 shall 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) *(Deleted Nov 2022)*
- 2.5.12 A refund will not be paid when:
- a) the premises are destroyed by fire;
  - b) the premises are closed or licence surrendered;
  - c) the licence has been cancelled by the Board;

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

- d) there is a change of licence class; or
- e) the licence is seasonal.

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.

**GUIDELINES**

2.5.14 A licensee selling or closing their premises permanently may sell their remaining liquor stocks to another licensee. The purchaser of the liquor stocks is responsible to ensure the product is legal and of acceptable quality (i.e., not adulterated or contaminated).

**SUBJECT: CLASS A LICENCE**

**POLICIES**

3.1.1 A Class A licence may be issued for the sale and consumption of liquor on licensed premises that serves the general public. Sealed liquor may also be sold for consumption off the licensed premises (see Subsection 3.1.16). *(Amended Mar 2020 and Nov 2022)*

3.1.2 The licensee must post AGLC's Fetal Alcohol Spectrum Disorder poster in a prominent location in its licensed premises. The poster is available for download on AGLC website at [aglc.ca/liquor/responsible-liquor-service/posters-and-brochures](http://aglc.ca/liquor/responsible-liquor-service/posters-and-brochures)

**Class A Minors Allowed** *(Added Nov 2022)*

3.1.3 A Class A Minors Allowed licence may be issued for the sale and consumption of liquor on licensed premises that serves the general public where food is the primary source of business.

3.1.4 The licensed premises must be located in a permanent facility and contain equipment to support the primary business of food service. Food service must be available during all hours of liquor service.

3.1.5 Staff must be:

- a) available to prepare food, serve food and liquor and supervise patrons during all hours of liquor service; and
- b) at least 18 years of age to carry or serve liquor, or to manage the licensed premises.

3.1.6 A Class A Minors Allowed licensee may apply to AGLC to change the style of operation during evening hours (usually after 9 p.m.) to a Minors Prohibited licensed premises (adults only including staff). If approved, no one under the age of 18 is allowed to enter the licensed premises during these hours.

**Class A Minors Prohibited** *(Added Nov 2022)*

3.1.7 A Class A Minors Prohibited licence may be issued for the sale and consumption of liquor on licensed premises that are open to the general public and where liquor is the primary source of business or a licensed gaming facility.

3.1.8 The licensed premises must be in a permanent facility and meet the following requirements:

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Len Rhodes



**SUBJECT: CLASS A LICENCE**

- a) Full-height solid walls enclosing the premises [full height wall means a wall at least 2.44 metres (eight (8) feet) high, normally floor to ceiling];
- b) Food service comprising of a minimum of a snack-type food menu (e.g., potato chips, nuts or other preserved snacks); Food service is not required after 11 p.m.
- c) Liquor service provided from a staffed and suitably equipped bar.
- d) Staff being:
  - i) available to provide liquor and food service and to supervise patrons during all hours of liquor service; and
  - ii) at least 18 years of age.

3.1.9 An adjacent Minors Allowed licensed premises may also share the liquor service bar.

**GUIDELINES**

3.1.10 *(Deleted Dec 2020)*

3.1.11 *(Deleted Dec 2020)*

3.1.12 *(Deleted Dec 2020)*

3.1.13 *(Deleted Dec 2020)*

3.1.14 *(Deleted Dec 2020)*

3.1.15 A Class A licensee may request: *(Amended Nov 2022)*

- a) an extension to banquet and other rooms located within the same complex (see Section 4.1);
- b) an extension to a patio area (see Section 4.2); or
- c) a Caterer's Extension to provide food and liquor to events away from the licensed premises (see Section 4.3).

3.1.16 If liquor is sold for off premises consumption, the liquor must be in a sealed, commercial container. In the case of draught beer, the cap design of the container (e.g. growlers or crowlers) should demonstrate the container has not been opened during transportation. *(Added Mar 2020)*

3.1.17 A Class A licensee may deliver liquor subject to the conditions specified in Subsections 3.7.4 – 3.7.7. *(Added May 2020)*

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SECTION: CLASSES OF LICENCES  
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SUBJECT: CLASS A LICENCE MINORS PROHIBITED

*(Deleted Nov 2022)*  
***Please see Section 3.1 for policies regarding a Class A Minors Prohibited premises.***

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**SUBJECT: CLASS B LICENCE**

**POLICIES**

3.3.1 A Class B licence may be issued for the sale and consumption of liquor:

- a) on premises open to persons who pay an entrance or user fee or buy a ticket, or on some other basis acceptable to the Board (i.e. recreational facilities, billiard halls, bingo halls, tourist facilities (including airport entertainment centres), race tracks, sports stadiums, convention centres, theatres or public conveyances); *(Amended Sep 2022)*
- b) for a business that offers goods or services to members of the public, where its primary purpose is not the sale of food or beverages (including, but not limited to, spas, salons, barbershops, funeral homes, specialty boutique stores, farmers' markets, artisan markets and repair shops) where the class of business is approved by the Board.

*(Amended Dec 2020)*

3.3.2 For the purposes of licensing, a farmers' market and/or an artisan market is defined as:

- a) a market that operates on a year-round basis or on a seasonal basis (minimum three months in duration);
- b) a farmers' market that is approved by Alberta Agriculture and Forestry; and
- c) an artisan market that meets the conditions listed in subsection 3.5.3 of the Liquor Manufacturer Handbook and is approved in advance by AGLC.

3.3.3 *(Deleted Dec 2020)*

3.3.4 *(Deleted Dec 2020)*

3.3.5 *(Deleted Dec 2020)*

3.3.6 *(Deleted Dec 2020)*

3.3.7 If the applicant is a bingo hall and e-daubers are provided, minors must be prohibited. *(Amended Dec 2020).*

3.3.8 *(Deleted Dec 2020)*

3.3.9 *(Deleted Dec 2020)*

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**SUBJECT: CLASS B LICENCE**

3.3.10 *(Deleted Dec 2020)*

3.3.11 *(Deleted Dec 2020)*

3.3.12 *(Deleted Dec 2020)*

3.3.13 Businesses/facilities described in Subsection 3.3.1 may be eligible for licensing if:

- a) a selection of light food snacks, such as potato chips, nuts or other preserved snacks are offered; and
- b) the premises is equipped with a beverage preparation area.

*(Added Dec 2020)*

3.3.14 Food service is not required when serving liquor at a theatre.

3.3.15 If the applicant is a farmers' market or artisan market and does not provide its own food service, a minimum of two vendors who operate and provide food for on-premises consumption are available.

3.3.16 If the applicant is a business that provides goods or services for sale to members of the public, the areas for liquor service and consumption must:

- a) exclude private rooms where services are rendered; and
- b) be clearly identified.

**Public Conveyances**

3.3.17 Public conveyances mean vehicles which provide transportation to members of the public for a fee, such as commercial aircraft, trains, buses, limousines and large-format bikes. Taxis are ineligible for a Class B license. *(Amended Nov 2019)*

3.3.18 Public conveyances must comply with the following conditions:

- a) liquor must be purchased from AGLC or authorized outlets when the trip is entirely within Alberta;
- b) liquor may be served and consumed only while on route;
- c) for charter trips, liquor service is allowed only when the majority of passengers are adults (excluding limousines, as noted in Subsection 3.3.21g);
- d) only adult passengers may receive liquor service;

**SUBJECT: CLASS B LICENCE**

- e) in addition to the operator, an attendant employed by the licensee must normally be on duty to serve liquor and supervise passengers (excluding limousines as noted in Subsection 3.3.21j);
- f) food service is not required but non-alcoholic beverages must be available; and
- g) the licensee complies with all federal, provincial and municipal legislation regarding the legal operation of the vehicle.

3.3.19 In this subsection, seating capacity means the rated passenger load originally assigned to the vehicle by its manufacturer. AGLC will not consider any changes to the seating capacity regardless of the modifications completed to a vehicle.

3.3.20 Vehicles with a seating capacity over 20, with the exception of buses as defined in Subsection 3.3.22, are not permitted to serve liquor or allow self-service of liquor.

**Limousines and Buses** *(Amended Sep 2020)*

3.3.21 “Limousine” means a luxury, chauffeur-driven vehicle not equipped with a meter, with a maximum seating capacity of 20.

3.3.22 “Bus” means a vehicle with a passenger seating capacity greater than 20 intended for destination travel outside of a municipality.

3.3.23 Limousine and bus licensees must comply with the following conditions: *(Amended Sep 2020)*

- a) limousine licensees must provide AGLC with the Vehicle Identification Numbers of all licensed limousines;
- b) a copy of the Class B licence must be retained in each licensed vehicle;
- c) *(Deleted Sep 2020)*
- d) *(Deleted Sep 2020)*
- e) the licensee, drivers and attendants must have ProServe certification (see Section 1.6); *(Amended Sep 2020)*
- f) the purchase of liquor cannot be required as a condition of booking a vehicle;
- g) no minors are allowed in a limousine when liquor is provided;

**SUBJECT: CLASS B LICENCE**

- h) the use of a licensed vehicle for "pub crawls" (conveying passengers from bar to bar) conducted or organized by the licensee is not allowed;
- i) all liquor purchased, provided or consumed in a licensed vehicle must be from the licensee;
- j) self service is permitted in a limousine;
- k) *(Deleted Sep 2020)*
- l) licensees are not permitted to advertise the availability of liquor service in limousines with seating capacities over 20;
- m) *(Deleted Sep 2020)*
- n) nude entertainment is not allowed;
- o) prior approval of AGLC is required if a licensed vehicle is rented or operated by anyone other than the licensee or employees of the licensee; and
- p) the use of a licensed bus for travel solely within a municipality is not allowed.

**Large-format Bikes** *(Added Nov 2019)*

3.3.24 "Large-format bikes" (bikes) means a four (4) wheeled bicycle-like vehicle, with two (2) wheels connected with an axle in the front and two (2) wheels connected with an axle in the rear; that is primarily pedal-powered.

3.3.25 Bikes are to be equipped with:

- a) horn or bell;
- b) mounted mirrors;
- c) brakes, reflectors, headlights; and
- d) grab rails.

3.3.26 Licensees are to comply with the following conditions:

- a) a copy of the Class B licence is to be retained in each bike;
- b) a minimum two (2) staff members is to be present at all times during operation:
  - i) one (1) operator/driver; and

**SUBJECT: CLASS B LICENCE**

- ii) one (1) attendant to serve liquor and supervise.
- c) the operator and attendant must have ProServe certification (see Section 1.6) and ProTect certification (see Section 1.7);
- d) patron self-service of liquor is prohibited;
- e) minors are prohibited on the bike when liquor service is provided;
- f) each passenger must have a seat;
- g) all liquor purchased, provided or consumed on the bike must be from the licensee;
- h) liquor may be served and consumed while bike is in motion;
- i) non-alcoholic refreshments must be available; and
- j) glass bottles/containers are prohibited for service to patrons. Glass bottles and containers accessible only to staff are permitted.

3.3.27 *(Deleted Nov 2022)*

**LICENCE EXEMPTIONS** *(Added Nov 2019)*

3.3.28 The following are not eligible for a Class B Licence:

- a) businesses that offer manipulation of the body of an adult or erotic nature (i.e. “body rub parlours”);
- b) businesses where their primary focus caters to children (i.e., children’s clothing store, toy store, etc.); and
- c) businesses where their primary focus is the sale of food or beverages (i.e., grocery store).

3.3.29 *(Deleted Dec 2020)*

**SUBJECT: CLASS C LICENCE**

**POLICIES**

3.4.1 A Class C licence may be issued for the sale and consumption of liquor in a permanent licensed premises open to members and their invited guests, or other basis acceptable to the Board. Examples of premises/businesses eligible for a Class C licence include clubs, travellers' lounges, canteens, educational institutions and adult residences. *(Amended Dec 2020)*

**Clubs**

3.4.2 "Club" means an association or organization incorporated or registered under the laws of Alberta or Canada and operated solely for the non-profit benefit of the registered membership.

3.4.3 *(Deleted Dec 2020)*

3.4.4 *(Deleted Dec 2020)*

3.4.5 *(Deleted Dec 2020)*

**Travellers' Lounges**

3.4.6 A Class C licence may be issued for one or more areas established for the sole use of passengers waiting to board a public conveyance (e.g., commercial aircraft, passenger train or bus).

3.4.7 Liquor may be served 24 hours a day in a Class C airport lounge.

**Canteens**

3.4.8 A Class C licence may be issued for one or more areas established primarily for the use of military, police or correctional personnel and their guests.

3.4.9 Hours of liquor service are as authorized by the officer in charge.

**Educational Institutions**

3.4.10 A Class C licence may be issued to:

- a) a post-secondary institute for one or more areas established primarily for the use of its students;
- b) a school board-operated premises for one or more areas established for the use of its adult staff; or





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**SUBJECT: CLASS C LICENCE**

- c) a business that provides liquor service instruction or training to registered students (i.e., bartending school). *(Added Nov 2022)*

**Adult Residences**

3.4.11 A Class C licence may be issued for one or more areas established primarily for the use of residents.

**GUIDELINES**

3.4.12 *(Deleted Dec 2020)*

3.4.13 *(Deleted Dec 2020)*

3.4.14 A licensee may provide liquor service to private non-member events on the licensed premises with the following conditions:

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

3.4.15 *(Deleted Dec 2020)*



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**SUBJECT: CLASS D LICENCE - RETAIL AND GENERAL MERCHANDISE LIQUOR STORES**

**POLICIES**

3.5.1 A Class D licence may be issued to the owner of a retail liquor store or general merchandise liquor store.

**GUIDELINES**

3.5.2 Additional Board policies related to Class D licences for retail and general merchandise liquor stores are detailed in the Retail Liquor Store Handbook. This handbook may be accessed on AGLC's website at the following link: [Retail Liquor Store Handbook](#).

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Len Rhodes

**SUBJECT: CLASS D LICENCE - GENERAL OFF SALES**

**POLICIES**

3.6.1 "Hotel" means an integrated facility that:

- a) provides overnight guest room accommodation for the travelling public;
- b) *(Deleted Dec 2020)*
- c) *(Deleted Dec 2020)*
- d) *(Deleted Dec 2020)*

3.6.2 A Class D licence may be issued to a hotel owner from the following locations: *(Amended Dec 2020)*

- a) *(Deleted Dec 2020)*
- b) a specific "off sales area" on the Class A licensed premises and accessible only from the licensed premises; or
- c) an "off sales room" (see Subsection 3.6.9). *(Amended Nov. 2022)*

3.6.3 *(Deleted Dec 2020)*

3.6.4 A Class D licensee is authorized to:

- a) set their own prices for off sales;
- b) sell liquor to other licensees; and
- c) *(Deleted Dec 2020)*

3.6.5 Liquor sold under a Class D licence must be in sealed containers and removed from the premises by the patron immediately after purchase.

3.6.6 Maximum hours of liquor off sales are from 9:00 a.m. to 2:50 a.m.

3.6.7 Off sales from a drive-through window are not allowed.

3.6.8 A Class D-General Off Sales licensee may deliver liquor subject to the conditions specified in Section 3.7.4 – 3.7.7.

**OFF SALES ROOM** *(Added Nov 2022)*

3.6.9 An off sales room must:

- a) be located under the same roof as the hotel guest rooms, unless the hotel is in a resort complex with guest rooms separate from the main lodge;

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- b) *(Deleted Dec 2020)*
- c) be separated by solid walls from any unlicensed area, (windows to the outside are acceptable);
- d) not exceed a total of 92.9 sq. metres (1000 sq. feet), including all areas (display, service counter, storage, coolers, etc.), with the following conditions:
  - i) the retail sales area (up to the face of the coolers) must be a maximum of 69.68 sq. metres (750 sq. feet); and
  - ii) where an adjacent cooler (storage space) is shared with a Class A licensed premises, a larger combined area may be considered; however, the retail sales area still must not exceed a maximum of 69.68 sq. metres (750 sq. feet).

3.6.10 *(Deleted Dec 2020)*

3.6.11 A licensee may offer liquor tasting sessions for educational purposes to private groups, on or off premises (e.g., a wine tasting session at a private club). A Private Resale Special Event licence is required to conduct these sessions and must be by invitation only.

3.6.12 *(Deleted Dec 2020)*

3.6.13 Apart from legitimate tasting sessions, liquor consumption is allowed only during customer appreciation, anniversary and grand opening events. Guests must be invited and at least 18 years of age.

3.6.14 No area within the off sales room may be set aside for casual liquor consumption (i.e., as a bar or lounge).

3.6.15 No food of any type may be offered in an off sales room except during:

a) customer appreciation, anniversary and grand opening events;  
or

b) liquor tastings (see Section 8.5)

*(Amended Dec 2020)*

3.6.16 *(Moved to 3.6.6 Nov 2022)*

3.6.17 A list of non-liquor items an off sales room may sell include the following (items not listed below are prohibited):

a) soft drinks, juices and water (maximum size not to exceed two litres);

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- b) non-food items used in the preparation of cocktails (e.g. Tabasco sauce, Worcestershire sauce, hot buttered rum mix, mulled wine mixes and spices, hibiscus flowers, margarita rimmers and Clamato rimmers);
- c) ice and ice buckets;
- d) de-alcoholized beer, wine and coolers (products that have less than 1% alcohol by volume or less);
- e) liquor flasks, wine containers, decanters, wineskins, wine racks, wine brushes and wine preservers;
- f) beer containers and beer can holders/attachable handles;
- g) disposable drink containers, coasters, and cocktail napkins;
- h) glassware (beer mugs, wine glasses, shot glasses);
- i) bottle openers, pour spouts, corkscrews, cocktail shakers, stir sticks (e.g. lite straws), wine stoppers and bottle tops;
- j) bottle bags, gift bags, gift boxes, gift wrapping, bottle neck greeting tags and personalized stick-on bottle labels;
- k) liquor-related books, magazines and videos;
- l) bar towels;
- m) legal limit breathalyzers;
- n) gift baskets, provided the contents of the baskets are limited to liquor and authorized non-liquor product items; and
- o) gift certificates.

**3.6.18** *(Deleted Dec 2020)*

**3.6.19** *(Moved to 3.6.7 Nov 2022)*

**3.6.20** Signage for an off sales room must not:

- a) use words or acronyms that suggest government ownership or sponsorship (i.e., "Alberta Liquor Store," "ALCB" or "AGLC");
- b) *(Deleted Feb 2021)*
- c) include the name(s) or logo(s) of liquor or non-liquor brands or manufacturers;
- d) feature images of:



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SUBJECT: CLASS D LICENCE - GENERAL OFF SALES

- i) *(Deleted Dec 2020)*
- ii) a cartoon character which appeals to minors;
- iii) a character drinking or about to drink alcohol; or
- iv) a character that appears to be intoxicated.

3.6.21 *(Deleted Dec 2020)*

3.6.22 *(Moved to 3.6.8 Nov 2022)*

**GUIDELINES**

3.6.23 A Hotel Class D licensee may refer to its off sales room as a "liquor store."

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**SUBJECT: CLASS D LICENCE - DELIVERY SERVICE**

**POLICIES**

3.7.1 A Class D Delivery Service licence may be issued to an individual or company to operate a liquor delivery service where the applicant:

a) provides other delivery services (e.g., delivers groceries or prepared foods; gift baskets; flower or balloon arrangements; or passengers, as in the case of a taxi company) where liquor delivery is not the primary source of business, but rather a complementary feature to the existing business; and

b) is not a Class A, B, C or F licensee.

*(Amended Mar 2022)*

3.7.2 Liquor to fill orders must be purchased from a licensed retail liquor store, general merchandise liquor store, general off sales, manufacturer's off sales or a Class A Minors Allowed or Class A Minors Prohibited licensee in Alberta. *(Amended Mar 2020)*

3.7.3 Liquor may be stored on the licensed premises or another location specified on the licence. *(Amended Mar 2022)*

3.7.4 Liquor delivery is subject to the following conditions:

a) Liquor must only be delivered to locations within Alberta where liquor possession and consumption is legal (i.e., a private residence, temporary residence or office).

b) The delivery person must be at least 18 years of age, and either be: *(Amended Dec 2020)*

i) the licensee; or

ii) staff of the licensee, including contracted staff, whose actions are the responsibility of the licensee; or *(Amended Dec 2019)*

iii) a delivery service licensee. If a store contracts with an individual or company (e.g. taxi) to deliver orders, that party must have a delivery service licence. The store must demand proof that the licence is in effect.

c) Liquor may be delivered by a common carrier (see Subsection 1.2.1). *(Amended Feb 2021)*

d) Liquor must not be delivered to a minor or intoxicated person.



**SECTION: CLASSES OF LICENCES**

**NUMBER: 3.7**

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**SUBJECT: CLASS D LICENCE - DELIVERY SERVICE**

- 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 5.5). *(Amended Dec 2019)*

3.7.5 *(Deleted Dec 2019)*

3.7.6 *(Deleted Dec 2019)*

3.7.7 A liquor order must leave the licensed premises during regular business hours; however, delivery may continue for 30 minutes after closing (see Subsection 5.1.1).

**GUIDELINES**

3.7.8 A licensee may charge a fee for delivery services.

3.7.9 More than one order may be delivered at a time.

DATE ISSUED: March 8, 2022

AUTHORITY: Original signed by  
Len Rhodes





**SECTION: CLASSES OF LICENCES**

**NUMBER: 3.8**

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**SUBJECT: CLASS D LICENCE - SACRAMENTAL WINE RESALE**

**POLICY**

- 3.8.1 A Class D Sacramental Wine Resale licence may be issued to a person who operates a church supply retail business.
- 3.8.2 A licensee may stock and sell sacramental wine only to authorities of a church or religious body, a priest, a minister or a member of a clergy.

DATE ISSUED: February 11, 2010

AUTHORITY: Original signed by  
Marguerite Trussler

**SUBJECT: CLASS D LICENCE - COMMERCIAL CATERER**

**POLICIES**

3.9.1 A "private event" means a function open only to an individual or an organization's members and their guests, or a function held in a private residence for residents and their guests.

3.9.2 A "public catered event" means a function open to the general public. Public events are normally held by community-based organizations and include fairs, rodeos, exhibitions and sports days.

3.9.3 A Class D Commercial Caterer licence may be issued to a catering business to provide food and liquor services off premises to private and public functions. *(Amended Nov 2022)*

3.9.4 A licensee must meet the following conditions:

- a) liquor service must be secondary to meal service.
- b) liquor service cannot be required as a condition of providing meal service.
- c) food must be prepared in a permanent, suitably equipped kitchen approved by AGLC, which also meets Health Authority requirements.
- d) staff must be available to prepare and/or serve food, provide or sell liquor and supervise patrons during all hours of liquor service.
- e) minors are not allowed to manage a catered event or to sell or serve liquor; and
- f) a copy of the licence shall be available during the event. *(Amended Dec 2020)*
- g) *(Deleted Dec 2020)*

3.9.4.1 *(Deleted Dec 2020)*

3.9.5 Private Catered Event

- a) *(Deleted Nov 2022)*
- b) The host organization or resident may advertise tickets for the function only to its members/residents and their guests; no public advertising is allowed.
- c) *(Deleted Dec 2020)*

**SUBJECT: CLASS D LICENCE - COMMERCIAL CATERER**

d) *(Deleted Nov 2022)*

**3.9.6 Public Catered Event**

- a) A licensee must submit an application to AGLC and receive prior approval (see Section 3.9.10).
- b) Tickets for the event may be advertised and sold to the public.

**3.9.7** *(Deleted Nov. 2022)*

**GUIDELINES**

**3.9.8** *(Deleted Dec 2020)*

**3.9.9 The following areas are suitable for commercial catered events:**

- a) community halls;
- b) banquet rooms;
- c) meeting rooms;
- d) fenced areas;
- e) tents or other temporary structures, with prior approval of municipal authorities;
- f) schools/educational institutions, with prior approval of a school official (principal, trustee);
- g) buses, with the prior approval of AGLC;
- h) Class A, B or C licensed premises, or a portion of the licensed premises, where AGLC has approved a temporary suspension of the existing licence;
- i) party rooms in multiple family residential complexes; and
- j) private residences.

**3.9.10** Information regarding applications for a Commercial Caterer's Extension – Public Function may be found at [aglc.ca](http://aglc.ca). *(Added Nov 2022)*

**SUBJECT: CLASS F LICENCE – FERMENT-ON-PREMISES**

**POLICY**

3.10.1 In this section:

- a) “carboy” means a food-grade vessel used in the production process for beverages such as beer, wine, or cider.
- b) “customer” means an adult customer.
- c) “personal use” means beer, wine, and/or cider that is produced and used by a customer, provided as a gift, or served to another person.
- d) “trading racks” means a product left by a customer after bottling, in exchange for another customer’s product.

**General**

3.10.2 Only beer, wine, and cider may be produced at a ferment-on-premises (FOP) facility. *(Amended Nov 2022)*

3.10.3 Licensees may not produce beer, wine, or cider for customers to purchase.

3.10.4 The licensee must ensure all operations of the licensed premises are in accordance with all federal, provincial and municipal bylaws, conditions and regulations. *(Amended Nov 2022)*

3.10.5 Products produced at a FOP facility must:

- a) be for a customer’s personal use;
- b) not be produced or packaged for commercial purposes; and
- c) not bear a resemblance to, and be fully distinguishable from, any commercially produced retail liquor product. *(Added Nov 2022)*

3.10.6 Minors may not produce liquor or be employed at a FOP facility.

**Facility Requirements**

3.10.7 A FOP facility:

- a) must have its own entrance and exit separate from the exit and entrance for any other business, and;
- b) may not be located on residential property.

**SUBJECT: CLASS F LICENCE – FERMENT-ON-PREMISES**

3.10.8 The area where beer, wine, and cider is produced shall be limited to paid customers of FOP services. *(Amended Nov 2022)*

3.10.9 *(Deleted Nov 2022)*

3.10.10 The licensee must post AGLC’s Fetal Alcohol Spectrum Disorder poster in a prominent location in its licensed premises. The poster is available for download on AGLC website at [aglc.ca/liquor/responsible-liquor-service/posters-and-brochures](http://aglc.ca/liquor/responsible-liquor-service/posters-and-brochures).

3.10.11 In addition to FOP kits, a FOP facility may sell the following items (items not listed are prohibited):

- a) beer, wine, and cider making home kits;
- b) additives and flavouring agents for beer, wine, and cider;
- c) wine containers, decanters, wineskins, wine racks, wine brushes and wine preservers;
- d) beer containers, beer can holders/attachable handles;
- e) glassware (beer mugs, wine glasses);
- f) bottle openers, corkscrews, wine stoppers, bottle tops;
- g) bottle bags, gift bags, gift boxes, gift wrapping, bottle neck greeting tags, personalized stick-on bottle labels;
- h) liquor related books, magazines, and videos; and
- i) other products, approved by AGLC beforehand, that are used in the sale, service and consumption of beer, wine, and cider.

**Advertisements**

3.10.12 *(Deleted Dec 2020)*

3.10.13 Advertisements may

- a) show liquor being made at the facility; and
- b) indicate product prices (for example: “beer kit special for only \$50”, “Wine kits on sale: 20% off”, or “Make 50 litres of beer for \$120”).

3.10.14 Advertisements must not:

- a) mention or imply the availability of liquor (as a finished product) for sale;

**SUBJECT: CLASS F LICENCE – FERMENT-ON-PREMISES**

- b) provide the price of the finished product per batch or per bottle, implying that the customer has no role in making the product (for example: “Wine at half the liquor store price”, “Wine \$10 per bottle”, or “Two dozen beer for \$20”); and/or
- c) offer price discounts for making more than one batch at a time (for example, second batch at half price or buy two get one free).

**Brewing Process**

- 3.10.15 The customer must be provided an invoice and pay for all ingredients used in the brewing or fermentation process before beginning production. The invoice must set out the details of the transaction, including the:
- a) contact information of the licensee, including name and telephone number;
  - b) type and quantity of beverage to be made (beer, wine, or cider);
  - c) ingredients (or name of the kit used to produce the product) and price of ingredients provided to the customer;
  - d) any ingredients added to the batch after the fermentation process began, and their price (if purchased from the licensee);
  - e) date fermentation began;
  - f) amount paid by the customer; and
  - g) a notice to the customer that the beer, wine, or cider must be for the customer’s personal use.
- 3.10.16 The licensee is responsible for retaining and updating customer invoices throughout the brewing process. Invoices must be retained until customers take their finished product from the FOP facility.
- 3.10.17 Before beginning production, the licensee must ensure that the customer signs a declaration that the product will be for personal use only and not for a commercial purpose.
- 3.10.18 Additional names cannot be added to a product batch after the date fermentation starts.
- 3.10.19 The licensee must attach a carboy tag/label to every carboy, fermentation vessel and barrel that clearly states:
- a) the invoice number provided to the customer;

**SUBJECT: CLASS F LICENCE – FERMENT-ON-PREMISES**

- b) the date fermentation began.
- 3.10.20 The licensee or its staff may not produce or package product on behalf of the customer.
- 3.10.21 Customers must mix their own ingredients to begin the fermentation process, the licensee may provide only limited assistance.
- 3.10.22 Self-fermenting products are not permitted.
- 3.10.23 The licensee may offer a barrel aging service where more than one customer's product is placed in a barrel for aging after fermentation. Licensees offering a barrel aging service must:
  - a) re-attach carboy tags to the customer's carboy when pouring product from the barrel to the carboy; *(Amended Nov 2022)*
  - b) pour the product back into carboys when emptying the barrel, and;
  - c) ensure customers complete the brewing process, including bottling.
- 3.10.24 The licensee must ensure that the customer performs all of the following tasks in manufacturing beer, wine, or cider in the facility:
  - a) combining or mixing ingredients with any of the following:
    - i) beer wort;
    - ii) fruit, fruit juice or fruit concentrate; or
    - iii) fermentable liquids.
  - b) adding the yeast or enzymes to the materials above, or to any other raw material of beer, wine, or cider;
  - c) placing the beer, wine, or cider in bottles/containers;
  - d) labelling, corking, capping or shrink-wrapping the bottles; and
  - e) removing the bottled beer, wine, or cider from the establishment immediately after packaging.
- 3.10.25 Licensees may remove or deface commercial labels and sterilize bottles in preparation for customers to bottle their product.
- 3.10.26 A customer may be assisted in performing a task outlined in Subsection 3.10.23 by:

**SUBJECT: CLASS F LICENCE – FERMENT-ON-PREMISES**

- a) an adult who is not associated with the operation of the facility;
  - b) the licensee or the employees of the licensee, if the task is performed primarily by the customer, or the customer is physically incapable of performing the task alone.
- 3.10.27 Assisting a customer may include:
- a) holding the carboy while the customer adds the ingredients;
  - b) transferring the wort to the carboy;
  - c) demonstrating the bottling process by filling one bottle for the customer;
  - d) demonstrating the corking/capping process by corking/capping one bottle for the customer;
  - e) placing the filled bottles in a case, and;
  - f) carrying the bottled product to the customer's vehicle.
- 3.10.28 Products being produced may only be stored onsite by the licensee. Offsite storage is prohibited.
- 3.10.29 The licensee may provide each customer participating in the batch with a 120 ml sample, per batch, of product prior to bottling. Customers may not consume more than one sample, per batch, onsite.
- 3.10.30 Wine lost during fermentation and aging may be topped-up by the licensee with water or non-alcoholic substance only, with the customer's consent. *(Amended Nov 2022)*
- 3.10.31 Licensees may not supply liquor for use in fortification, it must be provided and added by the customer. Customers may not leave beverage alcohol at the ferment-on-premises facility to be used later for top-up or fortification.
- 3.10.32 Additives and flavouring agents may be added by the customer to a batch at any time during the fermentation process. Ingredients added to a batch must be added to the customer's original invoice regardless of whether the customer purchased the additives at the FOP facility or brought their own.
- 3.10.33 Trading racks is not permitted.



**SUBJECT: CLASS F LICENCE – FERMENT-ON-PREMISES**

**Employee Batches**

- 3.10.34 The licensee and employees of the licensee may make their own beer, wine, and cider at the FOP facility for their own personal use or to test kits. *(Amended Nov 2022)*
- 3.10.35 Licensee/employee batches must have carboy tags that are visually different from customer carboy tags (for example, different coloured tags).
- 3.10.36 The licensee and employees must comply with all policy requirements when brewing their own beer, wine, and cider.

**Group Batches**

- 3.10.37 Licensees may offer a sign-up for customers interested in producing and sharing a product to contact others interested in starting a shared batch.
- 3.10.38 A group of customers may produce liquor together. The group may either split a single batch or more than one person may make several batches.
- 3.10.39 All customers part of a group batch must:
- a) visit the FOP facility and be involved in beginning the fermentation process;
  - b) have their names stated on the invoice; and
  - c) sign the declaration indicating that the batch is for personal use.
- 3.10.40 At least one member of the group must return to bottle the product. After bottling, the members of the group may divide the product among themselves while on-site.
- 3.10.41 The licensee may not invite customers to participate in a group batch organized by the licensee.

**Unsatisfactory or Unclaimed Product**

- 3.10.42 *(Deleted Nov 2022)*
- 3.10.43 The licensee must destroy all unsatisfactory or unclaimed product.
- 3.10.44 Product that has been returned cannot be sold or used as top-up product.



**SECTION: CLASSES OF LICENCES**  
**NUMBER: 3.10**

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**SUBJECT: CLASS F LICENCE – FERMENT-ON-PREMISES**

**Reporting**

3.10.45 The licensee must maintain a detailed record for each batch of beer, wine, and cider produced within the facility. Records, including invoices specified in Section 3.10.15, must be retained by the licensee for at least two years, and be provided to AGLC upon request. *(Amended Nov 2022)*

3.10.46 *(Deleted Nov 2022)*

DATE ISSUED: November 29, 2022 AUTHORITY: Original signed by Len Rhodes



SECTION: CLASSES OF LICENCES

NUMBER: 3.11

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SUBJECT: DUTY FREE STORE LICENCE

**POLICIES**

- 3.11.1 A Duty Free Store licence may be issued to a qualified retail outlet to sell liquor to persons taking the liquor out of Canada.
- 3.11.2 Only unopened liquor in an AGLC-approved container may be sold by the licensee or licensee staff. *(Amended Nov 2022)*
- 3.11.3 The retail outlet must be licensed under the *Customs Act* (Canada) to sell duty free merchandise. If the *Customs Act* licence expires or is cancelled, the Duty Free Store licence is also cancelled.

DATE ISSUED: November 29, 2022

AUTHORITY: Original signed by  
Len Rhodes

**SUBJECT: GUEST ROOMS, BANQUET ROOMS AND MEETING ROOMS**

**POLICIES**

4.1.1 A Class A, Class B or Class C licence may be extended to include other rooms located within the same complex as the licensed premises. These rooms are considered part of the licensed premises and are subject to all of the conditions of the licence. *(Amended Nov 2022)*

4.1.2 **Self-Service Bars in Guest Rooms**

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

- a) Liquor must be stocked within a lockable bar.
- b) A selection of soft drinks and snacks must be provided.
- c) *(Deleted Dec 2020)*
- d) The bar key must be given only to an adult.

4.1.3 **Room Service**

A hotel with a Class A licence may provide liquor service to adults in hotel guest rooms. *(Amended Nov 2022)*

4.1.4 **Banquet Rooms and Meeting Rooms**

A Class A, Class B or Class C licensee may request an extension to provide liquor service to adults attending private and occasional public functions in banquet rooms, banquet room foyer areas or meeting rooms with the following conditions:

- a) Maximum hours of liquor service are normally the hours endorsed on the licence; however, the AGLC will consider special requests.
- b) The licensee is responsible to maintain adequate supervision at all times.
- c) *(Deleted Dec 2020)*
- d) Public functions require prior approval from AGLC.
- e) Sponsorship of a public function by a liquor manufacturer must comply with Section 7.6. Co-sponsorship of a public function with a promoter or other group is acceptable provided that the licensee receives all proceeds from liquor sales.



**SECTION: CLASS A, B AND C LICENCE**  
**EXTENSIONS**

**LICENSEE HANDBOOK**

**PAGE 2 OF 2**

**SUBJECT: GUEST ROOMS, BANQUET ROOMS AND MEETING ROOMS**

- f) *(Deleted Nov 2022)*
- g) *(Deleted Dec 2020)*
- h) *(Deleted Dec 2020)*

**DATE ISSUED:** November 29, 2022      **AUTHORITY:** Original signed by Len Rhodes

**SUBJECT: PATIO EXTENSION**

**POLICIES**

- 4.2.1 An outdoor patio that is approved for a Class A, B or C licence is considered part of the licensed premises and is subject to all of the conditions of the licence.
- 4.2.2 An application for a patio extension must be approved by AGLC in advance. *(Amended Dec 2020)*
- 4.2.3 The following requirements apply to Class A premises and Class B and/or Class C premises, such as billiard rooms, tourist facilities, service clubs, golf clubs, curling clubs and ski clubs:
- a) the patio must be on the same property as the licensed premises or on property located within the same municipality as the licensed premises;
  - b) the patio must be under the control of the licensee;
  - c) if the patio is not on the same property, the licensee must have care and control over the space between the licensed premises and the patio for the purpose of liquor conveyance;
  - d) the patio must be suitably defined (e.g., enclosed by planters, a rope, railing or similar barrier); and
  - e) *(Deleted Dec 2020)*
  - f) for a Class A Minors Prohibited licensed premises, signage prohibiting minors must be prominently displayed.
- (Amended May 2020)*
- 4.2.4 A Class A Minors Allowed licensed patio adjacent to a Class A Minors Prohibited licensed patio must be separated as follows:
- a) Railings, wall or similar barriers must be a minimum of three feet high separating the two patios.
  - b) A "Staff Only" sign must be posted at any service gate between the two licensed patios.
  - c) A "No Minors" sign must be posted between the two patios, clearly identifying the Minors Prohibited side.

**Sidewalk Patios**

**SUBJECT: PATIO EXTENSION**

- 4.2.5 Where licensees want liquor service for tables directly on a public sidewalk, next to or directly in front of their premises:
- a) the patio must be suitably defined (e.g., enclosed by planters, a rope, railing or similar barrier); and
  - b) the licensee must have municipal approval, including granting care and control of any unlicensed space the licensee may have to cross with the liquor.

- 4.2.6 For all licensed patios, licensees must ensure patrons do not depart the patio space while in possession of liquor, with the exception of commercially sealed liquor (See Section 5.3.25). *(Amended May 2020)*

**GUIDELINES**

- 4.2.7 A temporary patio may be considered for a community event (a festival; activity such as a fair, rodeo or sports day; or celebration conducted and sponsored by a non-profit organization) or a one (1) day customer appreciation day. The temporary patio must be on the same property as the licensed premises or be on property located within the same municipality as the licensed premises and be under the control of the licensee. *(Amended May 2020)*

- 4.2.8 The request for a temporary patio must be submitted at least three (3) weeks prior to the event, with the following information:
- a) date and hours of the event;
  - b) a line drawing of the proposed patio layout and description of how it will be defined;
  - c) patio capacity;
  - d) food service;
  - e) supervision; and
  - f) authorization of the municipality and/or the host of the community event, if requested by AGLC.

- 4.2.9 A Class A, B or C licence may be extended to a swimming pool area under the same conditions as a patio extension.

- 4.2.10 In addition to meeting Board policy requirements, applicants may need to obtain the approval of municipal, police, health, fire and landlord authorities.



**SECTION: CLASS A, B AND C LICENCE EXTENSIONS**  
**NUMBER: 4.2**

**LICENSEE HANDBOOK**

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**SUBJECT: PATIO EXTENSION**

- 4.2.11 For Minors Allowed sidewalk patios where the licensed space is very small and cannot reasonably accommodate the defined area specified in Section 4.2.5, AGLC may consider signage clearly indicating the number of licensed tables and total seating capacity (e.g. “Two tables with a total seating capacity of 4 persons are licensed for liquor consumption.”)
- 4.2.12 A temporary patio to accommodate 201 to 2,000 people may be considered for a community event if the capacity of the patio does not exceed double the capacity of the indoor licensed area (two to one ratio).

**DATE ISSUED:** December 14, 2020      **AUTHORITY:** Original signed by Len Rhodes



**SUBJECT: CATERER'S EXTENSION**

**POLICY**

4.3.1 A Class A (Minors Allowed, Minors Prohibited or Manufacturer Taproom), B or C licence may be extended to provide liquor service at a function away from the licensed premises. These functions are considered part of the licensed premises and are subject to all of the conditions of the licence. *(Amended Nov 2022)*

a) *(Moved to 4.3.11 Nov 2022)*

b) *(Moved to 4.3.12 Nov 2022)*

4.3.2 Only liquor purchased under the Class A, B or C licence may be transported to a catered function for sale and consumption at that location. All unused liquor must be returned to the licensed premises for use in accordance with the licence conditions.

4.3.3 Under a Caterer's Extension, a licensee must:

a) ensure a selection of food items is available;

b) *(Deleted Nov 2022)*

c) ensure liquor is not included in the admission price of the function and follow Board policy with respect to liquor pricing (see Section 5.2); and

d) ensure a separate Special Event licence is obtained by the convener of the event for wine served during the meal, if the wine is supplied by the convener of the event.

e) *(Deleted Nov 2022)*

4.3.4 Licensees may request approval from AGLC to cater liquor at a public function held in conjunction with a community event (i.e., a festival; activity such as a fair, rodeo, or sports day; or a celebration conducted and sponsored by a non-profit organization).

4.3.5 Co-sponsorship of a public function with a promoter or other group is acceptable provided that all proceeds from liquor sales go to the licensee.

4.3.6 *(Deleted Nov. 2022)*

**SUBJECT: CATERER'S EXTENSION**

**GUIDELINES**

- 4.3.7 To request a Caterer's Extension, a licensee is required to submit an Application for Public Function or Caterer's Extension form to AGLC at least three (3) weeks before the event. *(Amended Dec 2020)*
- 4.3.8 In addition to meeting Board policy requirements, applicants may need to obtain the approval of municipal, police, health, fire and landlord authorities and provide security details upon request. *(Amended Dec 2020)*
- 4.3.9 Except for functions in private residences, locations included in a Caterer's Extension may be inspected before approval.
- 4.3.10 Class A and B licensees may advertise "fully licensed catering of functions available;"
- 4.3.11 If the extension is under a Class A Minors Prohibited licence, the catered function is also Minors Prohibited.
- 4.3.12 If the extension is under a Class C licence, attendance at the catered function is restricted to the licensee's members or residents (as applicable) and their guests.
- 4.3.13 Class A, B and C licensees who request a Caterer's Extension to a function not considered to be family-oriented may be required by AGLC to prohibit minors.
- 4.3.14 A copy of the licence and a letter of approval from AGLC shall be available at the function location.

**SUBJECT: HOTEL LICENSING**

**POLICIES**

**Site-Wide Hotel Licensing**

- 4.4.1 Site-wide liquor consumption is permitted in a hotel if there is at least one (1) Class A premises within the hotel that is owned and operated by the same entity as the hotel.
- 4.4.2 All Class A licensed areas owned and operated by the same entity within the hotel are included in the site-wide consumption endorsement.
- 4.4.3 A site-wide consumption endorsement permits patrons to take their alcoholic drinks from one area to another within the hotel provided all areas are under the same ownership.
- NOTE:** The intent of this policy is to allow a patron to take an open liquor beverage from a licensed premises in, and operated by, the hotel to their hotel room or another licensed area within the hotel (operated by the hotel).
- 4.4.4 Any additional areas designed for the leisurely consumption and service of liquor must be licensed accordingly under a Class A, B or C licence.
- 4.4.5 Liquor purchased for offsite consumption (i.e., off-sales, liquor store purchases) cannot be brought into other licensed establishments for consumption or into areas other than the guest rooms for consumption within the hotel premises.
- 4.4.6 If a third-party operates a licensed premises within the hotel, liquor must not be removed from that licensed premises. Also, liquor from the hotel cannot be brought into a third party's licensed premises.
- 4.4.7 Site-wide consumption does not authorize new liquor sales and service areas to be set up within the hotel. Existing requirements remain in place for the sale and service of liquor, or can be amended by amending the licence(s).
- 4.4.8 To obtain an endorsement for site-wide liquor consumption, the hotel licensee must submit a written request to AGLC. The request must include the following:
- a) a floor plan of the facility;
  - b) proof of compliance with municipal business licence requirements;



**SECTION: CLASS A, B, C LICENCE EXTENSIONS**  
**NUMBER: 4.4**

**LICENSEE HANDBOOK**

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**SUBJECT: HOTEL LICENSING**

- c) proof of compliance with the Alberta Fire Code and posted occupant loads; and
- d) proof that ownership of the hotel and the licensed premises are one and the same.

**All-Inclusive/Promotional Packages** *(Added Aug 2020)*

4.4.9 Hotels may offer all-inclusive and/or promotional packages with complimentary alcoholic beverages, provided:

- a) the all-inclusive or promotional package may only be offered to registered guests;
- b) the liquor must be provided by one of the hotel's licensed premises;
- c) hotel room service requirements are adhered to, as outlined in section 4.1.3;
- d) advertising requirements are adhered to, as outlined in section 7.2.6.

DATE ISSUED: August 17, 2020 AUTHORITY: Original signed by Len Rhodes

**SUBJECT: HOURS OF LIQUOR SALES AND CONSUMPTION**

**POLICIES**

5.1.1 The maximum hours of liquor sales or service are as follows:

**Class A, B, C or F Licence**

a) For all licensed premises other than those specifically mentioned in Section 5.1.1b):

9:00 a.m. - 2:00 a.m. *(Amended Dec 2020)*

b) For Class C Travellers' Lounges and Canteens, see Section 3.4. *(Amended Nov. 2022)*

c) Race track: two (2) hours before post time until end of last race, but subject to the hours set out in Section 5.1.1a); and

d) *(Deleted Nov 2022)*

e) *(Deleted Nov 2022)*

f) Theatre

two (2) hours before opening curtain, but not before 9:00 a.m., until 2:00 a.m. *(Amended Dec 2020)*

**Class D Licence** *(Amended Dec 2020)*

a) Retail Liquor Store licence 9:00 a.m. - 2:00 a.m.;

b) General Merchandise Liquor Store 9:00 a.m. - 2:00 a.m.;

c) General Off Sales licence 9:00 a.m. - 2:50 a.m.;

d) Manufacturer's Off Sales licence 9:00 a.m. - 2:00 a.m.;

e) Sacramental Wine Resale licence 9:00 a.m. - 9:00 p.m.;

f) Delivery Service licence 9:00 a.m. - 2:00 a.m.;  
however delivery may continue for 30 minutes after closing; and *(Amended Nov 2022)*

g) Duty Free Store licence set by Board

**SUBJECT: HOURS OF LIQUOR SALES AND CONSUMPTION**

- 5.1.2 Where on-premises consumption is authorized, liquor consumption may continue for a maximum of one (1) hour after liquor service ends. All liquor must be cleared from patron areas by 3:00 a.m.
- 5.1.3 All patrons must leave a Class A Minors Prohibited licensed premises at the end of the one (1) hour consumption period. The only persons allowed to remain are the licensee's spouse and staff, and workers maintaining or making repairs to the licensed premises.
- 5.1.4 Section 5.1.3 applies equally to a Class A Minors Allowed licensed premises with a condition on the licence prohibiting minors during evening hours. The premises may not reopen to patrons for food service before 6 a.m. the next business day.
- 5.1.5 A Class A Minors Prohibited licensed premises must be closed:
- a) *(Deleted Dec 2019)*
  - b) all times other than the hours endorsed for liquor service and consumption on the licence.
- 5.1.6 A Class D licensed premises must be closed:
- a) *(Deleted Dec 2019)*
  - b) all times other than the hours endorsed for liquor sales on the licence unless the premises is also a Class A licensed premises.
- 5.1.7 On the date Daylight Savings Time takes effect or ends, liquor sales or service must end before clocks are adjusted and may not re-start until the next business day.
- 5.1.8 *(Deleted Nov 2022)*

**GUIDELINES**

- 5.1.9 *(Deleted Nov 2022)*
- 5.1.10 "Last call" must be timed to ensure patrons who order liquor are served within the hours of liquor service specified on the licence.

**SUBJECT: LIQUOR PRICING**

**POLICIES**

5.2.1 For on-premises consumption, the amount of liquor in a drink (i.e., # of ounces or millilitres) and the price must be specified on a menu or price list.

5.2.2 Licensees may set their own liquor prices, subject to the minimum prices specified below.

5.2.3 Class A, B, and C (except canteen or adult residence) licensees, Class D Commercial Caterer's licensees, as well as Public Resale Special Event licensees, may not sell, or offer to sell, liquor less than the following minimum prices:

Spirits and liqueurs: \$2.75 / 28.5 ml (1 oz) or less;

Wine: \$0.35 / 28.5 ml (1 oz);

Draught beer: \$0.16 / 28.5 ml (1 oz); and

Bottled/Canned Beer,

Cider or Coolers: \$2.75 /341 ml bottle or 355 ml can.

**Note:** GST is not included in above prices.

5.2.4 If a serving of spirits or liqueurs exceeds 28.5 ml, including mixed drinks offered for off premises consumption, the minimum price of the drink must be based on the single serving menu price and increase in direct proportion to the volume served based on the minimum price of \$2.75. For example, if a single serve drink has a menu price of \$5.00, the following minimum prices apply to similar drinks containing more than 28.5 ml of spirits or liqueurs: *(Amended Dec 2020)*

a) drinks containing 43 ml (1.5 oz) of spirits or liqueurs – the minimum price required is \$6.37 (\$5.00 + \$1.37);

b) drinks containing 57 ml (2 oz) of spirits or liqueurs – the minimum price required is \$7.75 (\$5.00 + \$2.75); and

c) drinks containing 85.5 ml (3 oz) of spirits or liqueurs – the minimum price required is \$10.50 (\$5.00 + \$2.75 + \$2.75)

5.2.5 A licensee, with the exception of hotel all-inclusive/promotional packages and hotels with an Annual Special Event Licence, may not offer: *(Amended Aug 2020 & Nov 2022)*

**SUBJECT: LIQUOR PRICING**

- a) free liquor specials;
- b) more than one (1) drink for a single price (e.g., “2 for 1” specials, or “triples for the price of a single”); and
- c) “all you can drink” specials for a fixed cost.

5.2.6 “Buckets of Beer and/or Refreshment Beverages” pricing is permitted as long as the full menu price is charged for the first drink and a minimum of \$2.75 is charged for each subsequent drink. For example if the menu price of a beer is \$5.00 and a bucket contains three beers, the minimum total price of the bucket will be \$10.50 (\$5.00 + \$2.75 + \$2.75). *(Amended Dec 2020)*

5.2.7 Liquor sale activities must not promote intoxication.

5.2.8 Gift certificates may only be redeemed for liquor if they are purchased at face value (for example, in order to redeem a \$10 gift certificate for liquor, the gift certificate must be purchased for at least \$10).

5.2.9 *(Deleted Dec 2020)*



**SUBJECT: LIQUOR SERVICE**

**POLICIES**

- 5.3.1 For the purposes of this section, the following definitions apply:
- a) “Aging” refers to a pre-mixed drink stored over time in a storage vessel.
  - b) “Drink machine” means a machine approved by AGLC to store and serve mixed drinks.
  - c) “Infusion” means adding ingredients such as spices, herbs, fruit, vegetables, candy, flavouring agents or other substances intended for human consumption.
- 5.3.2 The liquor licence must be prominently posted on the licensed premises.
- 5.3.3 Unauthorized or illegal liquor is not allowed in a licensed premises. This includes: *(Amended Nov 2022)*
- a) homemade liquor of any kind;
  - b) duty free liquor;
  - c) *(Deleted Jul 2020)*
  - d) liquor from any source other than:
    - i) an AGLC-approved warehouse;
    - ii) a licensed Alberta manufacturer; or
    - iii) a Class D licensee
  - e) adulterated liquor (diluted with water or mixed with another liquor product or substance not requested by a patron);
  - f) liquor re-labelled by a licensee; and
  - g) liquor product provided to a licensee as an add-value item then offered for sale.
- 5.3.4 Class A, B and C (Club and Adult Residences) licensees may request a licence endorsement from AGLC to allow patrons to bring commercially manufactured, sealed bottle(s) or containers of liquor onto the licensed premises. The following conditions apply: *(Amended Jul 2020)*
- a) the licensee must post a schedule of corkage fees;

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- b) the patron must hand over the liquor to licensee staff immediately upon entering the premises; *(Amended Jul 2020)*
- c) licensee staff are responsible to bring the liquor to the patron's table, and to open and serve the liquor; and *(Amended Jul 2020)*
- d) if the patron wants to leave the premises with the remaining liquor, the partially consumed container must be sealed by licensee staff beforehand. *(Added Jul 2020)*

**5.3.5 A licensee must:**

- a) offer a reasonable variety of liquor (i.e., different brands of beer, wine, spirits, etc.);
- b) *(Deleted Dec 2020)*
- c) ensure patrons receive the correct amount, type and brand of liquor being purchased. *(Amended Dec 2020)*

**5.3.6 In addition to liquor, a variety of non-alcoholic beverages must be available to patrons.**

**5.3.7 The following restrictions apply to Class A, B and C licensed premises, as well as at Commercial Public Special Events:**

- a) A maximum of two (2) standard servings may be sold or served to a patron after 1 a.m. (see Subsection 5.3.8).
- b) No patron may have more than two (2) standard servings in their possession after 1 a.m. For example, a patron cannot be served more than two (2) standard size drinks after 1:00 a.m. even if the drinks are for himself/herself and another person.
- c) *(Deleted Nov 2022)*

**5.3.8 For the purpose of Subsection 5.3.7, a standard liquor serving is:**

- a) spirits and liqueurs – 28.5 ml (1 oz);
- b) wine – 142 ml (5 oz);
- c) bottled/canned beer – 341/bottle or 355 ml/can;
- d) draught beer – 341 ml (12 oz); and
- e) cider/coolers – 341 ml/bottle or 355 ml/can.

**SUBJECT: LIQUOR SERVICE****Liquor Dispensing**

5.3.9 All liquor must be served to patrons by licensee staff except:

- a) on a Class B or C licensed premises where self-service is specifically allowed; or
- b) on a Class A, B or C licensed premises where automated self-service beer and wine dispensing systems have been approved in advance by AGLC's Compliance Branch.

5.3.10 Automated self-service beer and wine dispensing systems (system) must comply with the following minimum requirements:

- a) The system must retain records of the date, time, type and amount of beer or wine dispensed for each table or patron, as well as which licensee staff accepted payment and authorized liquor service, for a period of 30 days. This information must be available to licensee staff, AGLC Inspectors and police officers at all times.
- b) The master system must only be activated or unlocked by the on-duty manager or supervisor.
- c) The system must begin in an inactive state whereby patrons are unable to pour beer or wine. The system must be turned on only by licensee staff.
- d) Licensee staff must set the system to shut off when a certain amount of beer or wine has been dispensed or a certain dollar value has been reached, for each table or patron.
- e) The system is prohibited from accepting any kind of direct payment from patrons. Payment must be made to the licensee staff. (Deductive and accumulative beer or wine cards are allowed if the requirements of this section are met.) *(Amended Nov 2022)*
- f) *(Deleted Nov 2022)*
- g) Licensee staff must be able to shut off beer and wine service to a table or patron at any time.
- h) No service from the system is permitted after 1:00 a.m. *(Amended Nov 2022)*

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- i) The beer and wine must be securely stored within the unit or in a secure area that is not accessible by patrons.
  - j) Systems dispensing spirits are prohibited.
- 5.3.10 The beer or wine in a table top dispensing system must be dispensed by the patron into a glass, mug, jug or carafe. *(Amended Nov. 2022)*
- 5.3.12 A Class A, B or C licensee's staff may sell a bottle of spirits to a customer for on-premises consumption under the following conditions:
- a) patron self-service is prohibited;
  - b) all liquor must be dispensed to the patron:
    - i) from its original container into a glass, mug, jug or carafe, by the licensee's staff; and
    - ii) with an accurate measuring device (no free pouring);  
*(Amended Nov 2022)*
  - c) pursuant to Subsection 5.2.1, all bottle service options must be stated on the liquor menu;
  - d) pursuant to Subsection 5.2.3, the price of each bottle must meet the minimum drink prices [i.e. a 26 ounce bottle must be priced at a minimum of \$71.50 (26 x \$2.75)];
  - e) *(Moved to 5.3.12b)ii) Nov 2022)*
  - f) *(Deleted Nov 2022)*
  - g) the liquor container and its contents must remain in the possession and control of the licensee's staff at all times; if a bottle of liquor is left at a patron's table and is unattended by the licensee, it must be secured and only accessible by the licensee.
- 5.3.14 All liquor containers (i.e., bottles, cans and kegs) must stay sealed until required for direct sale to a patron or for replenishing supplies in a service bar or liquor dispensing system with the exception of liquor opened or transferred to another container for the purpose of aging, infusion or preparing pre-mixed drinks.

**SUBJECT: LIQUOR SERVICE**

5.3.15 All liquor containers must be opened by licensee staff before being served, with the exception of golf courses (see Subsection 5.15.1).  
*(Amended Nov. 2022)*

- a) Wine, beer (except beer in kegs), coolers and "miniatures" of spirits must be served to patrons in their original containers or dispensed into a glass, mug, jug or carafe.
- b) Spirits (except miniatures) and beer in kegs must be dispensed from their original containers into a glass, mug, jug or carafe, either directly or with the use of an approved liquor dispensing system or measuring device.
- c) Licensees and their staff are prohibited from dispensing liquor directly into a patron's mouth.

5.3.16 Liquor from one (1) container cannot be mixed with liquor from another container unless it:

- a) is mixed at the request of a patron and served to that patron in a glass, mug, jug or carafe; or
- b) is the same brand and type of liquor (e.g., a 1.75 litre bottle is used to refill a 750 ml bottle of identical product); or
- c) meets the requirements for pre-mixed drinks, aging or infusion (see Subsections 5.3.20 - 5.3.24).

5.3.17 All liquor dispensing systems require AGLC approval in advance and must:

- a) provide consistent pours;
- b) have secured adjustment mechanisms (automatic dispensing systems);
- c) contain only one type or brand of liquor in each product line, from the reserve holding tank/bottle rack/keg to the dispensing head. There can be no mixing of liquor in a product line unless the brand or type of liquor is being changed (see Subsection 5.3.30); and
- d) not adulterate the liquor in any way (see Subsection 5.3.18).

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

**SUBJECT: LIQUOR SERVICE**

5.3.19 A licensee must not adulterate liquor. Adulterating liquor means taking legally purchased liquor products and making the product impure or inferior by adding foreign substances and includes:

- a) diluting product with water;
- b) purposely putting product into new containers to conceal their true origin; or
- c) adding any substance that is toxic, noxious, not fit or intended for human consumption or affects the liquor content of the drink.

**Mixed Drinks**

5.3.20 Batch pre-mixing of liquor (i.e. slush machines, sangria, etc) is permitted so long as:

- a) the ingredients and the amount of liquor contained in each separate drink (i.e., # of ounces or millilitres) are listed on the drink menu or price list; *(Amended Mar 2021)*
- b) *(Deleted Mar 2021)*
- c) *(Deleted Mar 2021)*
- d) the liquor comes from the original containers purchased from AGLC;
- e) the drink machine or container used to prepare the drinks is completely empty before mixing a new batch; *(Added Mar 2021)*
- f) the package or container used to store the pre-mixed batch is labeled to identify:
  - i) when the batch was prepared; *(Amended Mar 2021)*
  - ii) the amount of liquor in each batch (i.e., # of ounces or millilitres); and *(Amended Mar 2021)*
  - iii) the ingredients of each batch. *(Amended Mar 2021)*

5.3.21 All pre-mixed batches must be dispensed when the customer orders them (i.e. not be pre-poured). *(Amended Mar 2021)*

5.3.22 *(Deleted Mar 2021)*

**SUBJECT: LIQUOR SERVICE**

**Off-Premises Mixed Drinks** *(Added Dec 2020)*

5.3.23 Class A licensees may provide liquor for off-premises consumption and deliver the liquor. For information on delivery requirements, see Subsections 3.7.4-3.7.7. *(Added Dec 2020)*

5.3.24 If liquor is sold for off-premises consumption, the liquor must:

- a) be in a sealed, tamperproof/tamper evident container;
- b) for any mixed drinks that contain liquor, the container for off-sales must clearly identify the contents of the product, as they are listed on the menu. At minimum, the label must include:
  - i) brand and volume of liquor; and
  - ii) other non-liquor ingredients.
- c) not be packaged in a manner that resembles a retail liquor product. *(Added Dec 2020)*

5.3.25 *(Deleted Mar 2021)*

**Aging and Infusion**

5.3.26 A licensee is permitted to infuse or age liquor on the licensed premises under the following conditions:

- a) the infusion does not cause additional fermentation resulting in an increase in the alcoholic content of the drink;
- b) the drink's ingredients and the infusion or aging agents are identified on the drink menu or price list;
- c) cannabis is prohibited from being an infusion or aging agent;
- d) infusions or aging involving perishable ingredients (e.g. fruit, juices or other consumable food items) must be stored in a manner consistent with provincial and municipal health and safety standards;
- e) each bottle, package or container used for infusing or aging liquor is clearly labeled with the following information:
  - i) the date the infusion or aged liquor was prepared or the date the infusion or aging agent was placed in the container;

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- ii) the type, brand and quantity of liquor used;
  - iii) the non-liquor ingredients used; and
  - iv) the name of the person who prepared the liquor for infusion or aging.
- f) infusing and aging liquor occurs at the establishment and is not removed from the establishment at any time.
- 5.3.27 The licensee must maintain a detailed record for each batch of pre-mixed drinks, infused or aged liquor produced within the facility. Records must be retained onsite for at least two years and be provided to AGLC upon request. *(Amended Nov 2022)*
- 5.3.28 Pursuant to Subsection 5.2.1, the amount of liquor in a drink (i.e., # of ounces or millilitres), along with the ingredients, infusion or aging agents and the price must be specified on a menu or price list.
- 5.3.29 A licensee must request permission for any pre-mixing, aging or infusions not outlined in these policies.

**Liquor Service Areas**

- 5.3.30 All liquor must be consumed on the licensed premises except:
- a) liquor purchased for off premises consumption under a Class A or D licence (off sales); *(Amended Mar 2020)*
  - b) liquor produced at a ferment-on-premises facility for off premises consumption under a Class F licence;
  - c) a partially consumed bottle(s) of liquor in a Class A, B or C (Club and Adult Residence) licensed premises that is sealed by licensee staff; *(Amended Jul 2020 and Apr 2022)*
  - d) liquor provided under a Caterer's Extension (see Section 4.3) and
  - e) liquor purchased from a Class A, B or C licensed premises that is consumed in an Entertainment District designated by the municipality in the municipality's bylaws. *(Added Mar 2022)*
- 5.3.31 Liquor cannot be sold, served or consumed in a storage room, vestibule, kitchen, hallway or other "back room" area of a licensed premises.



**SUBJECT: LIQUOR SERVICE**

5.3.32 A licensee may provide liquor from a private office for guests between the hours of 9 a.m. and 2 a.m. *(Amended Dec 2020)*

**Liquor Consumption by Licensee Staff**

5.3.33 Licensee staff may not consume liquor or be under the influence of liquor or drugs while on duty. However, it is acceptable for staff to consume an alcoholic beverage after their shift ends and for the approved manager/owner of the licensed premises to consume an alcoholic beverage while entertaining a client.

5.3.34 Liquor consumed by off-duty licensee staff must be purchased during normal hours of liquor service, as specified on the licence.

**GUIDELINES**

5.3.35 When changing a brand of liquor in a product line, care must be taken to minimize the mixing of old and new brands. Bottles of a new brand should be added only when:

- a) all the bottles of the old brand are empty (bottle rack); or
- b) the holding tank, reservoir or well is completely empty.

5.3.36 *(Deleted Dec 2020)*

5.3.37 *(Deleted Dec 2020)*

5.3.38 *(Deleted Dec 2020)*

5.3.39 *(Deleted Dec 2020)*

**SUBJECT: FOOD SERVICE**

**POLICIES**

- 5.4.1 Class A Minors Allowed premises must provide a selection of food items suitable for a full meal during all hours of operation.
- 5.4.2 Class A Minors Prohibited, Class B and Class C licensed premises must offer a selection of light snack foods, such as, potato chips, nuts or other preserved snacks. (Amended Dec 2020)
- 5.4.3 (Deleted Dec 2020)
- 5.4.4 Food specials must not be dependent on liquor purchases by patrons.

**GUIDELINES**

- 5.4.5 Food items, along with a selection of non-alcoholic beverages, must be listed on a printed menu or on a menu display board, with each item individually priced.

**SUBJECT: MINORS**

**POLICIES**

- 5.5.1 It is an offence under the GLCA to sell or provide liquor to anyone under 18 years of age. Management and staff of a licensed premises are responsible to ensure liquor is not sold or provided to minors.
- 5.5.2 No minor may enter a Class A Minors Prohibited licensed premises or any other licensed premises where minors are prohibited, except as specified in Sections 5.5.13 & 5.5.13.1).
- 5.5.3 No minor may enter a hotel off sales room or Class F ferment-on-premises facility unless accompanied by a parent, guardian or spouse who is an adult and who is in the licensed premises to purchase liquor or make liquor for off-premises consumption. *(Amended Dec 2020 and Oct 2018)*
- 5.5.3.1 *(Deleted Dec 2020)*
- 5.5.4 No minor may enter a licensed premises where nude entertainment is being performed.
- 5.5.5 No minor may work as staff in a Class A Minors Prohibited licensed premises; a hotel off sales room, a Class F ferment-on-premises facility; a duty free store; or any other premises where a "minors prohibited" condition has been imposed on the licence. *(Amended Dec 2020 and Nov 2018)*
- 5.5.6 A minor employed as table staff in a Class A, B or C licensed premises where minors are allowed may not sell or serve liquor.
- 5.5.6.1 *(Deleted Dec 2020)*
- 5.5.7 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 liquor or to enter a licensed premise where minors are prohibited. If unsatisfied a person is at least 18 years of age, licensee staff must refuse entry or ask the person to leave.
- 5.5.8 For the purposes of Subsection 5.5.7, valid primary identification must:
- a) have a photo;
  - b) have a name;
  - c) *(Deleted Nov 2019)*
  - d) be Government issued;

**SUBJECT: MINORS**

- e) include date of birth;
- f) not be expired;
- g) have a unique identifier number; and
- h) be an original (not a copy).

5.5.9 If the identification appears not to be genuine, licensee staff must request a second piece of identification. Valid secondary identification must:

- a) have a name;
- b) be Government issued;
- c) have a unique identifier number;
- d) include date of birth.

5.5.10 A licensee is responsible to provide adequate supervision to ensure minors are not given liquor by patrons of legal drinking age.

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

5.5.12 A minor child or spouse of a Class A Minors Prohibited licensee or manager may enter and remain on the licensed premises during hours of no liquor service.

5.5.13 Under the supervision of the licensee, a minor may enter a Class A Minors Prohibited licensed premises to repair or service equipment or furnishings and remain on the premises for the time required to complete the service.

5.5.13.1 A Class A Minors Prohibited licensee, or other licensee of a premises where minors are prohibited, wishing to employ a minor as an entertainer must seek the approval of AGLC prior to contracting the individual in question. The minor cannot be employed as a nude entertainer.

**GUIDELINES**

5.5.14 A condition prohibiting minors may be imposed on a Class A, B or C licensee when no minors may enter or remain on the licensed premises.

**SUBJECT: MINORS**

- 5.5.15 A Class A Minors Prohibited licensee may apply to AGLC in writing for permission to allow minors onto the licensed premises during a family-oriented occasion (e.g., Christmas Day, Easter Sunday, Mother’s Day, Father’s Day, etc.). The request will be considered only if the premises will be operated for family dining.
- 5.5.16 A Class A Minors Prohibited licensee may request temporary suspension of the licence (i.e., no liquor service will be permitted) to allow minors onto the premises for an unlicensed event.
- a) A suspension may be granted if:
- i) the entertainment will end no later than 12 a.m. (midnight) and all minors will be off the premises by 12:30 a.m.; and
  - ii) police, fire, municipal, health and related authorities have no objections.
- b) A suspension will not be granted if the premises have video lottery terminals (VLTs).
- 5.5.17 A Class A Minors Prohibited licensee may request a licence endorsement or permission for a single occasion to allow minors onto the premises for food service between the hours of 6 a.m. and 9 a.m. If approved, it is the responsibility of the licensee to ensure no minors remain on the premises after 9 a.m. *(Amended Dec 2020)*
- 5.5.18 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).
- 5.5.19 Licensee staff may telephone police whenever a minor attempts to purchase liquor, is found consuming liquor or is found in a licensed premises where minors are prohibited. *(Amended Dec 2020)*

**SUBJECT: SUPERVISION OF PATRONS**

**POLICIES**

5.6.1 Licensed premises must be adequately staffed and supervised during all operating hours. Staff must be trained and capable, and be under the supervision of competent and approved management (see subsection 1.6).

5.6.2 A licensee is required to maintain a high level of supervision and control to protect the health and safety of all persons on the licensed premises (see subsection 1.7).

5.6.3 *(Deleted Dec 2020)*

**GUIDELINES**

5.6.4 Licensees should consider:

- a) training staff in ways to deal with unruly patrons and establishing consistent policy, and prominently displaying the policy in the staff room;
- b) having staff wear highly visible apparel that identifies them as on-duty employees; and
- c) requiring management and staff to constantly monitor the behaviour of patrons, maintain a log or record of problems and notify replacement staff of any potential problems at the start of their shift.

5.6.5 *(Deleted Dec 2020)*

5.6.6 Suggestions for dealing with unruly patrons:

- a) display signs at all entrances clearly communicating management policy to maintain a safe premises (e.g., no knives, no gang colours and unruly patrons will be barred).
- b) support the police “walk-through” program.
- c) hire supervisors and door control staff who can deal with patrons with diplomacy and tact.
- d) to diffuse a problem situation, calmly but firmly talk to the patron. Ask for help from the patron's friends.
- e) separate fighting patrons (i.e., remove them from the premises at different times, or use different exits).

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**SUBJECT: SUPERVISION OF PATRONS**

- f) request police assistance if charges are warranted and if prepared to proceed with charges.
- g) record all disturbances in a log book, with as much detail as possible.

5.6.7 Licensee staff need to be cautious when using physical force to deal with unruly patrons. Under the Criminal Code, anyone can be charged for the use of excessive force. Licensees may wish to seek legal advice or ask local police for help in determining the appropriate level of force to use in specific situations.

5.6.8 Also see subsections 5.8 and 5.9 for policies related to identifying and dealing with intoxicated persons and illegal drug activities on a licensed premises.



**SECTION: PREMISES MANAGEMENT**  
**NUMBER: 5.7**

**LICENSEE HANDBOOK**

**PAGE 1 OF 1**

**SUBJECT: COLLECTION OF PERSONAL INFORMATION**

**POLICIES**

- 5.7.1 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. *(Amended May 2022)*
  
- 5.7.2 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. *(Amended May 2022)*

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**SUBJECT: INTOXICATED PERSONS**

**POLICIES**

5.8.1 Licensees and licensee staff are prohibited from providing liquor to anyone who appears to be intoxicated by liquor or a drug.

**GUIDELINES**

5.8.2 A person who is intoxicated by liquor or under the influence of a drug 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.

5.8.3 If licensee staff are 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.

5.8.4 If an apparently intoxicated person leaves a licensed premises 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.

**SUBJECT: ILLEGAL DRUGS**

**POLICIES**

- 5.9.1 It is an offence to permit any activity on the licensed premises that is contrary to any municipal bylaw or any Act or regulation of Alberta or Canada (e.g., illegal drug activities) and violations may result in the suspension or cancellation of the liquor licence.
- 5.9.2 If suspected illegal drug activities are taking place on the licensed premises, staff must report the activity to management and licensees must report it to police.
- 5.9.3 *(Deleted Nov 2022)*
- 5.9.4 Anyone identified by a police officer as a person convicted of trafficking in illegal drugs or possession for the purpose of trafficking under the *Controlled Drugs and Substances Act* within the previous two (2) years shall be barred from licensed premises.

**GUIDELINES**

- 5.9.5 A licensee should:
- a) be aware of the type of clientele visiting the premises and the character of its staff members;
  - b) have a security check done on all new staff;
  - c) establish a policy of immediate dismissal for any staff involved in a failure to control the premises or to report drug activities to management and/or police;
  - d) develop a training program to assist staff in becoming "drug wise" (i.e., able to identify illegal drug activities);
  - e) observe and document any suspicious activities by staff or patrons;
  - f) ensure adequate lighting in all areas of the licensed premises, including washrooms, hallways, entrances and exits, as well as the parking lot and back lanes;
  - g) support police "walk through" programs;
  - h) ban drug users and traffickers from the premises and post signs stating they will be banned;

**SUBJECT: ILLEGAL DRUGS**

- i) record all drug-related incidents in a logbook, including names, date, time, offence and actions taken; and
- j) consider installing video cameras to monitor key areas if a drug problem is identified.

5.9.6 Licensees and their staff are expected to be knowledgeable about illegal drug activities and constantly on the lookout for problems. This involves:

- a) recognizing illegal drugs and drug paraphernalia, knowing how they are used and their symptoms in users;
- b) recognizing the traits and behaviours of drug dealers; and
- c) monitoring washrooms and other areas on the licensed premises for drug-related activities.

5.9.7 *(Deleted Dec 2020)*

5.9.8 *(Deleted Dec 2020)*

5.9.9 *(Deleted Dec 2020)*

**SUBJECT: GENERAL ENTERTAINMENT, GAMES AND DANCING**

**POLICIES**

*(Amended Feb 2020)*

5.10.1 *(Deleted Dec 2020)*

5.10.2 Entertainment offered/provided in licensed premises:

- a) must not promote liquor consumption; and
- b) must not interfere with the safe operation of the licensed premises and the safety of the patrons in attendance.

5.10.3 Only gaming activities, as defined in section 1(1)(h) of the GLCA, licensed by AGLC or electronic gaming devices approved and installed by AGLC are permitted in licensed premises.

5.10.4 A "casino night" with 'play' money, where no real money or items of value are exchanged, may be held in a Class C licensed premises, banquet room of a Class A licensed premises for a private function or a private event with a Special Event Licence (SEL), including private resale, private non-sale and annual private resale licence. *(Amended Nov 2022)*

5.10.5 Professional live fighting is permitted with AGLC approval if the following conditions are met:

- a) the event is sanctioned by a governing body of the sport;
- b) patrons do not participate;
- c) the activities take place within clearly defined boundaries (i.e. a ring); and
- d) there is at least a one (1) metre separation between the participants and patrons.

**SUBJECT: NUDE ENTERTAINMENT**

**POLICIES**

5.11.1 "Nude" means the exposure of genitals (male or female), whether the person is fully or partially unclothed. These body parts are considered exposed if covered only by paint or another non-fabric substance (e.g., mud, ink, tape, etc.).

5.11.2 *(Deleted Dec 2020)*

5.11.3 Nude entertainment is allowed at a:

- a) Class A Minors Prohibited licensed premises;
- b) Class C licensed premises; and
- c) Class A Minors Allowed licensed premises that has a licence endorsement prohibiting minors during the hours the nude entertainment is taking place (e.g., banquet room for a private function) *(Amended Nov 2022)*

5.11.4 Signs must be posted at all entrances to the licensed premises stating nude entertainment occurring within the premises. *(Amended Dec 2020)*

5.11.5 Minors are not allowed to:

- a) perform as nude entertainers; or
- b) enter a licensed premises during nude entertainment.

5.11.6 A licensed premises with nude entertainment must provide:

- a) a stage or enclosed dance floor, separated from the patron seating area by at least one (1) metre; and
- b) a change room for the entertainers.
- c) *(Deleted Dec 2020)*

5.11.7 While on the licensed premises, entertainers must:

- a) *(Deleted Dec 2020)*
- b) *(Deleted Dec 2020)*
- c) not have physical contact of any kind with other entertainers, licensee staff or patrons before, during or after performances. *(Amended Dec 2020)*

**SUBJECT: NUDE ENTERTAINMENT**

5.11.8 During a performance, neither patrons nor entertainers may enter the one (1) metre separation between the stage/dance floor and the patron seating area.

5.11.9 *(Deleted Dec 2020)*

5.11.10 Nude entertainment must:

- a) only occur within the designated stage/dance floor; and *(Amended Dec 2020)*
- b) not include patron participation. *(Amended Dec 2020)*
- c) *(Deleted Dec 2020)*
- d) *(Deleted Dec 2020)*
- e) *(Deleted Dec 2020)*

5.11.11 No sign or photograph displaying nudity may be used in advertising, including:

- a) advertising on the exterior of the licensed premises;
- b) print advertising; and
- c) electronic advertising (includes the Internet).

5.11.12 Licensee staff other than entertainers, are not allowed to be nude or to expose their breasts while on duty.

5.11.13 Nude entertainment is not allowed at a VLT location.

**SUBJECT: SEPARATION OF A LICENSED PREMISES**

**POLICIES**

- 5.12.1 Class A Minors Prohibited premises must be enclosed with full height solid walls, unless otherwise approved by AGLC. "Full height wall" means a wall at least 2.44 metres [eight (8) feet] high, normally floor to ceiling. *(Amended Jul 2017)*
- 5.12.2 All licensed premises must be suitably defined by a permanent or portable barrier such as planters, ropes, railings or similar items, unless otherwise approved by AGLC. *(Amended Jul 2017)*
- 5.12.3 The physical separation between a licensed premises and another licensed or unlicensed area must be suitably defined by a permanent or portable barrier such as planters, ropes, railings or similar items, unless otherwise approved by AGLC. *(Amended Jul 2017)*
- 5.12.4 A wall separating two (2) licensed premises may have a single opening for access to the other licensed premises if both premises are operated by the same licensee. *(Amended Jul 2017)*
- 5.12.5 Full height solid walls are required for any premises providing nude entertainment. Nude entertainment must not be visible from outside the premises. *(Amended Jul 2017)*
- 5.12.6 *(Deleted Jul 2017)*



SECTION: PREMISES MANAGEMENT  
NUMBER: 5.13

LICENSEE HANDBOOK

PAGE 1 OF 1

SUBJECT: OCCUPANT LOAD

*(Deleted Dec 2020)*

***Please consult with your local municipality on information regarding occupant loads.***

DATE ISSUED: December 14, 2020 AUTHORITY: Original signed by Len Rhodes





**SECTION: PREMISES MANAGEMENT**

**NUMBER: 5.14**

**LICENSEE HANDBOOK**

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**SUBJECT: STRUCTURAL CHANGES**

**POLICIES**

5.14.1 The written approval of AGLC is required before making any major structural changes to a licensed premise.

5.14.2 Major structural changes are:

- a) alterations or additions that create a larger floor plan of the licensed room;
- b) removal or relocation of the walls enclosing a licensed room or separating one licensed room from another; and
- c) renovations that result in the premises no longer meeting minimum licensing requirements (e.g., removal of kitchen, washrooms, guest rooms, storage areas,).

**GUIDELINES**

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

DATE ISSUED: February 11, 2010

AUTHORITY: Original signed by  
Marguerite Trussler

**SUBJECT: GOLF COURSES**

**POLICIES**

5.15.1 Patrons are not allowed to bring liquor onto a golf course. All liquor sold and consumed on a golf course must be sold and served by the licensee and dispensed by licensee. The liquor served from kiosks or motorized vending carts do not have to be opened at time of sale.  
*(Amended Nov 2022)*

5.15.2 Liquor may be consumed on all areas of a golf course endorsed on the licence. These may include:

- a) club rooms (e.g., lounge, dining lounge, permanent patio);
- b) tournament facilities (e.g., tents);
- c) the golf course itself, with liquor service provided from:
  - i) kiosks; and *(Amended Nov 2022)*
  - ii) motorized vending carts (see Section 5.15.4);
- d) any other location approved by AGLC.

5.15.3 *(Deleted Nov 2022)*

5.15.4 The following conditions apply to liquor service provided from a motorized vending cart:

- a) Non-alcoholic drinks and snack items must also be available for purchase.
- b) The cart must be operated only by licensee staff 18 years of age or older.

5.15.5 *(Deleted Dec 2020)*



**SECTION: PREMISES MANAGEMENT**

**NUMBER: 5.15**

**LICENSEE HANDBOOK**

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**SUBJECT: GOLF COURSES**

- d) Liquor cannot be dispensed on a golf course from a vehicle owned or operated by a liquor agency.
- e) The Tasting policies specified under Sections 8.5.1 – 8.5.4 must be followed. *(Added September 2016)*

DATE ISSUED: September 9, 2016

AUTHORITY: \_\_\_\_\_

Original signed by  
Susan Green

**SUBJECT: GENERAL INFORMATION**

**POLICIES**

6.1.1 AGLC is the sole importer of liquor into Alberta. All liquor offered for sale in a licensed premises must be purchased by the licensee from one of the following AGLC-approved sources:

- a) the St. Albert warehouse (i.e., Connect Logistics Services Inc.);
- b) a liquor supplier or liquor agency authorized to warehouse and distribute products ( e.g., domestic brewery); or
- c) a Class D retailer authorized to sell to licensees (i.e., retail liquor store, general merchandise liquor store, general off sales).

6.1.2 A licensee must keep a record of all liquor purchases (i.e., invoices and receipts) to prove the source of all liquor in the licensed premises.

6.1.3 *(Deleted Dec 2020)*

6.1.4 *(Deleted Dec 2020)*

6.1.5 *(Deleted Dec 2020)*

6.1.6 Two or more licensees may consolidate their orders (i.e., place their orders together) to satisfy minimum order requirements. The following conditions apply:

- a) A consolidated order must refer to only one licence number and be shipped on one bill of lading.
- b) The licensee placing the order is responsible for full payment.
- c) Once the licensee who placed the order receives it, the products may be distributed to other participating licensees.
- d) The licensee who received the order is authorized to collect payment from other participating licensees for the wholesale price of their products, plus any portion of the freight costs.

6.1.7 A licensee may display unique or collectible liquor containers (e.g., bottles, cans, boxes, tins) obtained from an unapproved source on the following conditions:

- a) *(Deleted Dec 2020)*

**SUBJECT: GENERAL INFORMATION**

- b) the container is either unopened with the original seal intact and labelled “Not for Sale” or “Collector Item”, or the container is empty; and
- c) the container is displayed separately from liquor offered for sale on the licensed premise.

**Non-Beverage Liquor Products**

6.1.8 A Class A, B, C or D licensee may purchase the following liquor products directly from suppliers or distributors: *(Amended Dec 2020)*

- a) cooking wines containing 20% or less alcohol by volume and a minimum of 1.5 grams of salt per 100 ml;
- b) cooking liquors containing 20% or less alcohol by volume not considered drinkable by AGLC;
- c) stomach bitters containing 20% or less alcohol by volume, or stomach bitters of higher alcohol content sold in containers of 200 ml or less; and
- d) herbal beverages containing 20% or less alcohol by volume.

6.1.9 A Class A, B, C or D licensee must purchase the following products from an AGLC-approved source: *(Amended Dec 2020)*

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

6.1.10 *(Deleted Dec 2020)*

6.1.11 *(Deleted Dec 2020)*

6.1.12 A Class A, B or C licensee must ensure cooking wines are not:

- a) consumed;
- b) sold, except in prepared food items; or
- c) stored in a liquor service area or bar area.



SECTION: LIQUOR PURCHASES AND RETURNS

NUMBER: 6.1

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SUBJECT: GENERAL INFORMATION

6.1.13 *(Deleted Dec 2020)*

DATE ISSUED: December 14, 2020

AUTHORITY:

Original signed by  
Len Rhodes

**SUBJECT: LIQUOR PURCHASES**

**GUIDELINES**

6.2.1 *(Deleted Nov 2022)*

6.2.2 To place an order with Connect Logistics Services Inc. (CLS), or for information about its order days, minimum order quantities, product pick-up and delivery, contact CLS during regular business hours: *(Amended Nov 2022)*

Hours: 8:00 a.m. – 4:30 p.m. Monday through Friday  
8:00 a.m. – 3:30 p.m. Sunday

Phone: 1-800-265-6784 toll-free across Alberta, or  
780-418-6500 in the Edmonton area

Fax: 1-800-727-8960 toll-free across Alberta, or  
780-458-8588 in the Edmonton area

6.2.3 Orders may also be placed through the CLS website: [www.liquorconnect.com](http://www.liquorconnect.com). To register for online services, call CLS at 1-800-265-6784.

6.2.4 Licensees may order brewery products from AGLC as follows:

a) To order Molson or Labatt beer, contact Brewers Distributor Ltd.:

Calgary and area 403-531-1080

Province-wide 1-800-661-2337

b) To order Big Rock beer, contact Big Rock Brewery:

Edmonton and area 780-413-6677

Calgary and area 403-720-3239

Red Deer & south 1-800-242-3107

North of Red Deer 1-800-381-4682

Fax 403-236-7523

c) To order Sleeman products, contact the Sleeman Distribution Centre:

Province-wide 1-888-517-8764

Fax 1-888-517-8760



**SECTION:** LIQUOR PURCHASES AND RETURNS  
**NUMBER:** 6.2

**SUBJECT:** LIQUOR PURCHASES

- 6.2.5 Licensees may also order product from Class E breweries, wineries and distilleries. Manufacturers' contact information can be located on AGLC's website using Search Liquor Licensees. Select 'Licensee Class', 'Class E' and 'Search'.
- 6.2.6 The following information is required to place any order:
  - a) name of licensed retail outlet;
  - b) AGLC licence number;
  - c) 6-digit product code for each item ordered (see the Liquor Wholesale Price list); and
  - d) quantities required (full case).
- 6.2.7 Licensees may purchase liquor from an authorized Class D retailer.
- 6.2.8 Pricing information is available on AGLC's website: aglc.ca.





**SECTION: LIQUOR PURCHASES AND RETURNS**  
**NUMBER: 6.3**

**LICENSEE HANDBOOK**

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**SUBJECT: PURCHASES FROM CLASS E MANUFACTURERS**

*(Deleted Nov 2022)*

***Please see Section 6.2 for information regarding liquor purchases from Class E Manufacturers.***

**DATE ISSUED:** November 29, 2022      **AUTHORITY:** Original signed by Len Rhodes



SECTION: LIQUOR PURCHASES AND RETURNS

NUMBER: 6.4

LICENSEE HANDBOOK

PAGE 1 OF 1

SUBJECT: PURCHASES FROM CLASS D RETAILERS

*(Deleted Nov. 2022)*

***Please see Section 6.2 for information regarding liquor purchases from Class D Retailers.***

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Original signed by  
Len Rhodes



**SECTION: LIQUOR PURCHASES AND RETURNS**

**NUMBER: 6.5**

**LICENSEE HANDBOOK**

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**SUBJECT: PURCHASES FROM A PRIVATE PARTY OR ESTATE**

**POLICIES**

- 6.5.1 In exceptional circumstances, a licensee may purchase liquor products from a private party or an estate. The licensee must obtain approval in writing from AGLC before making the purchase.
- 6.5.2 AGLC will approve this type of purchase only if it can be proven that the liquor products were initially purchased legally in Alberta.

DATE ISSUED: February 11, 2010

AUTHORITY: Original signed by  
Marguerite Trussler

**SUBJECT: LIQUOR COST AND PAYMENT**

**POLICIES**

- 6.6.1 Liquor cost to a licensee must be based on product prices at the time the order is placed.
- 6.6.2 Payment must be warehouse-specific, with a separate transaction for each order placed under a specific licence number.
- 6.6.3 Payment must be confirmed before an order is released to a licensee. The following forms of payment are acceptable:
- a) certified cheque;
  - b) bank draft;
  - c) bank money order;
  - d) *(Deleted Nov 2022)*
  - e) online electronic payment through AGLC approved participating financial institutions (see list on [aglc.ca](http://aglc.ca)); and *(Added Nov 2022)*
  - f) Third Party Payment Processor approved by AGLC (see [aglc.ca](http://aglc.ca)).
- 6.6.4 *(Deleted Nov. 2022)*
- 6.6.5 No form of credit is extended.
- 6.6.6 If for any reason a payment is rejected or reversed by the bank: *(Amended Nov 2022)*
- a) any outstanding orders will not be released to the licensee, nor will the licensee be allowed to place any further orders until the amount owing is paid by approved payment method; and *(Amended Nov 2022)*
  - b) the licensee must pay any service charges determined by AGLC.

**GUIDELINES**

- 6.6.7 Repeated payment problems may result in licence suspension.



SECTION: LIQUOR PURCHASES AND RETURNS

NUMBER: 6.7

LICENSEE HANDBOOK

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SUBJECT: REFUNDS FOR DELIVERY PROBLEMS (CLS ONLY)

*(Deleted Dec 2020)*

***Please see the Connect Logistics Services Retail Handbook for information regarding refunds for delivery problems.***

DATE ISSUED: December 14, 2020

AUTHORITY:

Original signed by  
Len Rhodes

**SUBJECT: REFUNDS FOR FAULTY PRODUCT**

**POLICIES**

6.8.1 Licensees that purchase products directly from AGLC through the Central AGLC Authorized Warehouse may request a refund from AGLC for faulty product. Faulty product includes:

- a) a sealed bottle(s) which:
  - i) is partially filled;
  - ii) has a damaged cap or cork; or
  - iii) is contaminated with a foreign material; and
- b) bottle(s) that are missing from a sealed case, with no imprint in the case; and
- c) faulty products included in a) or b) above and returned due to a customer complaint.

*(Amended July 2023)*

6.8.2 AGLC validates all faulty product claims.

6.8.3 Faulty product claims will be automatically deducted from consignment payments based on the product's duty paid price (invoice price plus any applicable customs duty/excise duty).

6.8.4 A claim for a refund must be received by AGLC within 30 days of product delivery, except for products returned by customers. Customer returns may be refunded up to one (1) year from the date of invoice. A return receipt is required for a faulty product return from a customer. If a product has been discontinued AGLC may decline to provide a refund. *(Amended July 2023)*

6.8.5 Requests for refunds beyond 30 days, excluding product returned by customers, will be allowed if the claim request includes written approval from the liquor agent.

6.8.6 Faulty bottles, and cases that are missing bottles, must be kept by the licensee until AGLC approves disposition.

6.8.7 Faulty products approved for credit by AGLC must immediately be destroyed. The product must not be made available for resale.

6.8.8 A licensee is authorized to destroy faulty liquor products under the following conditions:

DATE ISSUED: July 6, 2023

AUTHORITY: Original signed by  
Len Rhodes

**SUBJECT: REFUNDS FOR FAULTY PRODUCT**

- a) the faulty product claim has been approved and AGLC provides written consent to destroy the faulty liquor product;
- b) the product destruction is performed by an employee of the licensee on the licensed premises and in the presence of at least one witness; and
- c) the product and destruction process is clearly visible in a video recording and retained for a minimum of 90 days.

*(Added July 2023)*

6.8.9 Refund amounts are based on the original wholesale price paid by the licensee to AGLC.

6.8.10 Licensees purchasing product from a retail liquor store must report faulty product claims to the retailer. The retailer may then initiate a claim with AGLC for those products purchased directly from AGLC.

6.8.11 Faulty kegs returned to a warehouse are assessed by AGLC. Only kegs at least 80% full by weight are eligible for refund. *(Amended July 2023)*

6.8.12 *(Deleted July 2023)*

6.8.13 *(Deleted Dec. 2020)*

6.8.14 When AGLC issues a product recall, the licensee must immediately suspend sales of these products and remove them from store shelves. *(Amended Dec 2020)*

6.8.15 Licensees must deal with the recalled product as directed by AGLC, which may include returning it to the warehouse for a full refund.

**GUIDELINES**

6.8.16 To make a claim for refund, a licensee must complete a Faulty Product Claim Request form. The form can be found at [aglc.ca](http://aglc.ca). Completed forms must be sent to [FaultyProduct@aglc.ca](mailto:FaultyProduct@aglc.ca).

6.8.17 *(Deleted Dec 2020)*

6.8.18 *(Deleted Dec 2020)*

6.8.19 Refund claims are normally processed within 30 days of receipt of the claim, even if not validated by AGLC within that timeframe. However, the licensee must keep all bottles and cases listed on the form until AGLC approves disposition. Should any of the product be missing or otherwise ineligible, the licensee will be required to repay the refund.

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Len Rhodes



**SECTION: LIQUOR PURCHASES AND RETURNS**  
**NUMBER: 6.8**

**LICENSEE HANDBOOK**

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**SUBJECT: REFUNDS FOR FAULTY PRODUCT**

- 6.8.20 Product analysis by AGLC for faulty product claims may be required.
- 6.8.21 If a product listed on a Faulty Product Claim Request is ineligible for refund, AGLC will advise the licensee and explain why. *(Amended Dec 2020)*
- 6.8.22 Dry breaks (no product spilled) should not be reported on a Faulty Product Claim Request form. Compensation for dry breaks is automatically processed each year, based on the licensee’s purchases the previous year. Payment is made to each licensee to a maximum allowed in the Operating Guidelines (0.005% of wholesale purchases). Compensation for less than \$5 and compensation to terminated licensees will not be issued. *(Amended Dec 2020)*

**Products Causing Illness**

- 6.8.23 Customer allegations of injury or illness resulting from a faulty product must be reported immediately to AGLC Product and Pricing Department:  
  
Alberta Gaming, Liquor and Cannabis  
50 Corriveau Avenue  
St. Albert, Alberta T8N 3T5  
Attention: Product and Pricing  
Telephone: 780-447-8832  
Email: [Product@aglc.ca](mailto:Product@aglc.ca)

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**SECTION: LIQUOR PURCHASES AND RETURNS**

**NUMBER: 6.9**

**LICENSEE HANDBOOK**

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**SUBJECT: EMPTY CONTAINER RETURNS**

**POLICIES**

6.9.1 AGLC does not require retail liquor stores to accept containers for refund.

**GUIDELINES**

6.9.2 Empty beverage container returns in Alberta are governed by the Beverage Container Management Board (BCMB), a body delegated authority by the Environmental Protection and Enhancement Act to administer the Beverage Container Recycling Regulation.

6.9.3 *(Deleted Dec 2020)*

6.9.4 *(Deleted Dec 2020)*

6.9.5 *(Deleted Dec 2020)*

6.9.6 *(Deleted Dec 2020)*

6.9.7 *(Deleted Dec 2020)*

6.9.8 *(Deleted Dec 2020)*

6.9.9 For information on operating a container return depot, contact:  
*(Amended Dec 2020)*

Beverage Container Management Board  
Edmonton, AB T6A 3M1  
Phone: 780-424-3193  
Toll Free: 1-888-424-7671  
Fax 780-428-4620  
[www.bcmb.ab.ca](http://www.bcmb.ab.ca)  
*(Amended Dec 2020)*

DATE ISSUED: December 14, 2020

AUTHORITY: Original signed by  
Len Rhodes

**SUBJECT: GENERAL INFORMATION**

**POLICIES**

**7.1.1 For all of Section 7:**

a) "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:

i) traditional media such as television, radio, newspapers, magazines, outdoor advertising, flyers, billboards, transit shelters, inflatables, commercial and corporate vehicles or direct mail; and

ii) 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 Aug 2019)*

b) "liquor agency" includes all associated shareholders, directors, management, agents and employees of liquor agencies and suppliers;

c) "records" are electronic or paper documents that summarize a transaction and include the documents to support these transactions. These documents include, but are not limited to, financial statements, invoices, receipts, vouchers, contracts, cancelled cheques, credit card receipts and emails.

**7.1.2** A liquor agency, a licensee or a third party acting on their behalf (i.e., marketing company) may advertise in any medium not specifically prohibited, as long as the advertising complies with these policies, the Canadian Radio-television and Telecommunications Commission (CRTC) and any other regulator with jurisdiction.

**7.1.3** All advertising must be:

a) accurate and verifiable; and

b) within the limits of good taste and propriety (i.e., not offensive to the general population).

**SUBJECT: GENERAL INFORMATION**

**7.1.4 Advertising must not:**

- a) *(Deleted Nov 2022)*
- b) encourage non-drinkers to consume liquor;
- c) promote irresponsible liquor consumption or service;
- d) show heavy or prolonged liquor consumption;
- e) give the impression liquor benefits a person's health; and
- f) disparage (put down) another company, business or product.

**7.1.5 Minors:**

- a) Advertising must not appeal to minors or be placed in any medium targeted specifically at minors.
- b) No minor or anyone who may reasonably be mistaken for a minor may appear in advertising for a liquor product.
- c) *(Deleted Nov 2022)*
- d) The use or imitation of children's fairy tales, jingles, nursery rhymes, songs, musical themes or fictional characters from children's books is prohibited in liquor advertising.

**7.1.6** A product endorsement by well-known personality or look-a-like should not imply that drinking liquor contributed to their success.

**7.1.7** Brand advertising by Class A, B and C licensees must comply to Subsection 7.2.3. *(Amended Feb 2021)*

**7.1.8** Co-operative advertising (advertising by licensees that includes the specific mention of liquor manufacturers/suppliers/agencies) 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 on request.

**7.1.9** A liquor agency is not allowed to pay any advertising costs for a licensee, either directly or indirectly.

**7.1.10** *(Deleted Jul 2022)*



**SECTION: ADVERTISING**  
**NUMBER: 7.1**

**SUBJECT: GENERAL INFORMATION**

7.1.11 *(Deleted Dec 2020)*

**GUIDELINES**

7.1.12 Advertising which promotes the responsible consumption of liquor (i.e., legal, moderate and safe) is highly recommended and supported by AGLC.

7.1.13 *(Deleted Dec 2020)*

7.1.14 References to brand advertising do not apply to Special Event licensees.

7.1.15 Corporate or brand identification may be used in public service or community advertising.

7.1.16 *(Deleted Dec 2020)*

7.1.17 A licensee and a manufacturer of non-liquor products may advertise jointly, as long as the advertising complies with these policies.

**SUBJECT: ADVERTISING BY CLASS A, B AND C LICENSEES**

**POLICIES**

- 7.2.1 A licensee may advertise the name of the licensed premises and the services offered according to the type of licence(s) held.
- 7.2.2 A Class C (Club) licensee may advertise a club function only if the advertising clearly indicates admission is restricted to members and their bona fide invited guests.
- 7.2.3 Brand advertising is acceptable, with the following conditions:
- a) the licensee must receive permission in advance from the liquor agency (or whoever owns/controls the brand identification) to use the brand logo, typeset or trademark; and
  - b) the licensee is prohibited from receiving or requesting any benefit (money or other) from a liquor agency for advertising its brands.
- 7.2.4 A licensee may advertise liquor at reduced or discounted prices as long as the prices are not below the minimum prices specified in Sections 5.2.3 and 5.2.4.
- 7.2.5 Advertising for packages which include liquor in the price (e.g., Champagne Brunch, Mother's Day special, New Year's Eve special) are allowed, as long as the ad specifies the amount of liquor to be provided and it complies with the minimum drink prices specified in Subsections 5.2.3 and 5.2.4.
- 7.2.6 Advertising for hotel all-inclusive packages with complimentary beverages is permitted and must comply with AGLC advertising policies set out in section 7.1. *(Added Aug 2020)*

**GUIDELINES**

- 7.2.7 A licensee may use a television remote unit to broadcast live entertainment from their licensed premises as long as patrons are aware they may be televised.
- 7.2.8 *(Deleted Dec 2020)*
- 7.2.9 A licensee may use a radio remote unit to broadcast live music from their licensed premises and promote the premises' name and location (or a specific room within the premises).



SECTION: ADVERTISING  
NUMBER: 7.3

LICENSEE HANDBOOK

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SUBJECT: ADVERTISING BY CLASS D LICENSEES AND DUTY FREE STORES

*(Deleted Dec 2020)*

***Please see the Retail Liquor Store Handbook at [aglc.ca](http://aglc.ca) for policies regarding Advertising by Class D Licensees and Duty Free Stores.***

DATE ISSUED: December 14, 2020 AUTHORITY: Original signed by Len Rhodes



SECTION: ADVERTISING  
NUMBER: 7.4

LICENSEE HANDBOOK

PAGE 1 OF 1

SUBJECT: ADVERTISING BY SPECIAL EVENT LICENSEES

*(Deleted Dec 2020)*

***Please see the Special Event Licence Policies and Guidelines at [aglc.ca](http://aglc.ca) for policies regarding Advertising by Special Event Licensees.***

DATE ISSUED: December 14, 2020 AUTHORITY: Original signed by Len Rhodes



SECTION: ADVERTISING  
NUMBER: 7.5

LICENSEE HANDBOOK

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SUBJECT: ADVERTISING CONTENT RESTRICTIONS

*(Deleted Dec 2020)*

***Please see the Liquor Agency Handbook and Section 7.1 of the Licensee Handbook for Advertising Content Restrictions.***

DATE ISSUED: December 14, 2020 AUTHORITY: Original signed by Len Rhodes



**SUBJECT: EVENT/TEAM AGREEMENTS & SPONSORSHIPS**

**POLICIES**

**EVENT/TEAM AGREEMENTS**

7.6.1 *(Deleted Mar 2024)*

7.6.2 Event/Team Agreement (“EA”) means a document establishing the terms and conditions under which a licensee agrees to the use of an agency’s or supplier’s products during a specified event or at a specified venue. *(Amended Jul 2022 and March 2024)*

7.6.3 *(Deleted Mar 2024)*

7.6.4 EAs apply to the licensed area(s) only.

7.6.5 EAs are permitted for the following types of events which are open to the general public and where the primary purpose of public attendance is not for the consumption of liquor:

- a) community-based entertainment (community-based means it is available to a significant segment of the community); or
- b) professional or semi-professional sports teams or sporting events; or
- c) a broad-based cultural event (broad-based means representative of the larger community).

7.6.6 Eligible locations for these events are:

- a) convention centres;
- b) ski hills;
- c) the home arena or sports stadium of the team, or the venue where the professional or semi-professional sporting event takes place;
- d) municipally approved public areas with the licensed area located within a tent or fenced area.
- e) other locations with a Class B recreational facility, tourist facility or theatre licence. *(Added Mar 2024)*

7.6.7 A location that operates with only a Class A liquor licence does not qualify for EAs. This restriction does not apply to licensed premises located within a premises conducting an event mentioned in Subsection 7.6.5 (e.g. lounge within a team’s arena). *(Amended Mar 2024)*

DATE ISSUED: March 27, 2024

Original signed by  
AUTHORITY: Len Rhodes

**SUBJECT: EVENT/TEAM AGREEMENTS & SPONSORSHIPS**

- 7.6.8 Each proposed agreement must specifically identify the following:
- a) all parties participating in the agreement, including the name and registration number of the agency or supplier and the name, licence number and class of licensed premises;
  - b) the type of event(s) taking place;
  - c) the location of the event(s) including identification of the licensed area(s);
  - d) the type of liquor licence in effect during the event(s);
  - e) the commencement and termination dates of the proposed agreement;
  - f) the date(s) of the event(s);
  - g) the specific dollar value being paid, the type and value of services offered and a list of all benefits that the agency/supplier will receive; and *(Amended Mar 2024)*
  - h) the brand and type of liquor products in the agreement. *(Added Mar 2024)*

7.6.9 The agency or supplier must submit an Event/Team Agreement Acknowledgement and Undertaking form to AGLC prior to the start date of the EA. *(See Subsection 7.6.22) (Amended Mar 2024)*

7.6.10 EAs shall be provided to AGLC on request. *(Amended Mar 2024)*

7.6.11 *(Deleted Mar 2024)*

**SPONSORSHIPS**

7.6.12 Sponsorship may only involve a publicly advertised contest (see Subsection 7.6.13) or the donation of cash or non-liquor merchandise, a trophy, and/or a prize, by a licensee, agency or supplier, directly to an event or team. Donations to licensees are not permitted. *(Amended Mar 2024)*

7.6.13 *(Deleted Mar 2024)*

7.6.14 Sponsorship or co-sponsorship of a publicly advertised contest is allowed with the following restrictions:

- a) participation in a contest or raffle must not be conditional on the purchase or consumption of liquor;

**SUBJECT: EVENT/TEAM AGREEMENTS & SPONSORSHIPS**

- b) a contest sponsored by a liquor supplier must be directed only towards persons of legal drinking age; and
- c) if the contest is conducted on licensed premises, the licensee must also comply with Subsection 5.7.1

7.6.15 Agencies and suppliers may not provide free liquor or exclusively supply liquor products under a Sponsorship. *(Amended Mar 2024)*

7.6.16 *(Deleted Mar 2024)*

7.6.17 *(Deleted Mar 2024)*

7.6.18 *(Deleted Mar 2024)*

7.6.19 *(Deleted Mar 2024)*

7.6.20 *(Deleted Dec 2020)*

7.6.21 *(Deleted Mar 2024)*

**GUIDELINES**

7.6.22 EA Acknowledgement and Undertaking forms, located at [aglc.ca](http://aglc.ca), may be submitted to AGLC at [inspections.mailbox@aglc.ca](mailto:inspections.mailbox@aglc.ca). *(Amended Mar 2024)*

7.6.23 Items displaying a corporate or brand logo may be donated to a registered charity for use as give-aways and raffle prizes.



SECTION: ADVERTISING  
NUMBER: 7.7

LICENSEE HANDBOOK

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SUBJECT: TRADE SHOWS

*(Deleted Dec 2020)*

***Please see the Liquor Agency Handbook and Retail Liquor Store Handbook at [aglc.ca](http://aglc.ca) for policies regarding Trade Shows.***

DATE ISSUED: December 14, 2020 AUTHORITY: Original signed by Len Rhodes



SECTION: ADVERTISING  
NUMBER: 7.8

LICENSEE HANDBOOK

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SUBJECT: MARKET RESEARCH

*(Deleted Dec 2020)*

***Please see the Liquor Agency Handbook at [aglc.ca](http://aglc.ca) for policies regarding Market Research.***

DATE ISSUED: December 14, 2020 AUTHORITY: Original signed by Len Rhodes



SECTION: ADVERTISING  
NUMBER: 7.9

LICENSEE HANDBOOK

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SUBJECT: HOSTING NO SALE FUNCTIONS

*(Deleted Dec 2020)*

***Please see the Liquor Agency Handbook at [aglc.ca](http://aglc.ca) for policies regarding Hosting No Sale Functions.***

DATE ISSUED: December 14, 2020 AUTHORITY: Original signed by Len Rhodes

**SUBJECT: GENERAL INFORMATION**

**POLICIES**

8.1.1 For all of Section 8:

- a) "product promotion" means activities within licensed premises designed to encourage the sale of specific brand(s) of liquor;
- b) "liquor agency" includes all associated shareholders, directors, management, agents and employees of liquor agencies and suppliers; and
- c) "records" are electronic or paper documents that summarize a transaction and include the documents to support these transactions. These documents may include, but are not limited to, financial statements, invoices, receipts, vouchers, contracts, cancelled cheques, credit card receipts and emails.

8.1.2 A product promotion must not encourage the irresponsible use, consumption or service of liquor.

8.1.3 A licensee may participate in a liquor agency's local, regional, provincial or national corporate or brand promotion, with the following conditions:

- a) Product promotions must be directed to consumers or patrons of a licensed premises, with the exception of tasting (see Section 8.5) and sampling (see Section 8.6).
- b) The promotion must take place in a licensed premise.

8.1.4 *(Deleted Nov 2022)*

8.1.5 A product promotion may be co-sponsored by a third party.

8.1.6 As per Section 85 of the GLCR, product promotions not specifically addressed in Section 8 require the prior approval of AGLC. *(Amended Jul 2022)*

**SUBJECT: PROHIBITED INDUCEMENTS AND BENEFITS**

**POLICIES**

- 8.2.1 A liquor agency is prohibited from directing any promotional activity or items to a licensee that could directly benefit the licensee or their staff, and a licensee may not request or accept any such inducements.
- 8.2.2 Licensees are prohibited from asking for or receiving items of value from an agency as an inducement to stock an agency's product, provide improved shelf positioning to an agency's brand of liquor or for any other consideration.
- 8.2.3 A liquor agency is prohibited from participating in any way in a licensee's customer loyalty program, and a licensee may not request that a liquor agency participate in such a program.
- 8.2.4 To increase awareness, knowledge or information of a liquor agency's products or brand of products, an agency may pay the following education-related expenses for a licensee.
- a) direct-route transportation, meals and accommodation to a winery, brewery or distillery or any other place the agency owns, represents or has an interest;
  - b) registration fees for conferences, seminars, workshops related to an agency's products; and
  - c) dinners/events designed to increase awareness of the liquor agency's products.  
*(Amended Jul 2022)*
- 8.2.5 A liquor agency is prohibited from paying for a licensee's activities that are recreational or leisurely in nature. *(Amended Jul 2022)*
- 8.2.6 A liquor agency may not offer or provide to 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 liquor products, other than for sampling purposes as specified in Section 8.6; or
  - d) compensation for expenses related to:



**SUBJECT: PROHIBITED INDUCEMENTS AND BENEFITS**

- i) interior decorating (e.g., painting, draperies, carpeting, decor), 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, kitchen and bar equipment, or fixtures; *(Amended Jul 2022)*
- iii) refrigeration or dispensing equipment; (exceptions for dispensing equipment noted in 8.2.12 and tap handles in 8.2.10); *or (Amended Jul 2022)*
- iv) *(Deleted Jul 2022)*
- v) other items considered essential to operating a licensed premises, including building infrastructure and utilities. *(Amended Jul 2022)*

8.2.7 A liquor agency may provide interior signs displaying the agency's brand to licensees. However, an agency is not permitted to provide signs that display the licensee's business name or signs necessary for the operation of the business (e.g. entry/exit signs and bathroom signs).

8.2.8 A liquor agency may offer a licensee tickets to sporting, cultural or entertainment events, with the following conditions:

- a) tickets must be for events not normally paid for by the licensee; and
- b) *(Deleted Jul 2022)*
- c) no season tickets may be provided.

8.2.9 A liquor agency may pay for live entertainment at a licensee's premises. The agency shall pay for the entertainment directly, not through the licensee. *(Added Jul 2022)*

8.2.10 *(Deleted Dec 2020)*

8.2.11 *(Deleted Dec 2020)*

8.2.12 An agency may loan towers and proprietary branded dispensing equipment non-essential to the operation of a licensed premises to a licensee. Proprietary branded dispensing equipment is defined as:

- a) stand-alone;

**SUBJECT: PROHIBITED INDUCEMENTS AND BENEFITS**

- b) maximum dispensing capacity not to exceed 10 litres;
- c) not utilized as the licensee's primary dispensing method; and
- d) services associated to the equipment, including power or any other installation, must be the sole responsibility of the licensee.

*(Added Feb. 2018)*

8.2.13 A loan agreement must be in place and specify the type of equipment being loaned and the term of the agreement. Loan agreements can take any form as long as they contain the aforementioned information. The loan agreement must be provided to AGLC on request. A Promotional Agreement is not to be used as a loan agreement.

8.2.14 A liquor agency may provide a licensee with non-essential items, including:

- aprons or hats for staff
- bar towels
- bottle openers and corkscrews
- interior branded signs (must not contain or display the licensee's business name)
- clocks
- coasters
- condiment caddies
- draught tap handles
- drip mats
- flags, pennants and banners
- fruit slicers
- glasses and mugs
- ice buckets
- inflatables
- lapel pins
- menu printing *(Added Jul 2022)*
- mirrors
- napkins
- patio umbrellas
- place mats
- portable patio heaters *(Added Jul 2022)*
- posters
- sandwich boards
- sanitation stations *(Added Jul 2022)*
- serving trays
- tent cards and inserts

8.2.15 The following conditions apply to the non-essential items listed in subsection 8.2.14:

- a) branding and co-branding of these items is permitted;



**SECTION: PRODUCT PROMOTIONS**

**NUMBER: 8.2**

**LICENSEE HANDBOOK**

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**SUBJECT: PROHIBITED INDUCEMENTS AND BENEFITS**

- b) if liquor pricing is stated on any of these items, the prices must match those on the menu or the posted price and must be determined by the licensee; and
- c) they cannot be sold to customers.

**GUIDELINES**

8.2.16 Liquor agencies and licensees may contact AGLC if unsure whether an item is considered essential or non-essential.

DATE ISSUED: July 28, 2022

AUTHORITY: Original signed by  
Len Rhodes

**SUBJECT: PROMOTIONAL AGREEMENTS**

**POLICIES**

8.3.1 A liquor agency may provide a licensee with promotional items for its customers in exchange for the licensee promoting a specific brand(s) of liquor. Agencies and licensees must keep sufficient records of these activities in order to demonstrate compliance with legislation, regulation and policies. Records are not required for non-liquor items provided that are of an individual value of less than \$5.00 (e.g. bottle openers, corkscrews) and added value items for existing inventory.  
*(Amended Jul 2022)*

8.3.2 Records must be kept by the agency and by the licensee on the licensed premises for a minimum of two years and be provided to AGLC upon request. The records include:

- a) name of agency;
- b) name of licensee;
- c) duration of promotional agreement;
- d) list of promotional items, the value of each item and/or services provided and their retail value;
- e) the terms of the agreement, specifying product brands and quantities; and
- f) name, address and phone number of every person who receives a give-away item with a value of more than \$100.

*(Amended Jul 2022)*

8.3.3 Cash, cheques, gift cards or prepaid credit cards are prohibited as promotional items. *(Amended Jul 2022)*

8.3.4 Promotional agreements cannot result in excluding or prohibiting any competitor's product(s). *(Amended Jul 2022)*

8.3.5 *(Deleted Jul 2022)*

8.3.6 *(Deleted Feb 2021)*

8.3.7 Promotional agreements that comply with these policies do not require AGLC approval.

8.3.8 *(Deleted Jul 2022)*

**GUIDELINES**

8.3.9 *(Deleted Jul 2022)*

DATE ISSUED: July 28, 2022

AUTHORITY:

Original signed by  
Len Rhodes

**SUBJECT: LICENSEE PROMOTIONS**

**POLICIES**

8.4.1 A licensee may conduct promotional activities in the licensed premises with the following conditions:

- a) Free liquor may not be awarded as a prize in a Class A, B or C licensed premises.
- b) A sealed bottle of liquor may be awarded as a prize on a Class D licensed premises, for off premises consumption.
- c) The purchase or consumption of liquor or play of electronic games cannot be required in order to participate in a competition, contest, draw, giveaway or similar promotion, and participants must be told that there is no such requirement.  
*(Amended Mar 2023)*
- d) The time, date and place of the draw must be clearly displayed on the premises. *(Amended Feb 2021)*

8.4.2 *(Deleted Feb 2021)*

**GUIDELINES**

8.4.3 *(Deleted Feb 2021)*

**SUBJECT: LIQUOR TASTINGS**

**POLICIES**

8.5.1 A liquor tasting is an activity that allows patrons the opportunity to taste featured liquor products. Liquor tastings may be conducted on a Class A, B, C, D or E licensed premises under the following conditions:

- a) minors are not provided liquor;
- b) no one is served the product to the point of intoxication;
- c) the server has valid ProServe certification; and
- d) tasting records are provided to AGLC on request. *(Added Mar 2018)*

8.5.2 Maximum tasting sizes are as follows:

- a) beer and ciders – 112 ml (4 oz.); *(Added Mar 2018)*
- b) refreshment beverages (e.g. coolers/premixed) – 112 ml (4 oz.); *(Amended Mar 2018)*
- c) wine – 56 ml (2 oz); *(Amended Mar 2018)*
- d) spirits – 28 ml (1 oz); and *(Amended Dec 2020)*
- e) liqueurs – 28 ml (1 oz). *(Amended Dec 2020)*

8.5.3 Liquor agencies are not licensed to sell liquor and as a result may not charge a fee to customers for liquor tastings. This includes tastings conducted by a Class D licensee on behalf of an agency. *(Added Dec 2018)*

8.5.4 A liquor agency may provide free individual tastings of liquor to patrons on a Class A, B, C, D or E licensed premises with the following conditions:

- a) the liquor used for the tastings:
  - i) must be purchased from the licensee, at the licensee's cost of the product, or
  - ii) may be an unfinished product from a previous tasting(s) at another location(s), if the licensee permits the agency to use the product; *(Added Mar 2018)*
- b) the liquor agency or its employee must be present on the licensed premises;



**SECTION: PRODUCT PROMOTIONS**

**NUMBER: 8.5**

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**SUBJECT: LIQUOR TASTINGS**

- c) the booth or area from which the tastings are offered must be staffed;
- d) the tastings may be served by the liquor agency's employee or the licensee;
- e) the liquor agency and licensee must maintain a written record of the tasting including:
  - i) the date, time and location; and
  - ii) the liquor product(s) along with the quantity and cost.

*(Added Mar 2018)*

8.5.5 *(Deleted Dec 2020)*

8.5.6 *(Deleted Dec 2020)*

8.5.7 *(Deleted Dec 2020)*

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AUTHORITY:

Original signed by  
Len Rhodes



SECTION: PRODUCT PROMOTIONS  
NUMBER: 8.6

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SUBJECT: PRODUCT SAMPLING FOR LICENSEES

*(Deleted Feb 2021)*

***Please see the Liquor Agency Handbook at [aglc.ca](http://aglc.ca) for policies regarding Product Sampling For Licensees.***

DATE ISSUED: February 18, 2021 AUTHORITY: Original signed by Len Rhodes





SECTION: PRODUCT PROMOTION

NUMBER: 8.7

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SUBJECT: PRODUCT SAMPLING FOR PUBLIC

*(Deleted Feb 2021)*

***Please see the Liquor Agency Handbook at [aglc.ca](http://aglc.ca) for policies regarding Product Sampling for Public.***

DATE ISSUED: February 18, 2021

AUTHORITY: \_\_\_\_\_

Original signed by  
Len Rhodes

**SUBJECT: GENERAL PRODUCT PROMOTIONS**

**POLICIES**

8.8.1 A product promotion may involve a contest, competition or draw and may be administered by a licensee on behalf of a liquor agency with the following conditions:

- a) all patrons who enter a contest, competition or draw must be eligible under the conditions set by the liquor supplier. Minors are not eligible;
- b) participation cannot be conditional on the purchase or consumption of liquor;
- c) all promotional items provided to a licensee by a liquor supplier must be used only for the specified contest, competition or draw;
- d) the closing date of a contest, competition or draw must be posted in the licensed premises; and
- e) all draws must take place in the licensed premises on the date and time advertised (except draws conducted by the liquor supplier).

8.8.2 Both the liquor agency and the licensee providing promotional give-away items must ensure the items reach patrons as intended and must meet the following conditions:

- a) both the liquor agency and the licensee must maintain sufficient written records for two years of every promotional activity in a licensed premises involving a give-away item with an individual wholesale value of more than \$100. The records must include the name of the licensed premises, a description of the give-away item and its wholesale value. The records must be provided to AGLC on request;
- b) a licensee conducting a promotion on behalf of a liquor supplier must keep sufficient written records for two years of the name, address and telephone number of every person who receives a give-away item with a wholesale value of more than \$100. The records must be provided to AGLC on request; and
- c) *(Deleted Jul 2022)*

8.8.3 *(Deleted Feb 2021)*



**SECTION: PRODUCT PROMOTIONS**

**NUMBER: 8.8**

**LICENSEE HANDBOOK**

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**SUBJECT: GENERAL PRODUCT PROMOTIONS**

8.8.4 A licensee may reduce the price of one or more products as part of a promotion as long as the price complies with the minimum prices specified in Section 5.2.

8.8.5 *(Deleted Dec 2020)*

**GUIDELINES**

8.8.6 There is no limit to prize value.

8.8.7 *(Deleted Feb 2021)*

8.8.8 *(Deleted Dec 2020)*

DATE ISSUED: July 28, 2022

AUTHORITY: Original signed by  
Len Rhodes



SECTION: PRODUCT PROMOTIONS

NUMBER: 8.9

LICENSEE HANDBOOK

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SUBJECT: ADDED-VALUE PROMOTIONS

*(Deleted Dec 2020)*

***Please see the Retail Liquor Store Handbook at [aglc.ca](http://aglc.ca) for policies regarding Added-Value Promotions.***

DATE ISSUED: December 14, 2020

AUTHORITY: \_\_\_\_\_

Original signed by  
Len Rhodes



SECTION: SPECIAL EVENT LICENCES  
NUMBER: 9.1

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PAGE 1 OF 1

SUBJECT: GENERAL INFORMATION

*(Deleted May 2018)*  
***Please see [aglc.ca](http://aglc.ca) for information regarding Special Event Licences.***

DATE ISSUED: May 15, 2018 AUTHORITY: Original signed by Gael MacLeod

**SUBJECT: DEFINITIONS**

**POLICIES**

*(Amended Sep 2022)*

**10.1.1 In this section:**

- a) "Airport entertainment centre" (or AEC) means a Class B Tourist Facility licensed premises, endorsed to prohibit minors, in a post-security airport terminal with up to 49 VLTs installed.  
*(Added Sep 2022)*
- b) "AEC retailer" means an owner, licensee, and/or operator of a Class B Tourist Facility licensed premises, endorsed to prohibit minors, in a post-security airport terminal with up to 49 VLTs installed. *(Added Sep 2022)*
- c) "Applicant" means an individual, corporation, or other entity applying for a Video Lottery Retailer Agreement.
- d) "Assessment" means a quarterly review of consumer demand for all VLT locations province-wide, conducted by AGLC.
- e) "Authorized signatory" means a person authorized to sign legal documents on behalf of an applicant or retailer.
- f) "Bank" means a chartered corporation or organization which provides financial services to individuals and businesses including, but not limited to, deposits, investments and loans.
- g) "Community" means:
  - i) a municipality, as defined by the *Municipal Government Act*:
    - a city, town, village, summer village, municipal district or specialized municipality;
    - a town under the *Parks Towns Act*; or
    - a municipality formed by special Act;
  - ii) a Métis Settlement established under the *Métis Settlement Act (Alberta)*; or
  - iii) an Indian reserve as determined by Indigenous and Northern Affairs Canada (INAC), located within the Province of Alberta.

DATE ISSUED: September 29, 2022

AUTHORITY:

Original signed by  
Len Rhodes

**SUBJECT: DEFINITIONS**

- h) "Distributed network" means the 6,098 VLTs allocated to retailers across the Province. *(Amended Sep 2022)*
- i) "Facility" means a continuous physical structure under a common roof normally identified by a single address, with the following exceptions:
  - i) an enclosed shopping centre (mall);
  - ii) a strip-type shopping centre with separate access for each business; or
  - iii) an office building.
- j) "GEC" or "Gaming Entertainment Centre" means a Class A Minors Prohibited licensed premises with 15 to 49 VLTs installed.
- k) "GEC retailer" means an owner, licensee, and/or operator of a Class A Minors Prohibited licensed premises with 15 to 49 VLTs installed.
- l) "i-LINK" means the i-LINK™ site controller.
- m) "Location" means a Class A Minors Prohibited licensed premises or Class B Tourist Facility licensed premises endorsed to prohibit minors where VLTs are installed. *(Amended Sep 2022)*
- n) "Net sales" means cash-in less cash-out.
- o) "Plebiscite" means a question put to the electorate for a direct vote.
- p) "Terminal" means video lottery terminal (VLT).
- q) "Retailer" means the owner, licensee, and/or operator of a licensed premises in which VLTs are installed.
- r) "Single game" means a single spin by the player producing an outcome where the player's wager on the spin results in a win with a prize being transferred to the player's credit meter, or where the player's wager is lost. In the case of a win, game mechanics may result in the game prize being accumulated (i.e., bonus or free spin(s) with the final outcome of the single game prize being transferred to the player's credit meter.



**SECTION: VIDEO LOTTERY**

**NUMBER: 10.1**

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**SUBJECT: DEFINITIONS**

- s) "Supplied equipment" means the video lottery terminals, signs and fixtures which may be provided by AGLC.
- t) "Video Lottery Retailer Agreement" means the documented terms and conditions under which a retailer agrees to operate VLTs.
- u) "VLT retailer" means an owner, licensee, and/or operator of a Class A Minors Prohibited licensed premises with up to 14 VLTs installed.
- v) "VLT" means a video lottery terminal.

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AUTHORITY:

Original signed by  
Len Rhodes



**SUBJECT: ELIGIBILITY**

**POLICIES**

*(Amended Sep 2022)*

- 10.2.1 The approval of a licensee's application to install VLTs is solely an AGLC business decision to optimize its VLT network.
- 10.2.2 At its discretion, AGLC may require an applicant or licensee to undergo and pass a background check (see Section 10.4).
- 10.2.3 AGLC at its discretion may refuse any licensee's application with cause, this includes, but is not limited to, if the applicant:
- a) is in an area where AGLC has determined there is sufficient VLTs to meet consumer demand;
  - b) previously had VLTs removed due to insufficient consumer demand; or
  - c) has been sanctioned by AGLC for GLCA, GLCR or Board policy violations.
- 10.2.4 AGLC may refuse any licensee's application for VLTs or terminate the Video Lottery Retailer Agreement if satisfied the applicant, VLT retailer, any of their staff or associates, or any person or entity connected to the VLT Retailer:
- a) fails to pass a records check;
  - b) has not acted or may not act lawfully, with honesty and integrity or in the public interest, based on their past conduct;
  - c) would jeopardize the integrity or lawful conduct of provincial gaming, lottery or liquor activities;
  - d) has a background, reputation and/or associations that may cause adverse publicity for the gaming or liquor industry in Alberta; or
  - e) has, within the five years prior to being notified of eligibility for a VLT, contravened:
    - i) the GLCA or the GLCR;
    - ii) a predecessor of the GLCA or the GLCR; or
    - iii) a condition imposed on a licence or registration issued or made under the GLCA or a predecessor of the GLCA.

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Len Rhodes

**SUBJECT: ELIGIBILITY**

- 10.2.5 An applicant will not be considered for VLTs if the applicant:
- a) has not met all the application requirements in Section 10.3 within a specified time period;
  - b) has its liquor licence cancelled; or
  - c) sells, leases, assigns or otherwise transfers the licensed premises to the control of another person or entity.
- 10.2.6 A licensee whose application for VLTs is approved must operate within the terms and conditions of the Video Lottery Retailer Agreement and the policies within this Licensee Handbook.
- 10.2.7 AGLC provides the VLTs, fixtures, and supplies necessary to operate VLTs in a licensed premises.

**VLT Retailers**

- 10.2.8 AGLC may consider a licensee's application to install VLTs on its licensed premises. To be eligible for consideration, an applicant must have a valid Class A Minors Prohibited liquor licence for a premises that is not located in a community that prohibits VLT installations (see Subsections 10.2.14 to 10.2.16).
- 10.2.9 Only one Class A Minors Prohibited licensed premises per facility is eligible for VLT installation.
- 10.2.10 Where an applicant's licensed premises is located within a multi-business facility (e.g., a mall, strip-type shopping centre or office building), the following conditions also apply:
- a) there can be no overlap in directors, shareholders and/or management with any other Class A Minors Prohibited licensed premises located within the facility operating VLTs; and
  - b) all Class A Minors Prohibited licensed premises with VLTs located within the facility must operate on a competitive basis.
- 10.2.11 New VLT retailers are eligible to receive up to three VLTs for the initial installation, based on consumer demand and the applicant's ability to meet facility requirements and standards.
- 10.2.12 New VLT retailers will initially be part of AGLC's trial network in order to determine whether or not the level of consumer demand, as

**SUBJECT: ELIGIBILITY**

determined by AGLC, can be achieved at that location. As a part of the trial network:

- a) the new VLT retailer will be provided with a 26 week sales target, established using AGLC's most current VLT consumer demand assessment model; and
- b) upon completion of the initial 26 week period, if the VLT retailer:
  - i) achieved or exceeded AGLC's sales target it will no longer be included in the trial network; future assessments will be done in accordance with Section 10.6; or
  - ii) does not meet AGLC's sales target, it will receive a written notice from AGLC indicating that an additional 13 week assessment period is required. Upon completion of the additional 13 week assessment period, if the VLT retailer:
    - achieved or exceeded AGLC's original 26 week sales target it will no longer be included in the trial network; future assessments will be done in accordance with Section 10.6; or
    - continues to be below AGLC's original 26 week sales target, the VLTs will be removed and the Video Lottery Retailer Agreement will be terminated.

10.2.13 When a Video Lottery Retailer Agreement is terminated under Subsection 10.2.12, AGLC will not consider a new application by the licensee for that location for at least one year.

10.2.14 When reviewing an application for a VLT installation within a community with no existing VLTs, AGLC considers, among other factors, the level of community support or lack of support (e.g., as expressed in a plebiscite). The application may be denied if, in the opinion of AGLC, the community does not support the installation.

10.2.15 Under section 7 of the GLCA, the Minister may direct AGLC to remove all VLTs from a community in which more than 50 per cent voted in a plebiscite to have them removed, as per section 95 of the *Local Authorities Election Act*.

**SUBJECT: ELIGIBILITY**

10.2.16 In consideration of Subsections 10.2.14 and 10.2.15, the following communities prohibit VLT installations:

- a) County of Lethbridge No. 26;
- b) Municipal District of Opportunity No. 17;
- c) Regional Municipality of Wood Buffalo;
- d) Town of Canmore;
- e) Town of Cardston; and
- f) Town of Sylvan Lake.

**GEC Retailers**

10.2.17 AGLC will notify a VLT retailer when they are eligible to become a GEC. Eligibility is determined on an assessment of consumer demand at the location (see Section 10.6) and VLT availability.

10.2.18 To be eligible to become a GEC, VLT retailer must:

- a) meet all eligibility criteria for VLT installations;
- b) have a current Video Lottery Retailer Agreement with AGLC; and
- c) meet facility standards specified by AGLC.

10.2.19 A GEC will not be located in a community that, through a plebiscite, voted to have VLTs removed from the community (see Subsection 10.2.16)

**AEC Retailers** *(Added Sep 2022)*

10.2.20 To be eligible for VLT installation, an AEC applicant must:

- a) hold a valid Class B Tourist Facility liquor licence, endorsed to prohibit minors, for a post-security airport terminal;
- b) meet all eligibility criteria for VLT installations; and
- c) meet facility requirements specified by AGLC.

**SUBJECT: APPLICATION PROCEDURES**

**POLICIES**

*(Amended Sep 2022)*

10.3.1 All applicants will be required to complete and submit the following prior to the installation of VLTs:

- a) Video Lottery Retailer Application Form;
- b) Certificate of Insurance Form;
- c) Financial Security Requirements - in the form of a successful credit evaluation by AGLC, cash deposit, or irrevocable letter of credit in an amount determined by AGLC (see Section 10.5);
- d) Pre-Authorized Debit (PAD) Form, void cheque or equivalent and an Account Verification Letter from financial institution;
- e) Signed Video Lottery Retailer Agreement;
- f) Video Lottery Floor Plan (prepared by AGLC);
- g) Site Electrical Requirements Form (new installations only); and
- h) Buyer and Seller Notifications - Change of Operator Forms (change of operators only).

See detailed requirements below.

**Video Lottery Retailer Application Form**

10.3.2 The Video Lottery Retailer Application Form must be completed and signed by an authorized signatory of the applicant.

10.3.3 An applicant that is a corporation or a partnership must be a legal entity registered in the Province of Alberta.

10.3.4 An applicant who is a sole proprietor or a partnership must be a Canadian citizen(s) or authorized to work in Canada.

**Certificate of Insurance Form**

10.3.5 Retailers are required to maintain adequate insurance, as specified in the Video Lottery Retailer Agreement. An AGLC Certificate of Insurance Form completed by the applicant's insurance company or broker must be provided as proof of adequate insurance.

10.3.6 The legal entity making the application must be named as the "insured" on the insurance policy.

**SUBJECT: APPLICATION PROCEDURES**

- 10.3.7 The applicant must have commercial general liability insurance to cover themselves and their staff. Coverage must be a minimum of \$2 million inclusive per occurrence against bodily injury and property damage, including loss of use thereof.
- 10.3.8 The applicant must insure all supplied equipment and fixtures provided by AGLC. The property insurance coverage must be on an All Risk/Broad Form and Replacement Cost basis.
- 10.3.9 On the insurance policy, AGLC must be named as a 'loss payable' for property insurance only with respect to all supplied equipment and fixtures provided by AGLC.

**Financial Security Requirements**

- 10.3.10 The applicant's legal entity must undergo a successful credit evaluation by AGLC or provide a cash deposit or irrevocable letter of credit to cover AGLC's financial risk (see Section 10.5).

**Pre-Authorized Debit (PAD) Form**

- 10.3.11 To facilitate processing of AGLC invoices from the applicant's bank account, the applicant's authorized signatory must:
- a) complete and provide a PAD Form;
  - b) provide a void cheque or equivalent; and
  - c) provide an account verification letter from the bank or financial institution with the account detail.

**Video Lottery Retailer Agreement**

- 10.3.12 The applicant's authorized signatory must sign and submit to AGLC two original sets of the Video Lottery Retailer Agreement.

**Video Lottery Floor Plan**

- 10.3.13 The applicant's representative must sign and submit to AGLC the original Video Lottery Floor Plan prepared by AGLC.

**Site Electrical Requirements Form**

- 10.3.14 For new applicants only, the VLT applicant, the applicant's authorized signatory, or a certified electrician must complete a Site Electrical Requirements Form confirming the location complies with the following VLT and supplied equipment electrical requirements:

**SUBJECT: APPLICATION PROCEDURES**

- a) One dedicated electrical circuit (115 volt 15 amp. receptacle) is required at each of the following areas within the premises:
  - i) the i-LINK at the main bar; and
  - ii) the demarcation point (telephone/utility room), where the telephone line enters the building (within 1.2 metres of the router rack).
- b) At the VLT(s):
  - i) one 15 amp/115 volt dedicated electrical outlet for every two VLTs; or
  - ii) one 20 amp/115 volt dedicated electrical outlet for every three VLTs.

**Buyer and Seller Notifications - Change of Operator Forms**

10.3.15 Before AGLC will begin to process a change of operator application, both the Seller's Notification and the Buyer's Notification forms must be received.

**GUIDELINES**

10.3.16 Liquor licensees may apply to become a video lottery retailer by:

- a) contacting AGLC's Hotline; or
- b) writing or faxing a request to AGLC. Completed applications may be mailed, emailed, or faxed to:

Alberta Gaming, Liquor & Cannabis  
50 Corriveau Avenue  
St. Albert, Alberta  
T8N 3T5  
Fax: 780-447-8910  
Email: retailnetworks@aglc.ca  
Attention: Customer Services

10.3.17 Assistance is available from AGLC Hotline (see Section 10.25).

**SUBJECT: BACKGROUND CHECK**

**POLICIES**

*(Amended Sep 2022)*

- 10.4.1 A background check is to ensure criminal interests, or those who otherwise would be a detriment to the integrity or lawful conduct of liquor and gaming in the province, are prevented from operating, having a financial interest in, or having an association with a retailer.
- 10.4.2 A background check is conducted to verify the eligibility of:
- a) an applicant, which must be:
    - i) an adult proprietor or partner who is at least 18 years of age and a Canadian citizen or lawfully admitted to Canada for permanent residence;
    - ii) a corporation, incorporated or continued by or under the *Business Corporations Act*, *Companies Act*, *Societies Act*, or any other enactment, or registered under Part 21 of the *Business Corporations Act* or Part 9 of the *Companies Act* (a corporation includes the officers and directors of the corporation); or
    - iii) a partner in a partnership registered in Alberta under the *Partnership Act* (the background of each partner will be investigated);
  - b) an existing VLT, GEC, or AEC retailer;
  - c) a new operator of an existing VLT, GEC, or AEC location;
  - d) a person or entity that has acquired a financial interest in an existing or new VLT, GEC, or AEC location; and/or
  - e) any other key person associated with or connected to the retailer/applicant, as determined by AGLC, such as:
    - i) individuals that exercise influence or control over the day to day operations or decision-making;
    - ii) individuals employed in senior management positions such as CEO, CFO, controller, senior compliance officers, or any other individual who performs functions for a company similar to those normally performed by an individual occupying any of these offices; and/or





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**SUBJECT: BACKGROUND CHECK**

iii) any other individual holding a key position as determined by AGLC.

10.4.3 The retailer/applicant must ensure all information and documents requested by AGLC are provided within the specified timeframe, or the application may be denied.

10.4.4 A retailer must notify AGLC immediately of any change in financial interest, operator, or key executive or staff.

**SUBJECT: FINANCIAL SECURITY REQUIREMENTS**

**POLICIES**

*(Amended Sep 2022)*

**Credit Evaluation**

- 10.5.1 To be eligible for a credit evaluation, an applicant/retailer must have at least two years of financial statements.
- 10.5.2 An applicant/retailer requesting a credit evaluation must provide to AGLC:
- a) two most recent years of financial statements prepared by a third party (i.e., CA, CMA, or CGA); and
  - b) banking information on a Credit Evaluation Information form, completed by the applicant's authorized signatory and financial institution.
- 10.5.3 An applicant that does not pass the credit evaluation must provide a cash deposit or irrevocable letter of credit or their application will be denied (see Section 10.5.5).
- 10.5.4 Credit evaluation results are retained by AGLC and referenced on future applications from the applicant/retailer.

**Cash Deposits & Irrevocable Letters of Credit**

- 10.5.5 An applicant/retailer not eligible for a credit evaluation under Subsection 10.5.1, or that did not pass the credit evaluation, must provide a cash deposit or irrevocable letter of credit to meet AGLC's financial security requirements. If a retailer chooses to provide:
- a) a cash deposit, the following conditions apply:
    - i) retailers must complete and submit the Deposit Agreement form to AGLC; and
    - ii) retailers must deposit the required amount with AGLC, payable to AGLC by certified cheque, money order, or any other means permitted by AGLC.
  - b) an irrevocable letter of credit, the following conditions apply:
    - i) the irrevocable letter of credit must identify:
      - the retailer's legal entity as the applicant or customer;

**SUBJECT: FINANCIAL SECURITY REQUIREMENTS**

- AGLC as the beneficiary;
  - Canadian dollar amount of the letter;
  - an effective date, expiry date, and automatic extension clause;
  - that partial drawings are permitted;
  - that the irrevocable letter of credit covers lottery terminals, if a reference is required;
  - complete mailing address of the financial institution; and
  - printed names, titles, and contact numbers of all signatories.
- ii) retailers are responsible for all fees incurred by obtaining an irrevocable letter of credit.
- 10.5.6 AGLC determines the amount of the cash deposit or irrevocable letter of credit, based on two weeks average net invoice for the location (for existing locations), or \$3,000 per VLT (for new locations).
- 10.5.7 If the location is changing ownership, the amount of the cash deposit or irrevocable letter of credit will be disclosed only after AGLC has received the Change of Operator forms from both the seller and the buyer (see Subsection 10.7.2).
- 10.5.8 The cash deposit must be held, or the irrevocable letter of credit must stay in effect:
- a) for a sole proprietorship or unregistered partnership – until the Video Lottery Retailer Agreement is terminated; or
  - b) for a registered corporation or partnership – for a minimum of one year, or until the retailer's legal entity undergoes a successful credit evaluation. The retailer may request a credit evaluation after one year, if it meets the eligibility requirements outlined in Subsection 10.3.1.
- 10.5.9 AGLC may draw upon a retailer's cash deposit or irrevocable letter of credit at any time to satisfy any payments owing to AGLC under the Video Lottery Retailer Agreement.

**SUBJECT: VLT ALLOCATION**

**POLICIES**

10.6.1 *(Deleted Feb 2024)*

10.6.2 The allocation of VLTs is determined by factors that help AGLC to achieve the maximum optimization of its VLT network, including but not limited to:

- a) availability of VLTs;
- b) consumer demand, as determined by AGLC, including but not limited to:
  - i) sales performance;
  - ii) VLT utilization; and
  - iii) other gaming market conditions;
- c) regional market conditions, including but not limited to:
  - i) temporary road closures;
  - ii) plant closures; or
  - iii) prolonged, adverse conditions in the area (e.g., drought or flooding); and
- d) ongoing retailer assessments, as determined by AGLC.

10.6.3 AGLC determines the number and types of VLTs provided to an eligible retailer.

10.6.4 In order to maintain network optimization AGLC may adjust the number and type of VLTs, as well as the terminal mix installed at VLT retailer locations.

**Additional VLTs**

10.6.5 AGLC will determine, based on current consumer demand assessments, which VLT retailers may be eligible to receive additional VLTs, including the number of VLTs they may be allocated.

10.6.6 Retailers eligible for additional VLTs will be provided with a sales target and timeline prior to VLT installation. If the VLT retailer fails to achieve the sales target within the allotted timeline, AGLC may remove one or more of the additional terminals allocated.



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**SUBJECT: VLT ALLOCATION**

10.6.7 Additional VLTs may not be provided to a retailer if VLTs have previously been removed due to a violation of VLT policies or a contravention of the Video Lottery Retailer Agreement.

**Removal of VLTs**

10.6.8 AGLC will send the video lottery retailer written notice advising when it is assessed as having insufficient consumer demand for the VLTs at its location.

10.6.9 When a location is notified three times within four quarterly assessments of having insufficient consumer demand, AGLC may elect to remove some or all of the VLTs at that location.

**SUBJECT: SALE, TRANSFER OR ASSIGNMENT OF A VLT LOCATION**

**POLICIES**

*(Amended Sep 2022)*

- 10.7.1 A Video Lottery Retailer Agreement is not transferable, and is automatically terminated and the VLTs disabled or removed whenever a location is sold, leased, assigned or otherwise transferred to the control of another person (see Section 10.8).
- 10.7.2 When a location is sold, the following documents must be submitted to AGLC:
- a) "Sellers Notification – Change of Operator" form, to be completed and submitted by the existing retailer; and
  - b) "Buyers Notification – Change of Operator" form, to be completed and submitted by the new operator.
- 10.7.3 A retailer being issued a new liquor licence for the location must re-submit all documents related to VLT operations (see Sections 10.3 and 10.5) before the new liquor licence is issued.
- 10.7.4 When an application from a new operator is approved, AGLC may enable all the existing VLTs at the location, or adjust the number of VLTs (see Section 10.6).
- 10.7.5 A new Video Lottery Retailer Agreement will not be considered if the location's VLT revenues have been assessed as having insufficient consumer demand by AGLC in the previous year (see Section 10.6).

**GUIDELINES**

- 10.7.6 Retailers considering the sale of their premises must contact AGLC Hotline (see Section 10.25) prior to the location being sold, leased, assigned or otherwise transferred to the control of another person.
- 10.7.7 AGLC may enter into a new Video Lottery Retailer Agreement with the new licensee if the new retailer:
- a) meets all retailer eligibility requirements (see Section 10.2); and
  - b) completes and submits a Video Lottery Retailer Application with all necessary documents to AGLC (see Sections 10.3, 10.5 and 10.7.2).



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**SUBJECT: SALE, TRANSFER OR ASSIGNMENT OF A VLT LOCATION**

- 10.7.8 A new Video Lottery Retailer Agreement may not be considered if the location has not progressed from the trial network (see Subsection 10.2.12).
- 10.7.9 To avoid any interruption of VLT operations, a new operator should allow sufficient time for their retailer application to be processed.
- 10.7.10 A new operator wishing to relocate VLTs within the premises, in conjunction with their possession date for the location should refer to Section 10.21.
- 10.7.11 A new operator wishing to renovate in conjunction with their possession date for the location should refer to Section 10.22.
- 10.7.12 A change of operators will be scheduled only during regular business hours of AGLC (see Subsection 10.25.3).

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**SUBJECT: CHANGE IN FINANCIAL INTEREST OR OPERATOR**

**POLICIES**

*(Amended Sep 2022)*

10.8.1 A retailer with an existing Video Lottery Retailer Agreement that proposes to allow another person or entity to acquire a financial interest [as defined in Section 1(1)(e) of the GLCR] in the retailer's legal entity or business through an arrangement other than a sale, transfer or assignment must obtain AGLC approval in advance. AGLC may:

- a) approve the proposal without conditions;
- b) approve the proposal subject to conditions;
- c) approve the proposal subject to changes to existing conditions; or
- d) refuse to approve the proposal.

Where AGLC refuses to approve the proposal and the retailer proceeds with the arrangement, AGLC may cancel the Video Lottery Retailer Agreement.

10.8.2 The existing Video Lottery Retailer Agreement is terminated on the day the liquor licence is cancelled due to a change of operator.

10.8.3 Where a sale, transfer, or assignment of five per cent or greater interest in the part of a retailer's business (as authorized by the liquor licence) results in a change of operator, AGLC may approve the new operator. The new operator:

- a) must meet all eligibility requirements; and
- b) may undergo a background check, if required (see Section 10.4).



**SUBJECT: HOURS OF OPERATION**

**POLICIES**

*(Amended Sep 2022)*

10.9.1 The retailer must contact AGLC Hotline with any changes to the hours of operation.

10.9.2 VLTs found to be operating outside of AGLC approved hours will be disabled and not enabled again until the location's operating hours are changed in AGLC's central computer system.

**VLT Retailers**

10.9.3 VLTs may be operated only during the hours the location is open to the public and the Class A Minors Prohibited licence is in effect.

**GEC Retailers**

10.9.4 A GEC must be open to the public for a minimum of 14 hours per day, Monday through Sunday, except statutory holidays. Maximum hours for GECs are the same as VLT retailers (see Subsection 10.9.3).

**AEC Retailers** *(Added Sep 2022)*

10.9.5 VLTs in an AEC may be operated only during the hours the Class B Tourist Facility licence is in effect.



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**SUBJECT: STAFF TRAINING**

**POLICIES**

*(Amended Sep 2022)*

10.10.1 A retailer must ensure all staff responsible for operating VLTs receive training in:

- a) operation of i-LINK including validation of cash-out tickets;
- b) general maintenance of VLTs; and
- c) Reel Facts VLT Staff Training (mandatory component) (see Subsection 10.11.3).

10.10.2 Retailers at approved cross-validation sites must ensure all staff responsible for cross validating VLT cash out tickets from another location receive instruction in cross-validation procedures.

10.10.3 At least one staff member must be available to cash out customer tickets during operating hours.

**GUIDELINES**

10.10.4 To request VLT training, contact AGLC Hotline (see Section 10.25).

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**SUBJECT: REEL FACTS VLT STAFF TRAINING**

**POLICIES**

10.11.1 *(Deleted Nov 2022)*

10.11.2 A retailer must meet Reel Facts VLT Staff Training certification requirements. Equivalency will not be granted for certificates issued by other provinces. *(Amended Nov 2022)*

10.11.3 Reel Facts certification is mandatory for the following full-time and part-time staff:

- a) owners, managers, supervisors; and
- b) all staff working at a liquor licensed premises having any involvement with patrons using VLTs, with the exception of positions identified in Subsection 10.11.4.

10.11.4 Reel Facts certification is not required for staff working full-time or part-time as:

- a) kitchen staff, bus persons, entertainers, and cleaning staff in licensed premises; or
- b) registered gaming workers employed in casino facilities or Racing Entertainment Centres with a Deal Us In Phase One certification.

Note: Deal Us In Phase One certification is acceptable in lieu of Reel Facts certification at casino facilities and RECs where staff may have involvement with VLT patrons.

10.11.5 Persons requiring Reel Facts certification must be certified within 30 days of their employment start date.

10.11.6 *(Deleted Nov 2022)*

10.11.7 *(Deleted Nov 2022)*

10.11.8 A Reel Facts certificate must be maintained by successfully repeating the Reel Facts program, including passing the exam, before the certificate expires. *(Amended Nov 2022)*

10.11.9 Staff must provide proof of Reel Facts certification at the request of an AGLC Inspector. Proof of Reel Facts certification includes: *(Amended Nov 2022)*

- a) printed certificate that has a QR code; or *(Amended Nov 2022)*

**SUBJECT: REEL FACTS VLT STAFF TRAINING**

- b) *(Deleted Nov 2022)*
- c) *(Deleted Nov 2022)*
- d) a clear digital image of the above (e.g. screen shot) saved on the staff member's mobile device. *(Amended Nov 2022)*

10.11.10 It is the responsibility of the retailer to ensure at least one (1) Reel Facts-certified staff member is on shift at all times. *(Amended Nov. 2022)*

**GUIDELINES**

10.11.11 To aid compliance with Reel Facts VLT Staff Training certification requirements, it is suggested licensees keep a log of employees who are Reel Facts-certified, including the following information: *(Amended Nov 2022)*

- a) employee name as it appears on their certificate; *(Amended Nov 2022)*
- b) SMART Training registration number; and
- c) expiry date.

10.11.12 The Reel Facts VLT Staff Training program is at:  
[smartprograms.aglc.ca](http://smartprograms.aglc.ca). *(Amended Nov 2022)*

**SUBJECT: GAME STRUCTURE**

**POLICIES**

*(Amended Sep 2022)*

- 10.12.1 A variety of games are offered on VLTs. Game instructions and pay-out tables are available on each terminal.
- 10.12.2 The pay-out may vary by game and the network will average approximately 92 per cent.
- 10.12.3 The minimum and maximum bet may vary by game.
- 10.12.4 The maximum prize that can be won in a single game may vary by game and will not exceed \$10,000.
- 10.12.5 When a series of individual prize awards of \$1,250 or less result in a terminal balance of \$1,250 or more, the VLT automatically produces a cash-out ticket of \$1,250.
- 10.12.6 For individual prize awards over \$1,250, the VLT automatically produces a cash-out ticket of a value equal to the individual prize award.
- 10.12.7 For both Subsections 10.12.5 and 10.12.6, players will receive one cash-out ticket leaving the remaining balance on the terminal until either played or cashed-out.
- 10.12.8 All game hardware and software are tested by an approved independent gaming laboratory prior to installation in the VLTs to verify the pay-out percentage conforms to the approved range.
- 10.12.9 A VLT malfunction voids all plays and all pay-outs.

**GUIDELINES**

- 10.12.10 Player disputes should be directed to Gaming Irregularities (see Section 10.25). AGLC investigates all complaints.

**SUBJECT: PAYMENT OF VLT CASH-OUT TICKETS**

**POLICIES**

*(Amended Sep 2022)*

- 10.13.1 A retailer must keep an adequate cash float to, upon validation, pay-out all cash-out tickets of a face value less than or equal to \$1,250.
- 10.13.2 A cash-out ticket must be immediately validated and paid when presented, subject to the following conditions:
- a) A cash-out ticket with a face value less than or equal to \$1,250 must be redeemed at the location where it was issued.
  - b) A cash-out ticket with a face value in excess of \$1,250 may be redeemed at the location where it was issued or at an AGLC approved cross-validation site.
  - c) A retailer that is not an AGLC approved cross-validation site may choose not to pay-out a cash-out ticket of a face value in excess of \$1,250. In this case, the retailer must direct the player to an approved AGLC cross-validation site for payment in full (see Section 10.14).
  - d) A cash-out ticket may be redeemed by the player for up to thirty days from the date of issue (see Subsection 10.13.3).
- 10.13.3 A player presenting a cash-out ticket issued more than thirty days prior should be directed to call Gaming Irregularities (see Section 10.25).
- 10.13.4 Failure to pay out winnings as stipulated in Subsection 10.13.1 may result in penalties as outlined in Subsection 10.24.1.
- 10.13.5 To assist in ensuring prizes are paid to the person who is named on the back of the cash-out ticket, a retailer will, for cash-out tickets originating at their site and in excess of \$1,250 that are not paid out the same day issued:
- a) check the back of the ticket to see if the claimant's name has been printed on the space provided;
  - b) if a name has been printed on the back of the ticket, ask the claimant for an acceptable form of I.D. (see Subsection 5.5.9 a) – d)) and confirm that the name on the back of the cash-out ticket is the same name that appears on the I.D.; and

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- c) where a discrepancy exists, the retailer should not pay the prize and contact AGLC Hotline (see Section 10.25) to report the incident and seek further instructions.

**GUIDELINES**

10.13.6 As a means of providing excellent customer service, retailers should consider maintaining an adequate cash float enabling them to pay-out all cash-out tickets presented by players.

**SUBJECT: CROSS-VALIDATION**

**POLICIES**

*(Amended Sep 2022)*

- 10.14.1 AGLC will select and approve a number of cross-validation sites throughout the Province for the purpose of validating and paying out VLT cash-out tickets of a value exceeding \$1,250 that could not be paid at the originating retail site.
- 10.14.2 Cross-validation site selection will be based on an assessment by AGLC including, but not limited to:
- a) market coverage to meet player needs; and
  - b) the retailer's ability to provide the services of a cross-validation site.
- 10.14.3 Cross-validation retailers must complete and submit a consent form (Consent to Records Check – Form REG/GAM 5594) to allow AGLC to conduct criminal and financial indices checks.
- 10.14.4 Cross-validation retailers must maintain a sufficient float to:
- a) pay, upon validation, all cash-out tickets originating from their own retail site; and
  - b) pay, upon validation, cash-out tickets of a value exceeding \$1,250 originating from another VLT site.
- 10.14.5 A player presenting a cash-out ticket issued more than thirty days prior should be directed to call Gaming Irregularities (see Section 10.25).
- 10.14.6 To assist in ensuring prizes are paid to the person who is named on the back of the cash-out ticket, a cross-validation retailer will, for all cash-out tickets originating from another VLT site:
- a) check the back of the ticket to see if a name has been printed on the space provided;
  - b) if a name has been printed on the back of the ticket, ask the claimant for an acceptable form of I.D. (see Subsection 5.5.9 a) – d)) and confirm that the name on the back of the cash-out ticket is the same name that appears on the I.D.; and

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**SUBJECT: CROSS-VALIDATION**

- c) where a discrepancy exists, the retailer should not pay the prize and contact AGLC Hotline (see Section 10.25) to report the incident and seek further instructions.

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**SUBJECT: CASH-OUT TICKET RETENTION AND DESTRUCTION**

**GUIDELINES**

*(Amended Sep 2022)*

- 10.15.1 Cash-out tickets should be retained for a period of 30 days from the date of validation, after which time they may be destroyed.
- 10.15.2 After the 30 day retention period has lapsed, the validated cash-out tickets should be destroyed. Shredding is the recommended method of destruction subject to the following standards:
  - a) straight cut – 3mm or less; or
  - b) cross cut – 4mm or less.
- 10.15.3 Shredded materials may then be disposed of.

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SECTION: VIDEO LOTTERY

NUMBER: 10.16

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SUBJECT: REMUNERATION

**POLICIES**

*(Amended Sep 2022)*

- 10.16.1 Retailers are provided a commission based on a percentage of VLT net sales (cash-in less cash-out) per week. The commission rate is set by AGLC and is 15 per cent of net sales.
- 10.16.2 A retailer's commission is paid weekly.

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**SECTION: VIDEO LOTTERY**

**NUMBER: 10.17**

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**SUBJECT: PAYMENT TO AGLC**

**POLICIES**

*(Amended Sep 2022)*

- 10.17.1 All cash received from VLTs, less winnings paid, is the property of AGLC. AGLC will provide each retailer with an invoice via the i-LINK every Monday indicating the exact amount payable. If Monday is a statutory holiday, the invoice will be provided the next business day.
- 10.17.2 The exact amount payable from the invoice must be:
- a) deposited in the retailer's designated bank account the day the invoice is received, during business banking hours; and
  - b) available for processing to AGLC.
- 10.17.3 If AGLC receives a notice of non-sufficient funds (NSF) or any other item returned by the bank, the retailer must:
- a) make payment to cover the returned item within 24 hours of being notified, in the manner requested by AGLC, or the VLTs will be disabled;
  - b) immediately provide a cash deposit or irrevocable letter of credit in an amount determined by AGLC (see Section 10.5) and in effect for at least 24 months from the date of the returned item; and
  - c) pay any service charges determined by AGLC.
- 10.17.4 A retailer that fails to deposit the full amount payable on time may have its Video Lottery Retailer Agreement terminated and the VLTs and supplied equipment removed.
- 10.17.5 A retailer that has no further payment problems for two years following an NSF notice or other returned item may request a credit evaluation to review the need for the cash deposit or irrevocable letter of credit (see Section 10.5).
- 10.17.6 Retailers are responsible to inform AGLC Hotline of any change to their designated bank account (see Section 10.25).
- 10.17.7 A credit evaluation is based upon a review of recent banking and credit activities. AGLC requires two current consecutive years of financial statements prepared by a third party (i.e., CPA, CA, CMA, or CGA) and banking information for the most recent 12 month period.

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**SUBJECT: PAYMENT TO AGLC**

- a) If a retailer passes the credit evaluation, AGLC returns the cash deposit to the retailer or the irrevocable letter of credit to its financial institution.
- b) If the credit evaluation is unsuccessful, the retailer is notified that the cash deposit must continue to be held or that the irrevocable letter of credit must stay in effect.

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**SUBJECT: OPERATIONAL AND FACILITY REQUIREMENTS**

**POLICIES**

*(Amended Sep 2022)*

- 10.18.1 The following persons are not allowed to play VLTs or Keno:
- a) minors (anyone under the age of 18 years);
  - b) anyone who appears to be intoxicated by liquor or a drug; and
  - c) staff members who are on duty.
- 10.18.2 The distance between a VLT and the nearest Automated Teller Machine (ATM) must be at least 4.5 metres (15 feet).
- 10.18.3 A retailer is not permitted to grant credit to a player or provide a cash advance on a credit card.
- 10.18.4 Illegal gaming devices are prohibited at a VLT location.
- 10.18.5 VLTs are not permitted:
- a) in the same room where nude entertainment occurs; or
  - b) in a room where nude entertainment may be viewed.
- Note: this restriction applies whether or not the VLTs are enabled, disabled, and/or covered up.
- 10.18.6 No person is allowed to tamper with the VLTs and/or the i-Link.
- 10.18.7 No VLT promotion or giveaway may be offered to a player without the written consent of AGLC.
- 10.18.8 Retailers must ensure a telephone is available in such proximity to the location of the VLTs and the i-Link, so that staff on duty may simultaneously carry on a telephone conversation and receive instruction on the operation or maintenance of the supplied equipment.

**GEC Retailers:**

- 10.18.9 A VLT Retailer must submit design plans for a GEC to AGLC for approval in advance of construction or renovation.
- 10.18.10 A GEC must have:
- a) a designated VLT gaming area;
  - b) a cashier area;

**SUBJECT: OPERATIONAL AND FACILITY REQUIREMENTS**

- c) a liquor service bar;
- d) a dining area with table service that meets the food service requirements of a Class A Minors Allowed licence (see Section 5.4). Full-menu dining service must be available to patrons until 11 p.m.;
- e) an entrance area;
- f) closed-circuit television (CCTV) cameras;
- g) a secured CCTV monitoring area/room;
- h) a secured CCTV DVR storage area/room;
- i) washrooms (preferably located within the GEC or next to it); and
- j) at least three other types of entertainment for patrons that comply with the Entertainment and Games Schedule or are otherwise approved by AGLC (e.g., billiards, television viewing, amusement games, etc.; see Section 5.10).

**10.18.11** The floor area of a GEC must be allocated as follows:

- a) at least 2.3 sq. metres (25 square feet) for each VLT within the VLT gaming area; and
- b) at least 60 per cent of total usable floor space for public use outside the VLT gaming area (i.e., dining area, bar, entrance, cashier area, etc.).

**Note:** Do not include hallways, kitchen(s), washrooms and any other "back of house" areas in this calculation.

**10.18.12** Additional structural requirements for a GEC are:

- a) minimum of 4.5 metres (15 feet) between a VLT and the nearest Automated Teller Machine (ATM);
- b) minimum ceiling height of three metres (10 feet) above the VLT gaming area;
- c) electrical requirements for VLTs and supplied equipment are outlined in Subsection 10.3.14; these electrical outlets must not be accessible to players or other patrons;

**SUBJECT: OPERATIONAL AND FACILITY REQUIREMENTS**

- d) adequate lighting for the safety of players and staff and to ensure proper viewing by security cameras;
- e) kitchen in the same facility as the GEC (not necessarily within the GEC itself) and accessible to GEC dining staff;
- f) VLT gaming area in plain view of the entrance and cashier area; and
- g) easily accessed, clearly marked entrance to the GEC from the outside and/or the building lobby.

10.18.13 There must be no direct access to a GEC from an adjacent licensed premises.

10.18.14 The physical layout of a GEC must also comply with Class A Minors Prohibited licence requirements (see Section 3.2).

10.18.15 The written approval of AGLC is required for all new construction or renovation to a VLT location (see Section 10.22). Any construction or renovation undertaken without AGLC approval or before the retailer background check is completed is done at the retailer's own risk.

10.18.16 If the approved physical layout is changing due to renovation plans, the retailer will be required to submit renovation design plans to AGLC for approval prior to commencing the renovations (see Section 10.22)

10.18.17 Licensed gaming facilities may not combine the provisions of a GEC as part of their existing gaming floor.

**AEC Retailers** *(Added Sep 2022)*

10.18.18 An AEC retailer must submit design plans for an AEC to AGLC for approval in advance of construction or renovation.



**SUBJECT: SECURITY STANDARDS**

**POLICIES**

*(Amended Sep 2022)*

**VLT Retailers**

- 10.19.1 There must be a direct line of sight from the main liquor service area to the VLT gaming area. If the front of the VLTs is not visible, the VLT retailer must install a mirror or a camera with a monitor at the main liquor service area.
- 10.19.2 The retailer will immediately notify AGLC of any suspicious activity or any activity which may be deemed to have a wrongful intent by contacting the Gaming Irregularities Complaint Line or AGLC Hotline (see Section 10.25).

**GEC Retailers**

- 10.19.3 A GEC retailer must have a surveillance plan which includes:
- a) a floor plan of the gaming and cashier area of each location, showing the placement of all surveillance equipment; and
  - b) a description of the surveillance equipment and its capabilities for each location, including the types of activities that are recorded and the periods of time for which the recordings of activities are kept.
- 10.19.4 A GEC retailer must notify AGLC Hotline (see Section 10.25) if they suspect, or have evidence of, the following:
- a) cheating at play;
  - b) theft by patrons or staff;
  - c) robbery or attempted robbery in the GEC;
  - d) passing of counterfeit currency;
  - e) any breach of security or procedures; or
  - f) other activity which is inconsistent with or in violation of the Video Lottery Retailer Agreement.
- 10.19.5 Any video or digital recordings related to the activities listed in Subsection 10.19.4 must be retained until directed otherwise by an AGLC Investigator/Inspector.

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**SUBJECT: SECURITY STANDARDS**

10.19.6 The GEC retailer must provide a colour CCTV (closed circuit television system) that has:

- a) A closed-circuit colour TV camera system with all cameras linked to a secure area such as a secure office or lockable cabinet. Other links within the GEC can only be made to this secure area with AGLC approval.
- b) Each video camera must be installed in a manner that will prevent it from being readily obstructed, tampered with or disabled.
- c) *(Deleted July 2023)*
- d) All cameras must be linked to video recorders direct or via quad or matrix switchers and be recorded in real time (30 images per second) with date and time generation. Digital recording units must meet the following minimum standards:
  - the digital video recording device (DVRD) must record at 30 images per second per camera with a minimum pixel image common interchange format (CIF) recording;
  - the DVRD must provide for seven days continuous storage for each and all cameras attached to it in the VLT gaming floor area;
  - the DVRD may house a built-in Security Data Container (SDC) or utilize external storage devices such as a Network Attached Storage (NAS) device or Redundant Array of Independent Disks (RAID) attached storage; and
  - the DVRD must be capable of archiving information data to a CD, DVD or Flash Drive in compressed, authenticable format. A viewing or playback tool must also be available to review this video, as well as a method for ensuring the authenticity of the video excerpt.

10.19.7 The use of a Wi-Fi network within the GEC is limited to non-gaming purposes such as in the administrative office (e.g., staff use a

**SUBJECT: SECURITY STANDARDS**

wireless network for laptops, printers, scanners, etc.) and must be approved by AGLC.

10.19.8 Cameras dedicated to the VLT gaming area must be capable of being viewed full screen on a 19 inch or larger colour monitor. No public viewing is allowed.

10.19.9 All equipment must be maintained and be in proper working order. AGLC must be notified if CCTV coverage falls below these minimum standards.

10.19.10 Camera may be recorded with time lapse or with motion sensitive activation (minimum of 15 images per second) when the GEC is not open.

10.19.11 Cameras must:

- a) have a minimum of 480 lines resolution; and
- b) be positioned to:
  - i) provide surveillance of all VLT machines;
  - ii) avoid any blind spots (areas without surveillance) in the VLT gaming area; and
  - iii) allow clear identification of staff, players and other patrons.

10.19.12 A dedicated camera must be installed so there is complete full-time coverage of each entry/exit (not required for “emergency only” exits) with sufficient clarity to identify the individuals entering or leaving the premises.

10.19.13 A dedicated camera is required overhead of the cashier’s area and supplemented by one or more secondary cameras to capture an unobstructed view that allows for clear identification of the patrons.

10.19.14 The minimum ratio of cameras to VLTs in a GEC is one camera per three VLTs, unless otherwise authorized by AGLC.

**AEC Retailers** *(Added Sep 2022)*

10.19.15 AEC retailers must provide camera coverage of all VLT gaming areas and cashier areas, in accordance with GEC security standards in Sections 10.19.3 to 10.19.14.

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**SUBJECT: SECURITY STANDARDS**

**GUIDELINES**

- 10.19.16 VLT paper supplies are required to be handled and stored in accordance with AGLC procedures.
- 10.19.17 The VLT float should be kept separate from other cash, in a lockable cash box stored in a secure area. The VLT float should be routinely verified and balanced at change of shift and closing. Separate floats may be used for large payouts.
- 10.19.18 Upon request, retailers should escort a player with large sums of money to his/her vehicle.
- 10.19.19 Upon request, retailers should make large payouts to players by cheque.
- 10.19.20 If more than one person requires access to VLT keys, the keys should be stored in a locked area. A log is used for signing the keys in and out.
- 10.19.21 AGLC Inspectors will regularly visit a VLT premises to ensure all security standards are met and to advise the retailer and staff on all aspects of security.

**SUBJECT: SIGNAGE, ADVERTISING AND PROMOTIONS**

**POLICIES**

*(Amended Sep 2022, Mar 2023)*

- 10.20.1 The following signs and informational materials provided by AGLC must be posted in the premises in clear public view, unless otherwise noted:
- a) "Your games. Your choice." (VLT Rules of Play and Gaming Irregularities poster);
  - b) "If you gamble, use your GameSense" (Responsible Gambling poster);
  - c) "Robbery Procedures" (for the information of staff only, to be posted in an area out of public view); and
  - d) any other information AGLC may provide to a retailer for posting.
- 10.20.2 Failure to post signs as directed by AGLC may result in penalties up to and including termination of the Video Lottery Retailer Agreement and the removal of the VLTs and supplied equipment.
- 10.20.3 With the exception of providing free food or non-alcoholic beverages to players as a means of "customer service", proposed advertising or promotional materials must be approved in advance by AGLC. Advertising and/or promotional materials used without AGLC approval will be removed. The retailer may also face penalties as outlined in Subsection 10.24.1
- 10.20.4 Advertising and promotions must not:
- a) encourage or promote irresponsible play;
  - b) depict excessive or prolonged periods of VLT play;
  - c) refer to VLTs as slot machines or the VLT location as a casino.
  - d) convey the impression that playing or winning will improve an individual's status or standing;
  - e) be targeted at minors;
  - f) be used to disparage or discredit another company, business or product;
  - g) contain misleading or false information; or

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**SUBJECT: SIGNAGE, ADVERTISING AND PROMOTIONS**

- h) be placed on any AGLC non-regulated websites or websites with a direct link to an AGLC non-regulated gaming site (free or pay) or 'fantasy sports' sites.

**GEC Retailers**

10.20.5 In addition to the signs listed under Subsection 10.20.1, GEC retailers must post the following signs provided by AGLC:

- a) "Video Surveillance" poster;
- b) Social Responsibility brochures; and
- c) height markers at each entrance/exit, for security purposes.

10.20.6 GEC retailers must provide and post the following signs:

- a) "Minors Prohibited" (at all entrances/exits);
- b) hours of operation; and
- c) cashier area.

**AEC Retailers** *(Added Sep 2022)*

10.20.7 In addition to the signs listed under Subsection 10.20.1, AEC retailers must post the following signs provided by AGLC:

- a) "Video Surveillance" poster; and
- b) Social Responsibility brochures.

**GUIDELINES**

10.20.8 Retailers requiring any of the signage or notices provided by AGLC should contact AGLC Hotline (see Section 10.25).

**SUBJECT: VLT RELOCATIONS WITHIN A RETAILER'S PREMISES**

**POLICIES**

*(Amended Sep 2022)*

**10.21.1 In this Section:**

- a) "relocation" means the permanent, physical removal of VLTs and/or supplied equipment from their installed position on a retailer's premises to another position on the same premises, requiring electrical or communication rewiring; and
- b) "temporary relocation" means the short-term repositioning of VLTs and/or supplied equipment on a retailer's premises to allow for physical improvements such as painting or carpet laying.

**10.21.2** The relocation or temporary relocation of VLTs and/or the i-LINK on a retailer's premises requires AGLC authorization. Prior to the relocation, the retailer must contact AGLC Hotline at least two weeks in advance (see Section 10.25 for contact information).

**10.21.3** All relocations and temporary relocations must be completed by AGLC employees or authorized agents.

**10.21.4** A relocation or temporary relocation of an existing retailer to a different facility will result in termination of the Video Lottery Retailer Agreement, except in exceptional circumstances approved by AGLC, for example a fire or some other major, unexpected event beyond the control of the retailer.

**10.21.5** The retailer is responsible for any damage to a VLT, i-LINK or supplied equipment during an unauthorized relocation and must pay all repair or replacement costs (see Section 10.23).

**10.21.6** AGLC will arrange for the installation of all inside cabling to accommodate the relocation and operation of the VLTs and supplied equipment. The retailer is responsible for all costs related to this installation.

**10.21.7** The retailer is responsible to arrange for and provide the necessary electrical requirements to accommodate the relocation and operation of the VLTs and supplied equipment (see Subsection 10.3.14).

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**SECTION: VIDEO LOTTERY**

**NUMBER: 10.21**

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**SUBJECT: VLT RELOCATIONS WITHIN A RETAILER'S PREMISES**

**GUIDELINES**

- 10.21.8 A minimum of two weeks notification is required, otherwise priority charges for relocation and temporary relocation may apply.
- 10.21.9 For information on relocation costs, call AGLC Hotline (see Section 10.25).
- 10.21.10 A relocation or temporary relocation will be scheduled only during regular business hours of AGLC (see Subsection 10.25.3).

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**SUBJECT: RENOVATION OR REPAIRS TO A VLT LOCATION**

**POLICIES**

*(Amended Sep 2022)*

10.22.1 In this section, “renovation” means physical improvements to a licensed premises which may or may not involve structural changes (i.e., painting, carpet laying, construction, etc.).

10.22.2 A retailer must notify AGLC in writing of:

- a) any repairs/renovations that require the location to close or for the VLTs to be relocated within the premises; or
- b) any structural change(s) planned for the location (AGLC advance approval is required; see Section 5.14); or
- c) any damages to the premises caused by fire, flood, or other causes, which may result in the premises being closed.

10.22.3 See Section 10.25 for AGLC mail, email, and fax information.

10.22.4 When a location is being closed for renovation or repairs:

- a) for an extended period of time but less than one year, VLTs will be temporarily removed. VLTs will be re-installed as soon as possible, subject to availability, once the renovation or repairs are completed and the location re-opens for business; or
- b) for more than one year, AGLC may terminate the Video Lottery Retailer Agreement.

**GUIDELINES**

10.22.5 For information regarding the relocation or temporary relocation of VLTs and/or supplied equipment during renovation or repairs, see Section 10.21.

10.22.6 A relocation or temporary relocation will be scheduled only during regular business hours of AGLC (see Subsection 10.25.3).



**SECTION: VIDEO LOTTERY**

**NUMBER: 10.23**

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**SUBJECT: LIABILITY FOR LOSS OR DAMAGE/RELOCATION COSTS**

**POLICIES**

*(Amended Sep 2022)*

- 10.23.1 A retailer is liable for costs related to:
- a) lost, stolen, or missing money from VLT operations;
  - b) replacement of damaged or stolen VLTs and/or supplied equipment;
  - c) lost or stolen keys, including the costs of key replacement and new locks; and
  - d) relocation of VLTs and/or supplied equipment.
- 10.23.2 A retailer must immediately report any loss or damage to VLTs, supplied equipment, and/or keys to AGLC Hotline (see Section 10.25).
- 10.23.3 AGLC requires full payment within 30 days of the invoice date.

**GUIDELINES**

- 10.23.4 For information on replacement costs, contact AGLC Hotline (see Section 10.25).

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**SECTION: VIDEO LOTTERY**

**NUMBER: 10.24**

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**SUBJECT: VIOLATION OF AGLC POLICIES**

**POLICIES**

*(Amended Sep 2022)*

10.24.1 Violation of AGLC policies and guidelines may result in any of the following:

- a) termination of the Video Lottery Retailer Agreement by AGLC with or without cause;
- b) election to remove one or more VLTs; or
- c) suspension of the retailer's ability to operate the supplied equipment.

The retailer will receive written notice from AGLC of the violation and penalty.

10.24.2 A retailer whose Video Lottery Retailer Agreement is cancelled is ineligible to re-apply for VLTs for the same location for a minimum of one year.

**GUIDELINES**

10.24.3 A retailer that has had one or more terminals removed due to a violation may ask AGLC, in writing, to return the VLTs after the penalty period has ended. After this time, AGLC may consider returning the terminals as VLTs become available.

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**SECTION: VIDEO LOTTERY**

**NUMBER: 10.25**

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**SUBJECT: CONTACTS**

**POLICY**

*(Amended Sep 2022)*

10.25.1 For inquiries and assistance related to VLTs, contact:

- a) AGLC Hotline: 1-800-561-4415  
Fax: 403-740-7014  
Email: retailnetworks@aglc.ca
- b) Gaming Irregularities: 1-800-742-7818
- c) Alberta Health Services  
Addictions Help Line: 1-866-332-2322

10.25.2 See Section 1.3 for AGLC office contact information.

10.25.3 AGLC regular business hours are 8:15 a.m. to 4:00 p.m., Monday to Friday, excluding statutory holidays.

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**SECTION: GAMING ENTERTAINMENT CENTRES**

**NUMBER: 11.1**

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**SUBJECT: GENERAL INFORMATION**

**POLICIES**

*(Deleted Sep 2022)*

11.1.1 Policy regarding Gaming Entertainment Centres (GECs) has been consolidated into Section 10.

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**SUBJECT: GENERAL INFORMATION**

**POLICIES**

12.1.1 *(Deleted Dec 2020)*

12.1.2 *(Deleted Dec 2020)*

12.1.3 *(Deleted Dec 2020)*

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

12.1.5 Any alleged violation observed by an AGLC Inspector, or a report of potential problems received from police, fire, health, other government officials or the general public, will be investigated and may result in an Incident Report (see Section 13.1).

**GUIDELINES**

12.1.6 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.

12.1.7 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: 12.1**

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**SUBJECT: GENERAL INFORMATION**

- 12.1.8 All AGLC Inspectors carry photo identification while on duty. A licensee may ask to see an Inspector's identification before providing any information.
- 12.1.9 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.
- 12.1.10 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.

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SECTION:   INSPECTIONS  
NUMBER:   12.2

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SUBJECT:   LIQUOR SEIZURE AND ANALYSIS

*(Deleted Nov 2022)*

***Please see Sections 103(4) and 106(1) GLCA for more information on liquor seizure and analysis.***

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**SECTION: LICENSEE DISCIPLINE**

**NUMBER: 13.1**

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**SUBJECT: INCIDENT REPORTS**

**GUIDELINES**

- 13.1.1 An AGLC Inspector who observes an alleged violation may prepare an Incident Report detailing the circumstances. *(Amended Dec 2020)*
- 13.1.2 The President & Chief Executive Officer or delegate may propose a penalty or refer the Incident Report to the Board for review and decision where circumstances warrant.
- 13.1.3 On reviewing an Incident Report, the Board may decide to impose a penalty with or without a hearing.

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SECTION: LICENSEE DISCIPLINE  
NUMBER: 13.2

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SUBJECT: NOTICE OF PENALTY

*(Deleted Nov 2019)*

***Please see the Board Hearing Panel Rules and Procedures Document at [aglc.ca](http://aglc.ca) for information on Notice of Penalty.***

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SECTION: LICENSEE DISCIPLINE  
NUMBER: 13.3

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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.**

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