



Gaming Information for Charitable Groups



A Resource Manual

July 2021 Edition



**Gaming Information
for Charitable Groups**

GAIN important information on charitable gaming.

GAIN information.

GAIN knowledge.

GAIN experience.

A Resource Manual

July 2021 Edition



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Alberta Gaming, Liquor and Cannabis Commission

The policies of the AGLC take precedence over any information contained in this resource manual. Policies may be found on the AGLC’s web site at:

aglc.ca

The operating guidelines and handbooks do not replace the *Gaming, Liquor and Cannabis Act* or the *Gaming, Liquor and Cannabis Regulation*.

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Contact Information



Alberta Gaming, Liquor and Cannabis Commission (AGLC)
50 Corriveau Avenue
St. Albert, Alberta T8N 3T5

Web Site: aglc.ca

Email: gaming.licensing@aglc.ca

Reception: 780-447-8600 or 1-800-272-8876

Toll Free: 1-800-272-8876 or 310-0000 and ask for the AGLC

Use of Proceeds and

Licensing Enquiries: 1-855-506-1066

Licensing Support Fax: 780-447-8911 or 780-447-8912

Financial Review: 1-877-447-7575

I have...	About...	May I speak to a...
...Bingo Questions	...Bank Accounts, Financial reporting	→ ...Bingo Financial Review Clerk
	...Licensing	→ ...Bingo Licensing Clerk
...Casino Questions	...Bank Accounts, Financial reporting	→ ...Casino Financial Review Clerk
	...Licensing	→ ...Casino Licensing Clerk
...Pull Ticket questions	...Bank Accounts, Financial reporting	→ ...Pull Ticket Financial Review Clerk
	...Licensing	→ ...Pull Ticket Licensing Clerk
...Raffle questions	...Bank Accounts, Financial reporting	→ ...Raffle Financial Review Clerk
	...Licensing	→ ...Raffle Licensing Clerk
...Use Of Proceeds questions	...Use Of Proceeds requests	→ ...Use Of Proceeds Clerk
...Eligibility Questions	...Eligibility, By Laws	→ ... Licensing Eligibility Analyst

AGLC Regional Offices

Grande Prairie	100 - 11039-78 Avenue T8W 2J7	Phone: 780-832-3000 Fax: 780-832-3006
Calgary	310 6715 8 Street NE T2E 7H7	Phone: 403-292-7300 Fax: 403-292-7302
Red Deer	#3, 7965-49 Avenue T4P 2V5	Phone: 403-314-2656 Fax: 403-314-2660
Lethbridge	655 WT Hill Blvd South T1J 1Y6	Phone: 403-331-6500 Fax: 403-331-6506

Other AGLC Regulatory Services Division Contacts

AUDIT SERVICES QUESTIONS:	780-447-8600 -or- 1-800-272-8876 ...ask to speak with Forensic Audit's Administrative Assistant
INSPECTION QUESTIONS:	780-447-8600 -or- 1-800-272-8876 ...ask to speak with an Inspector
CHEATING AND IRREGULARITIES/ INVESTIGATION QUESTIONS:	780-447-8600 -or- 1-800-272-8876 ...ask to speak with Investigations
SOCIAL RESPONSIBILITY QUESTIONS:	780-447-8600 -or- 1-800-272-8876 ...ask to speak with Social Responsibility's Administrative Assistant
GAIN QUESTIONS:	1-866-307-7499 (direct line) Please check the GAIN section of the AGLC web site (aglc.ca) for the session schedule

Non-AGLC Contacts

Alberta Health Services (AHS):	1-866-332-2322 Problem Gambling Toll-Free Help	web site: albertahealthservices.ca
Community Initiatives Program (CIP):	1-800-642-3855	web site: alberta.ca/cip-operating-grant.aspx
Community Facility Enhancement Program (CFEP):	1-800-642-3855	web site: alberta.ca/community-facility-enhancement-program.aspx
Board Development Program (BDP):	780-427-2001 -or- toll free 310-0000 and ask for the Board Development Program	web site: alberta.ca/board-development-program.aspx
Corporate Registries:	780-427-7013 -or- toll-free 310-0000 and ask for Corporate Registries	web site: alberta.ca/incorporate-business-organization.aspx
Western Canada Lottery Corporation (WCLC):	1-800-665-3313	web site: wclc.com

All Gambling is Illegal

The *Criminal Code of Canada* says that,
“Everyone is guilty of an indictable offence and liable to imprisonment ...”
who conducts or manages or participates in a scheme by which, on the payment of consideration, a person becomes entitled to receive money or property based on the outcome of a game of chance or a game of mixed skill and chance.

The Criminal Code, however, provides specific and limited exceptions to what is noted above. Two of those exceptions are contained in Section 207 (1), which indicates that, “... it is lawful a) for the government of a province ... to conduct and manage a lottery scheme in that province ... [and] b) for a charitable or religious organization, pursuant to a licence issued by the Lieutenant Governor in Council of a province ... if the proceeds from the lottery scheme are used for a charitable or religious object or purpose”.

In other words, this law “starts with the philosophy that all gambling is illegal unless specifically exempted through legislation in the Criminal Code” (Judge Peter Griffiths, 1992).

Key Legislative Requirements and Considerations

- ***Criminal Code*** — established in 1892, it is the legal foundation for all gaming in Canada
- ***Gaming, Liquor and Cannabis Act*** — establishes the Alberta Gaming, Liquor and Cannabis Commission (AGLC) as the regulatory authority for provincial lotteries and gaming activities
- ***Gaming Liquor and Cannabis Regulation*** — establishes gaming licences for bingo, pull ticket, raffle, and casino and the respective fees for those licences; also establishes bingo and casino facility licences, and the registration of gaming workers
- ***Gaming Licensing Policies*** — Terms & Conditions and Operating Guidelines (“Ts & Cs”) must operate within the legal foundation framework established for the province

What is Charitable?

The Criminal Code does not provide guidelines on some key terms, such as charitable purpose, to which proceeds raised by charitable gaming activities must be applied. The AGLC, therefore, has adopted common law principles which have been used by the Supreme Court of Canada. These principles identify four categories of classification used to determine what constitutes a charitable or religious object or purpose:

1. Relief of poverty
2. Advancement of education
3. Advancement of religion
4. Other purposes beneficial to the community

The last category requires further clarification since, “*other purposes beneficial to the community*,” are subject to change with social priorities. The AGLC provides clarification on all four categories in its *Charitable Gaming Policies Handbook*, available on the web site at aglc.ca.

A charitable community benefit is provided when a service or program is delivered to a significant segment of the community in one of the following areas:

1 Relief of the aged or disadvantaged:

- relief to the poor;
- programs for the elderly so they can stay active in society; or
- social services and educational programs for the emotionally or physically distressed.

2 Advancing education and learning by providing:

- student scholarships;
- aid to schools;
- aid to libraries;
- aid to museums;
- aid to the arts; or
- aid to the preservation of cultural heritage.

3 Providing help to the community which:

- makes improvements to the quality of health;
- supports medical research;
- aids medical treatment programs;
- supplies a facility for the community's use;
- supports eligible amateur sports; or
- contributes places of worship and other religious programs.

NOTE

The terms 'charity' and 'charitable purpose' are defined by the AGLC solely for the purposes of issuing gaming licences. The AGLC is not bound by the definition of 'charity' or 'charitable purpose' used by other authorities or jurisdictions.

The Charitable Gaming Model in Alberta

Only licensed charitable or religious groups may conduct gaming activities in Alberta.

There are four types of charitable gaming licences:

1. Bingo;
2. Casino;
3. Pull Ticket; and
4. Raffle.

The proceeds groups raise from charitable gaming must be used for approved charitable or religious purposes. Remember, the *Criminal Code* requires that a licence only be issued if “*the proceeds ...are used for a charitable or religious object or purpose.*”

In other words, no gaming events in Alberta may be conducted without the direct involvement of eligible charitable or religious groups.

NOTE

A licence is required if a gaming event contains the following three elements:

- 1 Consideration (payment)**
- 2 Chance (opportunity to win a prize)**
- 3 Prize**

If someone is paying for a chance to win a prize, a gaming licence is required.

AGLC Regulatory Services Division

Within the AGLC, there are five branches involved in gaming licensing. All five branches are available to assist licensed or applicant groups.



LICENSING and CHARITABLE GAMING — Two sections within this branch are directly involved in the details of a group's gaming licence:

- **Licensing Support** works with groups in the processes of the licensing application process and uses of gaming proceeds.
- **Gaming Eligibility and Programs** works directly and in detail with groups in the processes of determining eligibility, registering stakeholders and managing files and data.

AUDIT SERVICES — This branch conducts audits and investigations with the purpose of regulating gaming activities. Charitable gaming licensees and facilities may be audited to ensure that gaming funds are used in accordance with the requirements of legislation and policy. Through its audit program, this branch is closely involved in all aspects of a group's operations and records.

- **Financial Review** works with groups related to financial reports, bank accounts, gaming event reporting, and pooling issues.

STAKEHOLDER INFORMATION — This branch provides informational programs for charitable groups and stakeholders.

INSPECTIONS — All aspects of gaming activity may involve an inspector. Among other duties, inspectors may assess eligibility for gaming licensing, monitor a raffle, or make on-site visits at gaming events.

INVESTIGATIONS — The key responsibility of this branch is to maintain the integrity of gaming activities in Alberta. This branch investigates Criminal Code offences, including those perpetrated against licensed groups and facilities.

NOTE

All branches fulfill two purposes related to gaming licensing:

TO MONITOR and TO ASSIST!

Refer to "Contact Information," pages 1-2.

Eligibility for Gaming Licensing

Each group that applies for a gaming licence is assessed based on criteria detailed in the following pages. In order to process thousands of applications for gaming licences fairly, the AGLC has developed policies to guide it in determining eligibility criteria that meet legal requirements set out in the *Criminal Code* (Canada), and the *Gaming, Liquor and Cannabis Act and Regulation*.

Each applicant group is assessed using the AGLC's eligibility policies. For a detailed description, please refer to the Charitable Gaming Policies Handbook.

CHARITABLE GAMING POLICIES HANDBOOK

This document contains detail about charitable gaming policies, including eligibility and use of gaming proceeds.

**This handbook is available on the web site at:
aglc.ca**

Basic Eligibility

Determining basic eligibility can be complex; however, there are three key components the AGLC considers when assessing a group's eligibility for gaming licensing:

- 1 STRUCTURE** — Is it broad-based and democratic?
- 2 PROGRAM DELIVERY** — How long have programs or services been offered? How do the group's programs or services benefit the community?
- 3 USE of PROCEEDS** — How will the money be spent?

The preceding components are described in more detail on the following pages.

1 Structure

Charitable or religious organizations may be eligible for gaming licensing if the following criteria are satisfactorily met:

1. The structure of the applicant group must have:
 - a. broad-based volunteer membership;
 - b. Alberta resident volunteers who establish, maintain control of, and deliver the group's programs;
 - c. democratically chosen executive (25% maximum appointed by an external entity);
 - d. no paid members, directors, or officers (may be paid for other work done for the group, but the position, title, job description, salary, benefits and source of funding for same must be disclosed);
 - e. programs that benefit a significant segment of the community, not member's self-interest or individual/personal benefit;
 - f. a not-for-profit objective;
 - g. groups applying for a licence must be incorporated (except for raffles with a total ticket value \$20,000 and less); acceptable forms of incorporation are:
 - i. Societies Act (Alberta)
 - ii. Part 9, Companies Act
 - iii. Part II, Canada Corporations Act
 - iv. Religious Societies Land Act
 - v. Other Alberta Statutes, approved by the AGLC, such as:
 - Band Council Resolution (only for a First Nations charity operating a gaming event on its reserve land); – a group governed under the School Act (with the exception of school councils which are not eligible for licensing); or
 - a group established under the *Regional Health Authorities Act* to enhance hospital care for people in the community.
 - vi. Charter from a recognized international governing body, e.g. service club charter.

2 Program Delivery

A group's record of program or service delivery must be consistent with its registered objects, proposed use of gaming proceeds (as identified on the licensing application form) and with the intent that the program or service delivery is charitable or religious. The record of program delivery will be assessed according to the following:

1. The applicant group must have a proven record of program delivery:
 - a. casino applicants require active delivery for the previous 24 months;
 - b. applicants for raffles with a total ticket value more than \$100,000 and bingo require a record of active program delivery for the previous 12 months.

NOTE

Groups must remain active with Corporate Registries as part of the licensing eligibility process, i.e. bylaws must be filed and stamped

2. Applicant groups must provide a written declaration or statement of the charitable community benefit provided by the programs or services the group delivers. The declaration will identify:

- the type of programs or services delivered by the group;
- the date(s) and approximate time(s) of program or service delivery;
- the premise from which the program or service delivery is made;
- the number of persons participating in the programs or receiving services and the fee structure charged. (The names, addresses and phone numbers of program participants and/or recipients of services may be required);
- the number of persons who may potentially benefit from the programs or services offered by the group;
- a list of programs or services that are restricted to members and those which are open to the general public;
- the percentage of participants or recipients of the group's programs or services who are group members and percentage who are members of the public;
- an explanation why the group's programs or services are important to the community; and
- a description of how the group's programs or services are distinct or unique from any other similar programs or services already provided in the community.

3 Proposed Use of Proceeds

Applicants for gaming licensing must specify the intended use of gaming proceeds on or attached to the application form. The following are key elements to consider when specifying use of proceeds:

1. The group's proposed use of gaming proceeds must be in accordance with the AGLC's use of gaming proceeds policy.
2. Proceeds must only be spent on approved charitable purposes.

NOTE

It is important for all applicant and licensed groups to notify the AGLC of any changes to the group's:

- **structure;**
- **objectives;**
- **bylaws;**
- **executive;**
- **use of proceeds; and**
- **programs or services.**

Failing to apprise the AGLC of key changes may affect current and future gaming licences.

A Question of Geography

The following outlines where a group may conduct gaming events:

1. Groups located within the boundary of Edmonton must conduct casinos within that city. Groups delivering programs outside of Edmonton may not access casinos within that city.
2. Groups may conduct bingo events at any bingo association hall in Alberta, contingent upon approval of the bingo association. Bingo associations accepting groups outside of the association's municipality must consult with Bingo Alberta prior to the group conducting a bingo event.
3. Groups located within the boundary of Calgary must conduct casinos within that city. Groups located in proximity to Calgary may conduct casinos at the Century Casino in Calgary. This area includes Banff to the West, Crossfield to the North, Strathmore to the East, and High River to the South.
4. Outside of Edmonton and Calgary, groups (except as noted above) shall normally conduct their casino events at facilities situated outside of Edmonton and Calgary which are either in their locations or at the casino facility in proximity to their location.

Provincial Groups

Eligible provincial groups may conduct gaming events in any community in Alberta, providing they establish with the AGLC that:

- the registered charitable objectives of the group have a provincial focus;
- the bylaws of the group provide for the establishment of offices in other Alberta communities;
- the executive and membership lists of the group indicate that membership is drawn from communities throughout Alberta; and
- the group has a record of program or service delivery and plans to continue to deliver its programs or services to communities throughout Alberta.

NOTE

Groups found eligible for gaming licensing must maintain eligibility requirements, which are subject to review at any time.

There is more on eligibility.

In addition to basic requirements for all groups, eligibility is also determined for specific types of groups. The following table provides a summary.

Eligibility for Specific Groups – A Summary

GROUP CATEGORIES	DESCRIPTION as to POTENTIAL ELIGIBILITY or INELIGIBILITY
AGRICULTURAL FAIR or EXHIBITION	<p>Eligible:</p> <ul style="list-style-type: none"> • groups (agricultural societies or exhibition boards) registered under the Alberta Societies Act or Agricultural Societies Act that conduct annual fairs or exhibitions • an incorporated rodeo/chuckwagon association or charitable group (in the absence of an agricultural society or exhibition board)
AID of the DISTRESSED	<p>Eligible:</p> <ul style="list-style-type: none"> • groups that have identified specific issues of social concern and work to address these issues by providing programs and services to improve the quality of life for individuals, groups, and communities affected by disadvantages (such as poverty, mental or physical illness, or disability)
	<p>Ineligible:</p> <ul style="list-style-type: none"> • groups that are primarily commercial enterprises • groups lobbying to change government policy
ARTS (INSTRUCTIONAL)	<p>Eligible:</p> <ul style="list-style-type: none"> • actively encourage the public's participation in the program(s); • give the public opportunities to participate in the program(s); • promote the program(s) or activity to the community; and • provide a public performance(s) of the program or/ activities, or provide training to the Alberta public in the program(s) or activities at reasonable/no cost; • provide regularly scheduled arts program(s) and; • require that participants register for the program(s)
	<p>Ineligible:</p> <ul style="list-style-type: none"> • groups that primarily fundraise to offset member and/or individual expenses related to participating in other organizations' programs or services are not eligible for licensing

GROUP CATEGORIES	DESCRIPTION as to POTENTIAL ELIGIBILITY or INELIGIBILITY
ASSOCIATIONS of EMPLOYEES, OCCUPATIONS, or PROFESSIONS	Eligible: <ul style="list-style-type: none"> groups formed by employees or a common occupation/profession, with open membership to the general public, for the primary purpose of providing a charitable program or community service
	Ineligible: <ul style="list-style-type: none"> groups formed by employees or upon a common occupation or profession, structured principally for self-help, personal benefit or the welfare of its membership
CHAMBER of COMMERCE/ BOARD of TRADE	Eligible: <ul style="list-style-type: none"> Chamber of Commerce/Board of Trade groups may be eligible where service clubs or community leagues do not exist, and the chamber or board serves the purpose of operating community programs or services
	Ineligible: <ul style="list-style-type: none"> groups formed for the improvement and advancement of trade, commerce, economic development groups formed to promote social activities
CHILDREN'S GROUPS	Eligible: <ul style="list-style-type: none"> groups that deal with children and have identified specific issues of social concern and actively address these issues, such as day care facilities non-profit child care in good standing if: <ol style="list-style-type: none"> child care application is open to the community; waitlist process is open to the community; and the group meets basic eligibility requirements
	Ineligible: <ul style="list-style-type: none"> groups comprised primarily of professionals providing children's services
COMMUNITY EVENTS	Eligible: <ul style="list-style-type: none"> ongoing yearly celebrations, festivals, parades and fairs promoted and open to the general public
	Ineligible: <ul style="list-style-type: none"> events that are for members and/or invited guests only generate income for the personal gain of the group or others graduations, alumni, high school reunions, homecomings, and Santa Claus parades

GROUP CATEGORIES	DESCRIPTION as to POTENTIAL ELIGIBILITY or INELIGIBILITY
COMMUNITY LEAGUES/ ASSOCIATIONS	Eligible: <ul style="list-style-type: none"> groups incorporated as community leagues/associations or coordinating bodies for community leagues/associations
	Ineligible: <ul style="list-style-type: none"> groups that act as any extension of government groups formed primarily to fundraise groups formed primarily to provide social activities
EDUCATION	Eligible: <ul style="list-style-type: none"> volunteer groups within or affiliated with an educational institution, approved by Alberta Education or Advanced Education and the institution's governing body, that enhance the educational opportunities of students groups that administer bursaries or scholarships if the institution's name is used, the group must have the approval of the institution's governing body: <ol style="list-style-type: none"> Board of University, College, etc.; President of technical school; Principal of high school; or d) Principal of junior high or elementary school only one group within an elementary, junior high, or high school is eligible for a casino or bingo licence at one time programs must be open to all students use of proceeds must include one of: <ol style="list-style-type: none"> educational experience which is not principally recreational or social; educational equipment and supplies otherwise unavailable; educational bursaries or scholarships; or d) provide a charitable or religious object or purpose ownership of assets purchased with proceeds will be vested in the institution
	Ineligible: <ul style="list-style-type: none"> groups using proceeds to supplement any aspect of operational or capital budgets of any institution school councils (excludes fundraising associations, which may be eligible for licensing)

GROUP CATEGORIES	DESCRIPTION as to POTENTIAL ELIGIBILITY or INELIGIBILITY
ETHNO CULTURAL	<p>Eligible:</p> <ul style="list-style-type: none"> groups identifying themselves with a specific ethnic or national origin that preserve or enhance their heritage, traditions and cultures by offering regular/ongoing educational programs or cultural activities that are open and advertised to the community
	<p>Ineligible:</p> <ul style="list-style-type: none"> groups organized solely to provide social or recreational activities for members
FUNDRAISING	<p>Eligible:</p> <ul style="list-style-type: none"> groups such as: <ul style="list-style-type: none"> a. foundations and “friends of” groups incorporated to aid and support the charitable work of hospitals, schools, and libraries (i.e. they aid and support establishments or institutions which are ineligible for licensing due to statutory or policy limitations); and b. community service groups (nationally chartered service clubs, fraternal groups, veterans’ groups, and the United Way) that operate to support community projects, organizations and assist needy individuals provided proceeds are spent on equipment, supplies, research or treatment otherwise unavailable and ownership of items purchased is vested in the institution the group was formed to support community service groups that support community projects, organizations, and needy individuals Alberta-based groups at the provincial or regional level recognized for supporting a range of unrelated arm’s length organizations which provide charitable programs, services, or projects use of an institution’s name must be approved in writing by its governing body
	<p>Ineligible:</p> <ul style="list-style-type: none"> a group whose primary purpose is to fundraise proceeds that supplement in any aspect the operational or capital budgets of any institution created by statute

GROUP CATEGORIES	DESCRIPTION as to POTENTIAL ELIGIBILITY or INELIGIBILITY
GOVERNMENT (ARM'S LENGTH)	Eligible: <ul style="list-style-type: none"> groups that deliver programs for community service or public benefit and demonstrate a clear separation in funding and governance from publicly funded programs, e.g. youth, family, and community service associations
	Ineligible: <ul style="list-style-type: none"> groups created by statute or other legislative instrument groups whose programming is funded from tax revenue, unless other services or programs are offered to provide significant community benefit groups with any level of government majority control
HISTORICAL RESOURCES	Eligible: <ul style="list-style-type: none"> groups that develop public programs or develop and operate public facilities for the purpose of providing the general public access to historical resources such as museums and historical book committees
	Ineligible: <ul style="list-style-type: none"> groups whose primary activities involve the social, recreational, hobby, commercial, or professional interests of members
HOBBY/SOCIAL	Ineligible: <ul style="list-style-type: none"> groups whose programs support hobby, recreation, or social interests
LOBBY	Eligible: <ul style="list-style-type: none"> groups that provide public education or counselling programs, liaise with government, and present a balance of the range of views on particular issues of public concerns, e.g. groups that represent specific cultures or environmental concerns
	Ineligible: <ul style="list-style-type: none"> a group whose primary purpose is to affect change in public policy or lobby government

GROUP CATEGORIES	DESCRIPTION as to POTENTIAL ELIGIBILITY or INELIGIBILITY
MEDICAL/ HEALTH AID and RELIEF	Eligible: <ul style="list-style-type: none"> • groups whose primary purpose is to assist those afflicted with a mental or physical disorder • groups that support medical research, health care facilities, the handicapped
	Ineligible: <ul style="list-style-type: none"> • a group whose primary purpose is to support the professional skills of a medical occupation • hospitals, health centres, and for-profit medical facilities • groups affiliated with commercial interests
NATURE CONSERVATION	Eligible: <ul style="list-style-type: none"> • groups at the community or regional level that preserve, restore, and improve nature conservation through educational programs or the operation of public facilities • groups that treat injured or damaged domesticated or wild animals, birds, insects, or plants
	Ineligible: <ul style="list-style-type: none"> • groups that treat, support, breed or promote animals, birds, insects, or plants for commercial purposes • groups that lobby or advocate change to public policy • groups affiliated with commercial activities such as trapping or camping
NON-PROFIT GROUPS (See page 210)	Eligible: <ul style="list-style-type: none"> • groups that do not qualify for other types of gaming licensing may qualify to conduct a small raffle with a total ticket value of \$5,000 or less • the applicant group is not required to be incorporated but must be non-profit and have an elected executive • proceeds must be spent according to AGLC policy
PROMOTIONAL	Eligible: <ul style="list-style-type: none"> • groups that provide programs or services for community benefit and engage in promotional activities to increase public awareness and participation in programs or services
	Ineligible: <ul style="list-style-type: none"> • groups that provide activities beneficial to a commercial enterprise or social or recreational activities for members of the community

GROUP CATEGORIES	DESCRIPTION as to POTENTIAL ELIGIBILITY or INELIGIBILITY
RELATED GROUPS	<p>Eligible:</p> <ul style="list-style-type: none"> • only one of either the principal or affiliated groups, branches, subsidiaries, or auxiliaries may be licensed for a bingo or casino at a time • groups with provincial, regional, district and/or zone components are not considered related if each group: <ul style="list-style-type: none"> a. is structured according to basic eligibility guidelines; b. actively delivers a program in the community supported by gaming proceeds; c. maintains separate gaming bank accounts; and d. obtains written approval from its provincial governing body submitted along with each gaming licence application • groups operating under a community league are not considered related • related groups that provide a common benefit to a large segment of the public may be allocated a number of bingo and casino licenses to be shared among affiliated groups
RELIGIOUS GROUPS	<p>Eligible:</p> <ul style="list-style-type: none"> • groups such as churches, parishes, congregations, and lay groups involved in furthering religious principles and whose programs are available to the general public • groups that operate and develop places of religious worship offering regular religious services and instruction
SENIOR CITIZENS	<p>Eligible:</p> <ul style="list-style-type: none"> • groups that provide programs and services to assist seniors (age 60+) to remain physically, mentally, and socially active in the community • groups that operates a facility in which all seniors in the community have reasonable access
SERVICE GROUPS	<ul style="list-style-type: none"> • See Veterans, Service and Fraternal Groups (page 24)

GROUP CATEGORIES	DESCRIPTION as to POTENTIAL ELIGIBILITY or INELIGIBILITY
SPORTS	<p>Eligible:</p> <ul style="list-style-type: none"> groups at the community or regional level that promote a charitable objective through the delivery of a structured, developmental, amateur sports program to the public that primarily benefit youth, seniors, and/or individuals with a disability, on a team basis In regards to this policy: <ol style="list-style-type: none"> adult sports groups refer to groups where its membership or participants are 22 to 59 years of age disabled sports groups refer to groups where its membership or participants are disabled senior sports groups refer to groups where its membership or participants are 60 years of age or older youth sports groups refer to groups where its membership or participants are 21 years of age or younger and participate in youth leagues disabled, senior and youth sports groups that: <ol style="list-style-type: none"> deliver a structured and developmental amateur sports program as defined in the Charitable Gaming Policies Handbook (CGPH) comply with the basic eligibility requirements as stated in Section 2.1 – Basic Eligibility; and use all of their gaming proceeds on disabled, senior and/or youth programs groups affiliated with a post-secondary institution the governing body responsible for program delivery if it is recognized as a governing body as outlined in the Charitable Gaming Policies Handbook (CGPH) <p>See Section 3.22 in the Charitable Gaming Policies Handbook (CGPH)</p>
	<p>Ineligible:</p> <ul style="list-style-type: none"> adult sports group if the only programs it provides are for adults

GROUP CATEGORIES	DESCRIPTION as to POTENTIAL ELIGIBILITY or INELIGIBILITY
UMBRELLA GROUPS	<p>Eligible:</p> <ul style="list-style-type: none"> • a group that provides support to other charitable groups and is responsible for direct active delivery of charitable or religious programs/ services to the community; includes umbrella groups with joint responsibility with charitable groups for the direct delivery of programs or services to the general public, and contributes resources needed to deliver these programs and services, for example, governing bodies of eligible amateur sports leagues
	<p>Ineligible:</p> <ul style="list-style-type: none"> • a group formed primarily to provide support, administrative services, resources, training, consultation, or administrative services to other groups
VETERANS, SERVICE and FRATERNAL GROUPS	<p>Eligible:</p> <ul style="list-style-type: none"> • groups established on the basis of a national charter and whose general objectives relate to activities that provide community benefit, and auxiliaries of such groups, for example, Legions, fraternal orders, etc. • groups that provide a permanent facility available to the public, and are also involved in charitable projects, may support the facility and equipment with a total of 50% of gaming proceeds
	<p>Ineligible:</p> <ul style="list-style-type: none"> • auxiliary groups formed primarily to fundraise for the principal group • groups whose activities primarily provide recreational or social activities for members
YOUTH	<p>Eligible:</p> <ul style="list-style-type: none"> • groups that provide youth development programs and services in the community, such as the teaching of leadership, citizenship, and community development skills • a group must have a minimum of two members age 18 years or older to sign application and financial report documents • programs and services must be reasonably available to all youth in the community who qualify and wish to participate


Licensing Eligibility Application Process

Any group applying for a gaming licence undergoes an eligibility review before being considered for a licence. The relevant application forms for community bingo, pull ticket, and raffles with a total ticket value more than \$20,000, serve two purposes:

1. eligibility review; and
2. licence application.

Association bingo and casino use the same eligibility forms but separate licence application forms.

All relevant forms are outlined in the table on the following page; they may be found on the AGLC web site at aglc.ca



AGLC
Alberta Gaming & Liquor Commission

50 Cornsview Avenue
St. Albert, Alberta T8N 3T5

This form may be obtained from our website:
aglc.ca

ELIGIBILITY FOR GAMING LICENCE

Phone: 780-447-9800 Toll-Free: 1-800-272-6876
Fax: 780-447-8911 or 447-8912
Website: aglc.ca Email: gaming-licensing@aglc.ca

**COMPLETE THIS ELIGIBILITY APPLICATION FOR CASINO, BINGO, RAFFLE MORE THAN \$10,000 AND PULL TICKET
AN ACTIVE RECORD OF PROGRAM DELIVERY IS REQUIRED.**

What are you applying for? ☐ Casino ☐ Bingo ☐ Raffle More Than \$10,000 ☐ Pull Ticket

Application Date Completed:

ORGANIZATION NAME: (as it appears on the Certificate of Incorporation)

Organization's Legal Address:

City: Province: Postal Code:

Mailing Address: (if different than legal)

City: Province: Postal Code:

Organization Phone: Organization Email: Organization Website:

Incorporated Under: ☐ Societies Act ☐ Companies Act ☐ Other specify

Incorporation Number: Incorporation Date: How long has organization existed? # of Members: # of Executive:

CASINO/BINGO/RAFFLE/PULL TICKET CHAIRPERSON (may be contacted for clarification of this application)

Print Full Name: Date of Birth:

Mailing Address:

Residence Phone: Business Phone: Fax: Email:

AUTHORIZATION FOR APPLICATION

WE CERTIFY THAT: all information and documents supplied are correct, and the group has authorized us to make this application.

Executive #1 Signature:

Print Full Name: Date of Birth:

Position Held:

Mailing Address:

Residence Phone: Business Phone: Fax: Email:

Executive #2 Signature:

Print Full Name: Date of Birth:

Position Held:

Mailing Address:

Residence Phone: Business Phone: Fax: Email:

Keep copies of all documents submitted to the AGLC for your organization's records

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CONFIDENTIAL WHEN COMPLETED
FORM 15/16M 5832 (2017 June)

Licensing Forms

LICENCE TYPE	FORM(S)	PURPOSE(S)
BINGO (ASSOCIATION)	"Eligibility for Bingo Licence" FORM 5632	<ul style="list-style-type: none"> to determine a group's eligibility for a bingo (charity and association) licence
	"Bingo Licence Application" FORM 5421	<ul style="list-style-type: none"> after eligibility has been established, a group must contact a bingo association to complete and submit this application in order to obtain a licence
BINGO (COMMUNITY)	"Bingo Licence Application" FORM 5421	<ul style="list-style-type: none"> to determine a group's eligibility for a community bingo licence if eligible, to issue a community bingo licence a group must complete and submit this application at least four weeks prior to being considered for its first event
CASINO	"Eligibility for Casino Licence" FORM 5632	<ul style="list-style-type: none"> to determine a group's eligibility for a casino licence
	"Casino Licence Application" FORM 5420	<ul style="list-style-type: none"> once a casino event has been completed, a group may submit this request for future events
	"Request for Casino Licence" FORM 5431	<ul style="list-style-type: none"> to obtain a casino licence after eligibility and event quarter and year have been established, a group must complete and submit this application at least 60 days prior to a casino event
PULL TICKET	"Pull Ticket Licence Application" FORM 5429	<ul style="list-style-type: none"> to determine a group's eligibility for a pull ticket licence if eligible, to issue a pull ticket licence a group must complete and submit this application at least four weeks prior to the first planned sale of pull tickets
RAFFLE	"Eligibility for Raffle Licence (Total Ticket Value \$20,000 and Less Only)" FORM 5416	<ul style="list-style-type: none"> to determine a group's eligibility for a raffle once a group is found eligible, the raffle licence may be purchased from any Alberta registry agent
	"Raffle Licence Application (Total Ticket Value More than \$20,000)" FORM 5427	<ul style="list-style-type: none"> to determine a group's eligibility for a raffle licence (more than \$20,000) if eligible, to issue a raffle licence a group must complete and submit this application at least eight weeks prior to the planned print date of tickets

In order for the AGLC's Licensing Support Section to process a gaming licence application as smoothly and quickly as possible, it is important for an applicant group to submit key information and documents as part of the application.

It is the applicant's responsibility to ensure that the application is complete. Should the AGLC request additional information, it is the responsibility of the applicant to provide the information in a timely fashion. Failure to do so may result in delays, or a cancelation, of the application process.

The following is an overview of the eligibility process:

1. A group submits a complete application for licence on the prescribed form and the required supporting documents.
2. The application is reviewed to determine if the applicant is eligible for a charitable gaming licence. The eligibility of all applicants will be based on the eligibility criteria for organizational structure, program delivery and use of gaming proceeds contained in the policies of the Charitable Gaming Policy Handbook.
3. If an applicant's eligibility cannot be determined by a review of the information contained in the submitted application, additional information may be requested and/or an Inspector may meet with representatives of the applicant and conduct other inquiries to complete a more detailed eligibility review.
4. The AGLC works to review and process all applications for licence within 12 weeks of receipt of a complete application. Processing applications and determining eligibility may take longer if the submitted application information is incomplete or a more detailed eligibility review is required to determine eligibility.
5. Applicants that are not eligible for a charitable gaming license will be advised by the AGLC in writing of the reasons they are not eligible.
6. Applicants that are found eligible for licensing may be subject to a review of their eligibility by the AGLC at any time to confirm the organizations continued eligibility for licence. Eligibility reviews will be based on the most recent eligibility criteria available, which can be found in the electronic version of the Charitable Gaming Policy Handbook at aglc.ca
7. All information provided by applicants and licensees to the AGLC must be truthful and accurate.

The Licensing Eligibility/Application Form

A group applying for eligibility must ensure the following information is included on (or attached to) the application (requirements may vary with licence type; refer to instructions on the specific form):

- ☐ Signatures of the President and Treasurer
- ☐ Copy of meeting motion authorizing the application
- ☐ Copy of current incorporation certificate (groups requiring incorporation must be active before a licence can be issued; groups that only have raffles with a total ticket value \$20,000 and less do not require incorporation).
- ☐ Copy of registered bylaws (filed and stamped); bylaws must contain a dissolution clause
- ☐ Current executive list, including position titles, addresses and phone numbers
- ☐ Current membership list, including addresses and phone numbers
- ☐ Statement of community benefit
- ☐ Budget for the current year or proposed budget for the upcoming fiscal year
- ☐ Balance sheet, income and expense statement for the past one (1) or two (2) years, as required by licence type
- ☐ Proposed use of proceeds (total gaming revenue less expenses and prizes)
- ☐ Bank account information (for gaming accounts)
- ☐ Copies of land title certificate of lease/rental agreement (if applicable) for a facility used to deliver programs or services
- ☐ Identification of annual facility use by members and non-members, rental fees, copies of contracts and leases
- ☐ Names of:
 - governing body and affiliated groups
 - groups to which donations are made or received
 - groups in which there is an overlap or duplication of programs, services,
 - membership, or executive any entity who approves the applicant group's decision making procedures,
 - program or service delivery, or financial spending
- ☐ Licence fee (if applicable) – cheque or money order payable to the AGLC

Eligibility and Application Forms are available on the AGLC website at:

aglc.ca

(See "Contact Information," pages 1-2.)

Common Problems or Omissions on Eligibility and Application Forms

SUBJECT	PROBLEM	SOLUTION
INFORMATION	Group doesn't provide enough information for the Eligibility Unit to make a decision	Provide relevant and detailed for information as requested on the application form. Attach information to the form if space runs out
REQUIRED DOCUMENTS	Group omits any of the required documents listed on the application (e.g. copy of bylaws that have the "filed" stamp on them.)	Use the list of documents on the application as a checklist. Don't send in the application until all the required documents are in place
PROGRAM LENGTH	Group's program has not been operational for a full 24 months for a casino or 12 months for raffle over \$100,000 or bingo.	Wait until the group has a full 12 or 24 months of program delivery preceding the application. Also, groups must be able to demonstrate (documented evidence) that the program has been running for the 12 or 24 months preceding the application
MEMBERSHIP	Membership is not open to the public. Membership list does not include addresses and telephone numbers.	Bylaws should indicate that membership is open to the public, and is voluntary and broad-based
BOARD EXECUTIVE	Board executive is appointed rather than elected democratically by members	Bylaws should indicate that the executive is democratically elected rather than appointed

SUBJECT	PROBLEM	SOLUTION
NUMBER of MEMBERS	For a casino application, the group lists less than 15 or 25 members on documents and consequently does not have the volunteers required to conduct the event	<ol style="list-style-type: none"> 1. Document more than the minimum number of volunteers required to run a casino in your area (25 for a major casino; 15 for a minor casino); (see pages 153, 166); or 2. Consider a joint venture with other groups in your area to provide sufficient casino volunteers. Each group must be eligible
CORPORATE REGISTRY STANDING	Organization has not filed annual returns on a regular basis	File annual returns for all required years with Corporate Registry before applying for a gaming licence; bylaws must be filed and stamped
NEW EXECUTIVE -or- CONTACT PERSON	A new executive is elected or staff turnover brings in new key contact persons resulting in the AGLC's not being able to contact the appropriate representative	Notify the AGLC in writing of any changes in executive; include names, positions, addresses, postal codes, and telephone numbers
RELATED GROUP	For bingo or casino applicants, the group is related to another group already licensed	Only one of either the principal or affiliated group may be licensed for a bingo or casino at a time, i.e. the time in which a licence is held (two-year period for bingo and until the event is conducted for casino)

Eligibility Appeal Process

If the AGLC determines that an applicant group is not eligible for gaming licensing, the applicant will be advised in writing of the reason(s) for the decision and the process to appeal the AGLC's decision. (see Section 2.1 Procedure 13 in the Charitable Gaming Policy Handbook).

Licence Period and Fees

LICENCE TYPE	LICENCE PERIOD	LICENCE FEES
BINGO (ASSOCIATION)	<ul style="list-style-type: none"> usually two years 	<ul style="list-style-type: none"> \$30 per event the bingo association collects and submits fees to the AGLC on behalf of each group
BINGO (COMMUNITY)	<ul style="list-style-type: none"> usually two years for gross yearly revenue more than \$150,000 	<ul style="list-style-type: none"> \$30 per event payable by cheque/money order to the AGLC must be submitted to the AGLC with the licence application
	<ul style="list-style-type: none"> usually two years for gross yearly revenue \$150,000 or less 	<ul style="list-style-type: none"> no licence fees
	<ul style="list-style-type: none"> licence issued for specific dates for gross yearly revenue under \$2,500 	<ul style="list-style-type: none"> no licence fees
CASINO	<ul style="list-style-type: none"> usually a two-day event 	<ul style="list-style-type: none"> \$15 per table game multiplied by the number of table games multiplied by the number of days of the event fees are paid out of the pool at the end of the pooling period

LICENCE TYPE	LICENCE PERIOD	LICENCE FEES
PULL TICKET	<ul style="list-style-type: none"> usually a two years 	<ul style="list-style-type: none"> \$5 per unit where the total unit value is \$1,000 or less; all pull tickets are purchased from a registered supplier \$10 per unit where the total unit value is more than \$1,000; all pull tickets are purchased from a registered supplier tracking system – the registered supplier calculates, collects and forwards fees to the AGLC
RAFFLE (TOTAL TICKET VALUE \$20,000 and LESS)	<ul style="list-style-type: none"> expires at the final draw date 	<ul style="list-style-type: none"> no licence fees to the AGLC Alberta registry agents will charge a service fee to issue the licence
RAFFLE (TOTAL TICKET VALUE MORE than \$20,000)	<ul style="list-style-type: none"> expires at the final draw date 	<ul style="list-style-type: none"> \$150 if raffle total ticket value is more than \$20,000 and less than \$100,000 \$500 if raffle total ticket value is \$100,000 or more and less than \$1,000,000 \$1,000 if raffle total ticket value is \$1,000,000 or more payable by cheque or money order, fees must be submitted to the AGLC with the licence application

Shared Event/Joint Venture

Bingo Association Shared Event

Bingo associations may allow two or more groups who find it difficult to meet volunteer requirements at their bingo events to be licensed to work the same bingo event. Each group is issued a separate licence and:

- is responsible to provide its portion of the required number of volunteers, pay its portion of the event expenses, and then will receive its share of pooled proceeds;
- must receive a copy of the “Event Summary Control” form which reflects the deposit to each group’s bank account, the cheque payments each group is responsible for, and the event proceeds.

Groups belonging to bingo associations must contact the bingo association hall manager to determine if shared events are an option at the facility.

Casino, Community Bingo, and Raffle Joint Venture

The AGLC may issue a “Joint Venture” licence for casino, community bingo and raffle events. Two or more groups may be licensed to conduct one gaming event jointly. One licence is issued in the name of all groups involved.

CASINO and COMMUNITY BINGO

Groups with not enough volunteers to conduct an event alone may apply for a joint venture licence with other group(s).

RAFFLES

The AGLC receives joint venture raffle applications for Raffles Total Ticket Value More than \$20,000, for example, a dream home raffle. Another example of a joint venture raffle licence occurs when regional branches of a larger organization partners to access a much larger physical area, e.g. Northern Alberta Organization ABC with Southern Alberta Organization ABC.

In order to conduct a joint venture, the following conditions must be met.

At the APPLICATION LEVEL:

- Each group must apply for and meet eligibility requirements.
- All groups must enter into a written agreement specifying:
 - a. who will provide workers;
 - b. how the proceeds will be distributed; and
 - c. a decision-making, dispute resolution process.

At the LICENCE LEVEL:

- The groups must establish a joint account;
- Each group must identify a gaming account into which its share of the proceeds will be deposited; or, if the purpose of the joint venture is to fund a common project, the funds may be disbursed directly from the joint account.

AFTER the LICENSED EVENT:

- All expenses must be paid from the joint account;
- All groups must share equal responsibility for the costs/liabilities, or have an agreement specifying the liabilities and distribution of revenues;
- The proceeds will be split according to the Joint Venture Agreement;
- Funds will be deposited into the accounts identified on the application;
- The financial report must be submitted as required; each group is responsible for separately reporting on the disbursements of the proceeds.

Use of Gaming Proceeds

Gaming revenue is the income from sales of games of chance at licensed gaming events (bingo, casino, raffle, and pull ticket).

Gaming revenue must only be spent on AGLC approved:

- prizes
- gaming event expenses
- charitable or religious purposes (proceeds)

PRIZES — consist of anything of value, such as money, property, merchandise, or services that a player of a game of chance, played during a licensed gaming event, has a chance to win.

Standards for bingo, casino, pull ticket, or raffle event prizes are specified in their respective *Terms & Conditions and Operating Guidelines* or *Terms & Conditions*; pull ticket licences issued in conjunction with association bingo events are specified in the *Bingo Licensee Terms & Conditions Licensed Bingo Facilities* form.

GAMING EVENT EXPENSES — include the specific, direct costs incurred by a group to operate a gaming event. Detail as to allowable volunteer expenses is contained in the “Specific Use of Proceeds – A Summary” table in this manual. (Refer to the chart on pages 60-61.)

PROCEEDS — are funds remaining from total gaming event revenue after prizes and expenses are paid. Proceeds:

- must only be used in support of approved charitable and religious purposes;
- are not licence specific; and
- include all interest, dividends, or other income earned on gaming proceeds, and GST rebates on items purchased with gaming proceeds;

- will normally remain in the respective gaming account until spent on approved uses; if not required immediately, proceeds may:
 - a. be put into a separate interest account or a Guaranteed Investment Certificate (GIC);
 - b. be used to purchase deposit certificates; or
 - c. be invested by a trustee. The Charitable Gaming Policies Handbook contains more detail;
 - d. be contributed to an endowment fund (see pages 50-52); and
- must be used within 24 months of receipt unless contributed to an endowment fund.

NOTE

All payments for approved use of proceeds may be made by cheque, credit card, bank draft, preauthorized debit (PAD), or electronic funds transfer (EFT) and are normally paid directly to the vendor or supplier. Cheques must be signed by two current members of the group's executive.

Approvals and Amendments

Groups must identify on their eligibility and/or licensing application forms how they intend to use gaming revenue; however, requests for amendments to use proceeds may be made at any time.

All amendments to use of proceeds after the licence has been issued must be:

- submitted in writing to the AGLC's Use of Proceeds branch for approval;
- approved prior to the disbursement of any proceeds; and
- signed by two executive members of the group (excluding bingo, casino, or raffle chairpersons unless they also happen to be executive members).

Use of proceeds requests submitted for approval should be:

- as detailed as possible;
- accompanied by all required supporting documentation; and
- itemized within AGLC Use of Proceeds categories. See Specific Use of Proceeds - Summary on pages 46 - 63.

With detailed information, the Use of Proceeds branch is in a better position to provide answers in a timely fashion. All groups must allow time for processing use of proceeds requests. The more complete the request, the quicker it will be processed. Incomplete requests will be returned for outstanding documentation.

Submissions for approval may be made on the "Request to Amend Use of Gaming Proceeds" FORM 5506.

The Use of Proceeds branch will send a copy of the group's "Current Use of Proceeds List" to the treasurer once the request has been approved or rejected.

Use of proceeds requests form part of a group's permanent record. A group may receive a "Current Use Of Proceeds List" explaining the group's use of proceeds requests, whether approved or not. The "Current Use Of Proceeds List" is a good reference document and, if misplaced, can be requested from the Use of Proceeds Unit by a current executive member at any time or viewed online with an AGLC Internet Account. Raffle licences with a total ticket value \$20,000 and less do not receive a "Current Use Of Proceeds List".

The AGLC's Financial Review Section will review a group's gaming financial report to ensure all disbursements of gaming revenue have been approved.

NOTE

If a group has spent gaming proceeds on unapproved purposes, it may be required to:

- **refund its gaming account for the amount expended.**
- **pay penalties as directed by the AGLC.**

Time Limits

Disbursements of gaming proceeds must be made within 24 months of receipt of the funds unless the proceeds are contributed to an endowment fund. Requests to extend this period may be made, but they must be submitted using the AGLC's "Retention of Gaming Funds (Exceeding 24 Months)" form (FORM 5642). The request form includes, but is not limited to:

- amount of proceeds for which an extension is being requested;
- source of proceeds (e.g. casino, raffle) and the dates the proceeds were received;
- any other sources of revenues associated with the planned project or event;
- a list of expenditures associated with the planned project or event; and
- timelines for the anticipated disbursement of the accumulated proceeds.

If a group fails to comply with the standards above, or fails to meet the terms granted in an extension, the group may be subject to Board-directed sanctions, such as:

- a temporary suspension of gaming licences, resulting in a delay in conducting further charitable gaming events until the group has demonstrated that policies have been met;
- permanent revocation of gaming licences; and/or
- directives to donate a portion or all gaming proceeds to other eligible charitable organizations as approved by the AGLC.

Forms and Guideline Sheets

All forms and guideline sheets related to uses of proceeds are available on the web site at aglc.ca or by contacting the Use of Proceeds branch (see "Contact Information" on pages 1-2).

Relevant forms and guideline sheets may be sent to groups along with the "Current Use Of Proceeds List".

FORMS:

- **“Request to Use Gaming Proceeds to Pay Wages/Salaries”**

(FORM 5442)

Gaming proceeds may be used to pay salaries, wages, fees for service, or honorariums only if the duties performed are essential to the group’s program delivery, the duties are performed by a person with specialized qualifications, and the duties cannot be reasonably performed by a volunteer, including administrative duties. This form does not have to be completed for the fees of officials or judges.

- **“Travel Itinerary”** (FORM 5443)

Gaming proceeds may be used for travel outside Alberta if the travel is required for the group to deliver its programs in Alberta. The travel must be either a normal part of the group’s activities or an earned opportunity to go to a higher level of activity. This form must be submitted and approved for each trip outside Alberta. Travel that is social, recreational or administrative in nature is not normally eligible.

- **“Request to Donate Proceeds Outside of Alberta But Within Canada”** (FORM 5502)

Donations of gaming revenue outside of Alberta but within Canada will only be approved for the purpose of disaster/emergency relief; support for nationally recognized charitable programs that benefit Albertans; and support for medical and educational research programs that may benefit all Canadians. Donations outside of Alberta but within Canada will be limited to a maximum accumulative total of 75% of gaming revenue earned in the previous calendar year. The “Statutory Declaration” and “Recipient Agreement” forms must also be completed and submitted with this request if the donation exceeds \$5,000 annually.

Donations of gaming revenue outside of Canada will only be approved for the purpose of international disaster/emergency relief in countries that the AGLC considers developing or underdeveloped and countries that appear on the Canadian International Development Agency (CIDA) list of countries and territories eligible for Canadian official development assistance which support:

1. the development of local self-sufficiency in the provision of basic human needs for water, food, sanitation, and shelter; or
2. the provision of primary health care (acute and public health) and basic education (reading, writing, and basic math).

All out-of-Canada donations are limited to a maximum accumulative total of 50% of gaming proceeds earned in the previous calendar year. The “Statutory

“Declaration” and “Recipient Agreement” forms must also be completed and submitted with this request if the donation exceeds \$1,000 annually.

- **“List of Elected Executive” (FORM 5471)**

It is imperative that the AGLC be kept informed of any changes to a licensed group’s elected executive. Please note that Section 2.1.8 of the Charitable Gaming Policies Handbook (CGPH) states “...to ensure the membership is broadly based and that control of the group is not held by a small group based on family relations”. This form may be completed, faxed, mailed, or delivered to the AGLC in St. Albert.

- **“Retention of Gaming Funds (Exceeding 24 Months)” (FORM 5642)**

This form must be completed and submitted for approval if the licenced group requests disbursements of gaming proceeds be extended past 24 months of receipt (unless the proceeds are contributed to an endowment fund).

- **“Statutory Declaration” (FORM 5503)**

This form must be sworn before a Commissioner for Oaths by one bona fide executive member of the charitable group applying for approval of a donation (or series of donations) exceeding \$50,000 annually to a licensed group within Alberta, exceeding \$5,000 annually to a non-licensed group within Alberta, exceeding \$5,000 annually within Canada or exceeding \$1,000 annually outside of Canada.

- **“Recipient Agreement” (FORM 5627) to licenced groups**

This form must be completed by the recipient of a donation of gaming proceeds for all donations (or series of donations) exceeding \$50,000 annually within Alberta. See pages 64 and 65 for more details.

- **“Recipient Agreement” (FORM 5507) to non licenced groups**

This form must be completed by the recipient of a donation of gaming proceeds for all donations (or series of donations) exceeding \$5,000 annually within Canada or exceeding \$1,000 outside Canada. See pages 64 and 65 for more details.

- **“Request to Amend Use of Gaming Proceeds” (FORM 5506)**

This form may be used at any time to submit a request to amend uses of gaming proceeds. Attach additional pages, if necessary, and all relevant support information in order to prevent a delay in processing. Incomplete submissions will be returned to the group.

GUIDELINE SHEETS:

- **“Bursaries and Scholarships”** (FORM 5501)

Gaming proceeds may be used for a legally established charitable trust fund, administered either by an approved body or by the licensed group, whose purpose is to support educational bursaries or scholarships.

- **“Accounting Fees/Gaming Financial Reports”** (FORM 5500)

Licensed groups have the option of hiring a chartered professional accountant (CPA) to prepare gaming financial reports. To be an allowable gaming expense, the report must be prepared by a CPA in good standing.

The preparation of other financial reports is not an allowable use of gaming proceeds.

- **“Volunteer Credits”** (FORM 5508)

A licensed group may choose to implement a credit system for its volunteers at a licensed gaming event. This guideline form provides the requirements detailed in the Gaming Policies Handbook section 5.23.

- **“Guidelines Retention of Gaming Funds”** (FORM 5546)

A licensed group may request to retain proceeds which must be used towards currently approved use of proceeds (UOP). A group must submit a separate request for approval, such as a specific project or event, prior to using any retained proceeds.

- **“Internet Account Request”** (FORM 5536)

Your group can submit an Internet Account Request form (FORM 5536). With this account, you will be able to access the AGLC's secure web application services. These services are available:

- list of gaming licenses,
- consolidated bank account information,
- organization contact list,
- obtain a Raffle Licence (\$20,000 and Less)
- submission of raffle financial reports for \$20,000 and Less,
- Current Use of Proceeds list.

- **“Education Groups”** (FORM 5505)

Gaming proceeds may be used for the costs of specific educational programs or support, for example, the purchase of educational equipment and supplies such as audiovisual equipment, athletic equipment, and musical instruments which otherwise would not be available. The ownership of these assets will remain with the educational institution. Travel requests for outside of Alberta must include a detailed explanation of how the travel directly supports the curriculum or other school related programs. Gaming proceeds will not supplement in any way the operational or capital budgets of the educational institution, such as employee salaries, wages, and benefits, building additions, renovations, and utilities.

- **“Purchase of Uniforms/Costumes”** (FORM 5498)

Gaming proceeds may be used to purchase uniform/costume items if they are essential to the delivery of the group’s programs or services. Ownership of these items remains with the licensed group. A group may be required to submit its written policy on uniform/costume use as part of the consideration for approval.

- **“Seniors’ Activities”** (FORM 5499)

Gaming revenue may be used to pay for approved expenditures related to the special needs of senior citizens. The AGLC defines seniors as individuals at least 60 years of age.

- **“Sports Groups”** (FORM 5504)

Gaming proceeds may be used to support eligible sports groups. Adult sports groups with a youth component must use at least 50% of its gaming proceeds on its youth programs.

- **“Vehicle Purchase/Repairs/Operations”** (FORM 5495)

Gaming proceeds may be used to purchase and operate a vehicle if it is essential to the delivery of the group’s programs or services. The vehicle must be registered and insured in the name of the licensed group.

- **“Donations Guideline”** (FORM 5477)

Gaming proceeds may be donated to, or used in support of, religious or charitable groups within Alberta that actively deliver a program or service which provides a community benefit. These guidelines also detail the requirements to donate gaming revenue outside Alberta, but within Canada, and outside Canada.

- **“Guidelines Purchase/Construction of New Facility”** (FORM 5670)
This document is a guideline for groups who provide a facility for public use which may be eligible to use gaming proceeds to purchase or construct a facility for the delivery of charitable programs.
- **“Guidelines Renovations to a Facility”** (FORM 5671)
This document is a guideline for groups who provide a facility for public use which may be eligible for AGLC approval for renovations to an owned facility or leasehold improvements to a leased facility, where costs exceed \$50,000.
- **“Event Worksheet”** (FORM 5626)
This document is a guideline of the requirements to request the use of gaming proceeds for events.
- **“Guidelines Ethno-Cultural Groups”** (FORM 5478)
This document provides information for Ethno-cultural groups approved to use gaming funds for activities and programs that promote or preserve its specific cultural heritage and traditions
- **“Guidelines Travel In Province”** (FORM 5672)
This document provides information about gaming proceeds used for travel in Alberta, if the travel is required for the licensed group to deliver its programs within Alberta.
- **“Guidelines Travel Out of Alberta”** (FORM 5443-1)
Guidelines are detailed for sports, education, performing arts, conferences, seminars, workshops, clinics, meetings, conventions, and other. “Travel Itinerary” forms must be submitted for approval prior to the event. For seniors’ groups, see “Seniors’Activities.”
- **“Volunteer Event Expenses”** (FORM 5489)
Although volunteer expenses are not considered a "Use of Proceeds" request, gaming proceeds may be used to reimburse volunteers for approved expenses incurred while working a gaming event. All claims for volunteer expenses must be supported by a voucher or receipt.

For more detail regarding which uses of proceeds are allowed, please refer to the: _____

- Charitable Gaming Policies Handbook located on the AGLC web site at aglc.ca.

AGLC Policies

All policies are available on the web site at **aglc.ca**.

For more detail, refer to the following:

- “Bingo Licensee Terms & Conditions - Licensed Bingo Facilities”
- “Community Bingo Terms & Conditions”
- “Casino Licensee Terms & Conditions”
- “Casino Terms & Conditions and Operating Guidelines”
- “Raffle Terms & Conditions”
- “Pull Ticket Terms & Conditions”

Use of Proceeds Appeal

If the applicant group or licensee disagrees with the decision of the AGLC, it may appeal the decision in writing.

AGLC Senior Management reviews the letter of appeal from the applicant group or licensee. If the proposed use of revenues is not approved, the applicant or licensee will receive a letter outlining the reason for the decision.

Specific Use of Proceeds – Summary

ACCOUNTING FEES/GAMING FINANCIAL REPORTS	<p>Eligible:</p> <ul style="list-style-type: none"> gaming proceeds may be used to hire a Chartered Professional Accountant (CPA) in good standing to prepare gaming financial reports; all financial reports completed by an accountant must: <ol style="list-style-type: none"> include bank statements and ticket inventory summary (if applicable) be signed by two executive members
	<p>Ineligible:</p> <ul style="list-style-type: none"> the preparation of other financial reports
ADMINISTRATIVE COSTS	<p>Eligible:</p> <ul style="list-style-type: none"> administrative costs necessary to the delivery of a charitable or religious program or service are normally limited to a maximum cumulative total of 10% of gaming proceeds earned per licence use of greater than 10% requires both the group's written request detailing costs and written approval from the AGLC approved costs may include: <ol style="list-style-type: none"> indirect costs to deliver a program e.g. telephone, stationery, postage, bulletins, web site, and newsletters to inform the public of the programs and services space rental for regular membership meetings and storage, excluding payment to a member for residential or business space liability insurance fees for the board of directors
	<p>Ineligible:</p> <ul style="list-style-type: none"> food and beverages unless part of the charitable program or service salaries, wages, or honorariums for the performance of administrative duties non-gaming accounting fees legal fees moving expenses

<p>ASSISTANCE FUND</p>	<p>Eligible:</p> <ul style="list-style-type: none"> governing bodies of veterans and service groups approved to use gaming proceeds for building funds may establish and administer an assistance fund to help member groups in financial difficulty contributions are made by member groups donating: <ol style="list-style-type: none"> a maximum cumulative total of 5% of gaming proceeds earned the previous year; or an unlimited amount from their 50% Building Fund Accounts governing body must establish a separate bank account for all donations, repayments, or other revenue with a separate accounting record funds normally remain in the account until spent on approved uses
<p>BURSARIES and SCHOLARSHIPS</p>	<p>Eligible:</p> <ul style="list-style-type: none"> proof of a legally established trust fund and manner of administration is required prior to approval trust funds may be administered by: <ol style="list-style-type: none"> an approved post-secondary educational institution governed by a board; or approved licensed groups which specify the selection process, including: <ol style="list-style-type: none"> eligibility criteria; the composition of the decision-making body; and the number and value of bursaries or scholarships payment of a bursary or scholarship may only be made directly to qualified individuals by cheque if the group has proof of attendance (i.e. tuition receipt) bursaries or scholarships must be available to all qualified individuals

<p>DEBT RETIREMENT</p>	<p>Eligible:</p> <ul style="list-style-type: none"> • payment of debt incurred as a result of mortgage payments or unplanned expenses for a public facility <p>Ineligible:</p> <ul style="list-style-type: none"> • debt payment incurred from the operation of non-charitable or non-religious activities • payment of proceeds from one licence to cover losses from another licence unless specifically approved by the AGLC
<p>DONATIONS</p> <p>WHICH <u>DO NOT</u> REQUIRE PRIOR AGLC APPROVAL</p> <p>(Refer to page 64 for conditions and requirements.)</p>	<p>Eligible:</p> <p>Total annual donation (within a calendar year) up to \$50,000 to an eligible individual charity or religious group within Alberta, that is an AGLC-licensed group may be made if the necessary conditions are met.</p> <ul style="list-style-type: none"> • See FORM 5477 or page 64 of this manual for the list of conditions. <p>Total annual donation (within a calendar year) up to \$5,000 to any eligible individual charity or religious group within Alberta, that is not an AGLC-licensed group may be made if the necessary conditions are met:</p> <ul style="list-style-type: none"> • See FORM 5477 or page 64 of this manual for the list of conditions. <p>Total annual donation (within a calendar year) up to \$5,000 to any eligible individual charity or religious group outside Alberta but within Canada may be made if the necessary conditions are met:</p> <ul style="list-style-type: none"> • See FORM 5477 or page 64 of this manual for the list of conditions. <p>Total annual donation (within a calendar year) up to \$1,000 to any eligible individual charity or religious group outside of Canada may be made if the necessary conditions are met:</p> <ul style="list-style-type: none"> • See FORM 5477 or page 64 of this manual for the list of conditions.

DONATIONS
WHICH REQUIRE PRIOR
AGLC APPROVAL

**(Refer to page 65
for conditions and
requirements.)**

Eligible:

Total annual donation (within a calendar year) **exceeding \$50,000 to an eligible individual charity or religious group within Alberta, that is an AGLC-licensed group** may be made with prior AGLC approval, if the necessary conditions are met.

- See FORM 5477 or page 65 of this manual for the list of conditions.

Total annual donation (within a calendar year) **exceeding \$5,000 to any eligible individual charity or religious group within Alberta, that is not an AGLC-licensed group** may be made with prior AGLC approval, if the necessary conditions are met:

- See FORM 5477 or page 65 of this manual for the list of conditions.

Total annual donation (within a calendar year) **exceeding \$5,000 to any eligible individual charity or religious group outside Alberta but within Canada** may be made with prior AGLC approval, if the necessary conditions are met:

- See FORM 5477 or page 65 of this manual for the list of conditions.

Total annual donation (within a calendar year) **exceeding \$1,000 to any eligible individual charity or religious group outside of Canada** may be made with prior AGLC approval, if the necessary conditions are met:

- See FORM 5477 or page 65 of this manual for the list of conditions.

<p>EDUCATION</p>	<p>Eligible:</p> <ul style="list-style-type: none"> • costs to provide a specific educational experience for students which is not principally recreational or social and is otherwise unavailable, such as field trips, athletic tournaments, and cultural exchanges • purchase of educational equipment and supplies otherwise unavailable, including audio-visual, athletic equipment, and musical instruments; ownership of assets remains with the school • provide educational bursaries or scholarships <p>Ineligible:</p> <ul style="list-style-type: none"> • supplementing operational or capital budgets of the school, such as employee salaries, wages and benefits, building additions, renovations, and utilities
<p>EMERGENCY FUNDS</p>	<p>Eligible:</p> <ul style="list-style-type: none"> • provide relief for individuals or families in personal distress or who are victims of physical disaster • provide equipment and supplies, or volunteer training for disaster situations
<p>ENDOWMENT FUNDS</p>	<p>Eligible:</p> <ul style="list-style-type: none"> • gaming proceeds may be used to establish and/or donate to an endowment fund whose purpose is to support approved charitable or religious purposes • contributions will normally be limited to a maximum cumulative total of 50% of gaming proceeds earned the previous calendar year; written approval of the AGLC must be obtained prior to a group using more than 50% • contributions of gaming proceeds will normally be limited to a maximum of \$10 million; written AGLC approval must be obtained prior to a group contributing more than \$10 million • funds may be administered by the group or a third party on behalf of the group • requests by a group to administer its own endowment fund, or to have a third party administer the fund, must be submitted to and approved by the AGLC before any gaming proceeds are directed for the first time to an endowment fund; the following information must be provided with the request: <ul style="list-style-type: none"> a. the purpose of the fund;

-continued-
ENDOWMENT FUNDS

- b. minutes of the executive or general meeting authorizing the request to seek approval to use gaming proceeds for an endowment fund;
- c. confirmation that gaming proceeds placed into the fund will be separated for accounting purposes when reporting to the AGLC;
- d. explanation of how proceeds will be disbursed from the fund;
- e. the intended recipient(s) of the fund's disbursements; and
- f. explanation how the fund will be administered including:
 - i. who determines how the proceeds from the fund will be invested;
 - ii. the identity of the investment manager responsible for the fund;
 - iii. a copy of the draft agreement between the group and manager;
 - iv. a breakdown of how the proceeds from the fund will be invested;
 - v. the signing authorities for the fund;
 - vi. the fee structure associated with the administration of the fund; and
 - vii. the identity of the third party administrator, if applicable
- investments for funds must be managed by a person with a recognized professional designation e.g. certified financial planner (CFP), chartered financial analyst (CFA) or a recognized licensed investment management corporation
- proposed changes in the purpose of the fund, the intended recipients of the fund's disbursement, or the party administering the fund must be approved by the AGLC prior to the change taking effect; minutes of the executive or general meeting authorizing the proposed change must be submitted with the letter of request
- with AGLC approval, groups may withdraw a portion, or all, of the principal of the fund to be spent on approved purposes only if the group can demonstrate that the funds are required to ensure the continued delivery of one or more of its programs to the community and no other source of funding is available

<p style="text-align: center;">-continued-</p> <p style="text-align: center;">ENDOWMENT FUNDS</p>	<ul style="list-style-type: none"> • gaming proceeds donated to an endowment fund held by other charitable groups or eligible institutions (e.g. hospitals, post-secondary institutions) must follow the donation policy within Alberta and outside of Alberta (see pages 64 and 65) • an endowment fund annual report must be prepared and submitted; the annual report must include: <ol style="list-style-type: none"> a. the current balance of gaming proceeds in the fund; b. a list of the recipients of the fund's disbursements and the amount of these disbursements; and c. the fees charged to administer the fund • if the fund ceases, all gaming proceeds must be transferred back to the gaming account and spent on approved purposes • the AGLC must have access to all fund records, including those of the fund manager or third party administrator, and may make copies of such records and remove them for further examination. • Merging funds with other endowment funds requires written AGLC approval.
<p style="text-align: center;">EQUIPMENT/ UNIFORMS/ COSTUMES/ VEHICLES</p>	<p>Eligible:</p> <ul style="list-style-type: none"> • purchase or rent equipment, furnishings, uniforms, costumes, and/ or a vehicle if essential to program or service delivery o • ownership of items remains with licensed group • if items are sold or rented, proceeds become part of gaming proceeds purchase uniforms or costumes only if: <ol style="list-style-type: none"> a. required for competitive play, practice, or artistic performance; b. returned to group by the individual at the end of the season; c. uniforms have a distinctive logo or markings; d. used for activities related to intended purpose; and e. group submits written policy for use • purchase of vehicle only if: <ol style="list-style-type: none"> a. registered and insured in the name of the group; b. used for community service programs; and c. keys controlled to prevent unauthorized use vehicle repairs, operation and insurance <p>Ineligible:</p> <ul style="list-style-type: none"> • items of a personal, social, or promotional nature • equipment or supplies used in support of a commercial operation • vehicle used for personal or administrative purposes

<p>FACILITY /EQUIPMENT– 100%</p>	<p>Eligible:</p> <ul style="list-style-type: none"> • groups that provide a facility for public use may be eligible to use proceeds for the purchase, rental, capital, leasehold and operating costs of the facility • groups that spend proceeds on facilities in a cost-effective manner which directly supports the approved charitable programs • AGLC may approve the use of proceeds to purchase or construct a facility for the delivery of charitable program(s). • groups that rent its facility and is approved to use proceeds for facility expenditures must keep a rental calendar including contact information and fees charged for each renter. The calendar must be available for review upon request by the AGLC <p>Ineligible:</p> <ul style="list-style-type: none"> • purchase, maintenance or repair of equipment, furniture, or facility used for commercial purposes. • if facility is self-sustaining (facility revenues are greater than the expenses to operate the facility) then no proceeds can be used to support the facility
<p>FACILITY – MAXIMUM 50%</p>	<p>Eligible:</p> <ul style="list-style-type: none"> • may be eligible to increase the use of its gaming proceeds to 75% if, in addition to its own programming and activities: <ol style="list-style-type: none"> a. group's facility is provided to non-affiliated charitable organizations or not-for-profit community groups at no cost to the group using the facility; and for a cumulative minimum of 150 hours per calendar year b. the space is provided without any other considerations from the organization using the facility (e.g. catering fees, donations, etc.); c. the group using the facility does not own or lease its own facility; d. the group using the facility is not hobby/social or commercial in nature; and e. the group using the facility does not have common members with the organization providing the facility • groups must provide evidence that the space has been used in accordance to policy for at least one year before requesting an increase for additional facility use of proceeds

FACILITY/ EQUIPMENT – MAXIMUM 50%	Eligible: <ul style="list-style-type: none"> • groups that have been deemed eligible for gaming licensing within another policy (e.g. seniors, ethno-cultural) must also comply with eligibility and use of proceeds standards for their respective classifications • groups may use a maximum cumulative total of 50% for facilities and equipment • groups restricted to maximum use of 50% of proceeds for facility may not retain proceeds beyond the maximum cumulative total of 50% of proceeds for facility and equipment
FUNDRAISING	Eligible: <ul style="list-style-type: none"> • approved equipment, supplies, or services for use in charitable works for which an admission fee is charged, for example, an arts performance, as long as the fee is set on a cost recovery basis Ineligible: <ul style="list-style-type: none"> • subsidize the cost of fundraising activities • purchase equipment, supplies, or services used in commercial operations
OFFICIALS’/JUDGES’ FEES	Eligible: <ul style="list-style-type: none"> • fees for referees, umpires, adjudicators, or other positions responsible for officiating or judging a competition (“Wage/ Salary” form not required)
PROMOTIONAL ACTIVITIES	Eligible: <ul style="list-style-type: none"> • promotional activities designed to increase public awareness and participation in services or programs, including advertising in newspapers, radio, television, posters, signs, pamphlets, letters and internet web pages (development and maintenance) Ineligible: <ul style="list-style-type: none"> • advertising designed to attract new members, except for the yearly membership drives of community and service clubs • promotional activities which benefit a commercial activity
REGISTRATION/ AFFILIATION FEES	Eligible: <ul style="list-style-type: none"> • registration and affiliation fees when related to a charitable or religious group’s specific objectives

RENT – FACILITY	Eligible: <ul style="list-style-type: none"> • renting a facility including ice rental, sports fields, and stages for performing arts
RESOURCE MATERIALS	Eligible: <ul style="list-style-type: none"> • includes design, print, postage, and purchase costs of resource materials, books, manuals, and videos
SENIOR CITIZEN ACTIVITIES	Eligible: <ul style="list-style-type: none"> • approved expenditures related to the special needs of persons age 60 and over for: <ul style="list-style-type: none"> a. entertainment and meals (not liquor) if there is broad based community involvement; a minimum of 75% of participants are seniors; and expenditures are on a cost recovery basis b. travel, if there is broad-based community involvement; a minimum of 75% of participants travelling are seniors; and expenditures are restricted to direct transportation, meals, and accommodation within Alberta
	Ineligible: <ul style="list-style-type: none"> • Travel outside of Alberta
SPECIAL PROGRAM SUPPORT/ DEVELOPMENT	Eligible: <ul style="list-style-type: none"> • unique programs pertaining to the group's program delivery • specific details must be provided prior to approval
SOCIAL EVENTS	Eligible: <ul style="list-style-type: none"> • activities involving seniors (see "Senior Citizens' Activities," above.)
	Ineligible: <ul style="list-style-type: none"> • social events i.e. activities primarily designed to serve hobby, recreational, or personal interests of those attending • purchase of liquor

SPORTS**Eligible:**

- rental fees of a facility or venue for the group's sporting events
- officiating and judges' fees if the officials and judges are approved by the sport's governing body; the "Request to Use Gaming Proceeds to pay Wages/Salaries" form is not required to pay for these positions during regular or tournament competition
- the reasonable costs of certifying officials and judges in their sport, including training and education costs
- coaching/instructor fees if the duties performed by the coach/instructor are performed by a person with specialized qualifications and the duties of the coach/instructor cannot be reasonably performed by a volunteer ("Request to Use Gaming Proceeds to pay Wages/Salaries" form must be submitted)
- uniforms and equipment if required for participation in the sport; ownership remains with the group, not the individual; items are not for personal use
- membership, registration, affiliation, or insurance fees to tournaments or governing bodies when those fees are related to a group's objectives and individual members of the group do not also pay the fee
- the following costs associated with attending a competition away from the team's or athlete's home facility (Note: the athlete or team must meet the criteria for approved travel) : transportation to and from the competition; local transportation while at the competition, and; accommodation and meals during the period of competition, excluding liquor
- awards for achievement (not volunteer appreciation) including trophies, plaques and ribbons but excluding cash, merchandise prizes, or any other prize of value
- adult sports groups with a youth component must use at least 50% of its gaming proceeds on its youth program
- support a single team if the team complies with eligibility guidelines and the team uses the proceeds on approved uses

TRAVEL – in ALBERTA	<p>Eligible:</p> <ul style="list-style-type: none"> • for costs of direct route transportation, meals, and accommodation during the actual charitable or religious activity or event • receipts and vouchers are required • For seniors' groups, see "Senior Citizen Activities," page 55. <p>Ineligible:</p> <ul style="list-style-type: none"> • social or recreational travel • travel of an administrative nature
TRAVEL – OUT of ALBERTA	<p>Eligible:</p> <ul style="list-style-type: none"> • travel required for the group to deliver its programs in Alberta as either a normal part of the group's activities, or an earned opportunity to go to a higher level of activity • "Travel Itinerary" form must be submitted to the AGLC for approval prior to the event • Refer to travel guideline sheets for more detail (page 44)
TRAVEL – EDUCATION	<p>Eligible:</p> <ul style="list-style-type: none"> • travel that enriches an educational institution's curriculum • the educational institution must be recognized by Alberta Education or Advanced Education • the trip must provide an educational experience otherwise unavailable and a detailed description is required • the educational institution's governing body must provide written approval and confirm the trip is an enrichment of the curriculum • sports groups affiliated with an educational institution must comply with "Travel: Sports" (later in this section on page 59.) • the trip must be reasonably available to all students who qualify and wish to participate • only direct route transportation, meals, and accommodation during the event are eligible; all expenditures must be supported by receipts • allowable travel expenditures for students and support personnel (maximum of one support personnel per five students or portion thereof unless approved otherwise)

<p style="text-align: center;">-continued-</p> <p style="text-align: center;">TRAVEL – EDUCATION</p>	<ul style="list-style-type: none"> • prior approval is not required for eligible travel within Alberta if it has been requested and granted at the time of application. A “Travel Itinerary” form must be submitted and approved prior to travel outside Alberta; for travel outside of Canada, the group must demonstrate a similar activity does not exist in Canada
<p style="text-align: center;">TRAVEL – PERFORMING ARTS</p>	<p>Ineligible:</p> <ul style="list-style-type: none"> • activities and meals of a social nature, such as a banquet • sightseeing • entertainment <p>Eligible:</p> <ul style="list-style-type: none"> • groups involved in activities such as music, dance, and drama may use gaming proceeds for travel if the group is participating in a recognized and organized event such as a competition or festival • prior approval is not required for eligible travel within Alberta if it has been requested and granted at the time of application • a “Travel Itinerary” form must be submitted and approved prior to travel outside Alberta; for travel outside of Canada, the group must demonstrate a similar activity does not exist in Canada • to be eligible for travel outside Alberta, the group must: <ol style="list-style-type: none"> a. be selected for its level of creative achievement or success; b. be entered in a recognized competition with a formal evaluation/adjudication process; and c. have a bona fide invitation from the organizing body • only direct route transportation, meals, and accommodation during the event are eligible; all expenditures must be supported by receipts. These are allowable expenditures only for participants and support personnel, i.e. teachers, instructors, or adult chaperones (maximum one support personnel per five participants or portion thereof unless approved otherwise) <p>Ineligible:</p> <ul style="list-style-type: none"> • meals or activities of a social nature, such as a banquet

TRAVEL – SPORTS

Eligible:

- individuals and teams involved in structured, developmental, amateur sports may be approved for travel to organized, structured, and sanctioned events
- the game, tournament, or competition must:
 - a. form a regular part of the group’s programs, or
 - b. be a recognized playoff or championship game to which the individual or team qualifies due to play in Alberta competition, or
 - c. be an invitational or exhibition event where the governing body of the group confirms in writing the event is essential to the development of the participants or team
- only costs of direct-route transportation, meals, and accommodation during the event are eligible; all expenditures must be supported by receipts
- allowable expenditures only for participants and support personnel, i.e. coaches, managers, trainers, and other adult chaperones (maximum of one support personnel per five participants or portion thereof unless approved otherwise) prior approval is not required for eligible travel within Alberta if it has been requested and granted at the time of application. A “Travel Itinerary” form must be submitted and approved prior to travel outside Alberta.

Ineligible:

- recreational, social, or administrative expenditures
- meals of a social nature such as a banquet

<p>TRAVEL – OTHER</p>	<p>Eligible:</p> <ul style="list-style-type: none"> • youth exchanges, medical treatment, volunteer seminars considered on a case-by-case basis • travel must be directly related to delivery of the group’s programs or services in Alberta • expenditures only for registration fees, direct-route transportation, meals, and accommodation during the event; all expenditures must be supported by receipts • only for participants and support personnel, i.e. teachers, instructors, and other adult chaperones (maximum one per five participants unless approved otherwise) • prior approval is not required for eligible travel within Alberta if it has been requested and granted at the time of application • a “Travel Itinerary” form must be submitted and approved prior to travel outside Alberta; for travel outside Canada, the group must demonstrate a similar activity, treatment, or seminar does not exist in Canada <p>Ineligible:</p> <ul style="list-style-type: none"> • wages or reimbursement of lost wages as a result of attending an event attending an event
<p>UNIFORMS/COSTUMES</p>	<p>Eligible:</p> <ul style="list-style-type: none"> • uniforms or costumes that are essential to the delivery of the group’s programs or services • ownership of the items remains with the group • the items for competitive play, practice, or artistic performances must include a distinctive logo or marking • the items are used by players/participants only during the normal season and are returned to the group at the end of the season • players/participants do not use the item for activities not related to games, practices, or performances • a written policy must be developed and submitted to the AGLC along with the request if a group wishes to use proceeds for this purpose <p>Ineligible:</p> <p>items of a personal, social, or promotional nature</p>

VEHICLE PURCHASE/ REPAIR/ OPERATION	<p>Eligible:</p> <ul style="list-style-type: none"> • purchase and operating costs of a vehicle if it is essential to the delivery of the group's programs or services • the vehicle must be registered and insured in the name of the group • the vehicle must be used for community service programs • when not in use, the vehicle's keys must be controlled to prevent unauthorized use • proceeds received from the rental or sale of the vehicle must be returned to the gaming account
	<p>Ineligible:</p> <ul style="list-style-type: none"> • vehicle use for the administrative activities of the group or the personal use of any members
VOLUNTEER CONFERENCES, SEMINARS, WORKSHOPS, CLINICS, MEETINGS, and CONVENTIONS	<p>Eligible:</p> <ul style="list-style-type: none"> • travel expenses to conferences, seminars, workshops, clinics, meetings and conventions that are directly related to the group's charitable programs or services • the event must be primarily organized for educational purposes related to a specific charitable program or service the group supports or delivers to the community; delegates must be able to train other group members upon return • a sports or performing arts group may pay the expenses of coaches and instructors to attend if the event is directly related to the group's objectives at the time of licensing • only registration fees, direct route transportation, meals, and accommodations during the event; all expenditures must be supported by receipts • prior approval is not required for eligible travel within Alberta if approval is given at the time of application • a "Travel Itinerary" form must be submitted and approved prior to travel outside Alberta; for travel outside Canada, groups must demonstrate a similar activity does not exist in Canada
	<p>Ineligible:</p> <ul style="list-style-type: none"> • payment or reimbursement of wages while attending a conference • conferences, etc. primarily organized for administrative purposes (service clubs may be approved if the event relates directly to the operation of a program or service it sponsors)

VOLUNTEER EXPENSES

(Prior written approval not required)

Eligible:

- expenses incurred while working a casino event include the following: a) transportation to and from event via taxi or bus; b) parking where free parking is not provided; c) babysitting; and d) adult respite care if volunteer is normally responsible for the care
- if the gaming event is more than 100 kilometers away from the volunteers' municipality, the following are eligible: transportation (gas, van rental);
 - a. overnight accommodation for a maximum of three nights; and
 - b. breakfast for a maximum of three days if volunteers stay overnight if the table games open before noon on the first day of the event
- all volunteer claims for expenses must be supported by receipts
- volunteer credits may be earned to offset costs related to approved charitable activity conducted by a licensee
- volunteer credits are transferable to other members, to beneficiaries of the group's programs, or to other licensees (with AGLC approval) if the groups using a voucher and redeeming the credits:
 - a. are community leagues, or
 - b. have structures with provincial, regional, district and/or zone components
- the group must maintain records of credits/points

(Note: For more information on volunteer credits, see pages 90-91.)

Ineligible:

- purchase of liquor
- purchase of meals or refreshments following the gaming event
- cash, vouchers redeemable for cash, goods, or services as payment for volunteering at a gaming event

**WAGES, SALARIES,
FEES FOR SERVICE and
HONORARIUMS**

Eligible:

- gaming proceeds may be used to pay salaries, wages, fees for service or honorariums only if the duties performed: a) are essential to the group’s program delivery; b) are performed by a person with specialized qualifications; and c) cannot reasonably be performed by a volunteer
- “Request to Use Gaming Proceeds to Pay Wages/Salaries” form must be submitted and approved, except for the fees of officials or judges (See page 40.)

Ineligible:

- payment for administrative duties, except for certain disabled groups

Donations That DO NOT Require Prior AGLC Approval

Gaming proceeds may be donated to, or used in support of, eligible charitable or religious groups and purposes that comply with the Alberta Gaming, Liquor and Cannabis Commission (AGLC) Charitable Gaming Policies Handbook (CGPH).

Review each category to determine requirements for donations of gaming proceeds.

1a) Groups may make a total annual donation up to \$50,000 to any eligible individual charity or religious group within Alberta, without prior AGLC approval, if;

- the recipient group is a licensed AGLC organization, meaning they hold their own gaming bank account, and in good standing
- the recipient group deposits the donation into their gaming bank account
- the recipient group uses donated proceeds in accordance with their currently approved use of proceeds, and
- the donor group must retain a completed Recipient Agreement for Licensed AGLC groups for their own records. CGPH 5.6

1b) Groups may make a total annual donation up to \$5,000 to any eligible individual charity or religious group within Alberta, without prior AGLC approval, if;

- recipient group is not licensed with AGLC, do not hold their own gaming bank account, or may only hold a small raffle license (less than \$20,000), and in good standing
- the donor group must ensure the donation's purpose complies with AGLC CGPH, and
- the donor group must retain a completed Recipient Agreement for Non-AGLC licensed groups for their own records. CGPH 5.6

1c) Groups may make a total annual donation up to \$5,000 to any eligible non-profit group outside of Alberta but within Canada, without prior AGLC approval, if;

- recipient group supports disaster/emergency relief or nationally recognized programs that benefit Albertans
- the donor group must retain a completed Recipient Agreement for Non-AGLC licensed groups for their own records, and
- Annual donations out of Alberta not exceed 75% of all gaming proceeds earned. CGPH 5.7

1d) Groups may make a total annual donation up to \$1,000 to any eligible non-profit group outside of Canada, without prior AGLC approval, if;

- the recipient group supports international disaster/emergency relief or projects in developing countries eligible for Canadian Official Development Assistance
- the donor group must retain a completed Recipient Agreement for Non-AGLC licensed groups for their own records, and
- Annual donations out of Canada must not exceed 50% of all gaming proceeds earned. CGPH 5.7

Donations That REQUIRE Prior AGLC Approval

2a) Groups may make a total annual donation exceeding \$50,000 to any eligible individual charity or religious group within Alberta, with prior AGLC approval, if;

- the recipient group is a licensed AGLC organization, hold their own gaming bank account, and in good standing
- the recipient group deposits the donation into their gaming bank account
- the recipient group uses donated proceeds in accordance with their currently approved use of proceeds
- the donating group submits a completed Statutory Declaration form, and
- the recipient group submits a completed Recipient Agreement for Licensed AGLC group form. CGPH 5.6

2b) Groups may make a total annual donation exceeding \$5,000 to any eligible individual charity or religious group within Alberta, with prior AGLC approval, if;

- the recipient group is not licensed with AGLC, they do not hold their own gaming bank account, or may only hold a small raffle license (less than \$20,000), and in good standing
- the donor group must ensure the donation's purpose complies with AGLC CGPH
- the donating group submits a completed Statutory Declaration form, and
- the recipient group submits a completed Recipient Agreement for Licensed AGLC group form. CGPH 5.6

2c) Groups may make a total annual donation exceeding \$5,000 to any eligible non-profit group outside of Alberta but within Canada, with prior AGLC approval, if;

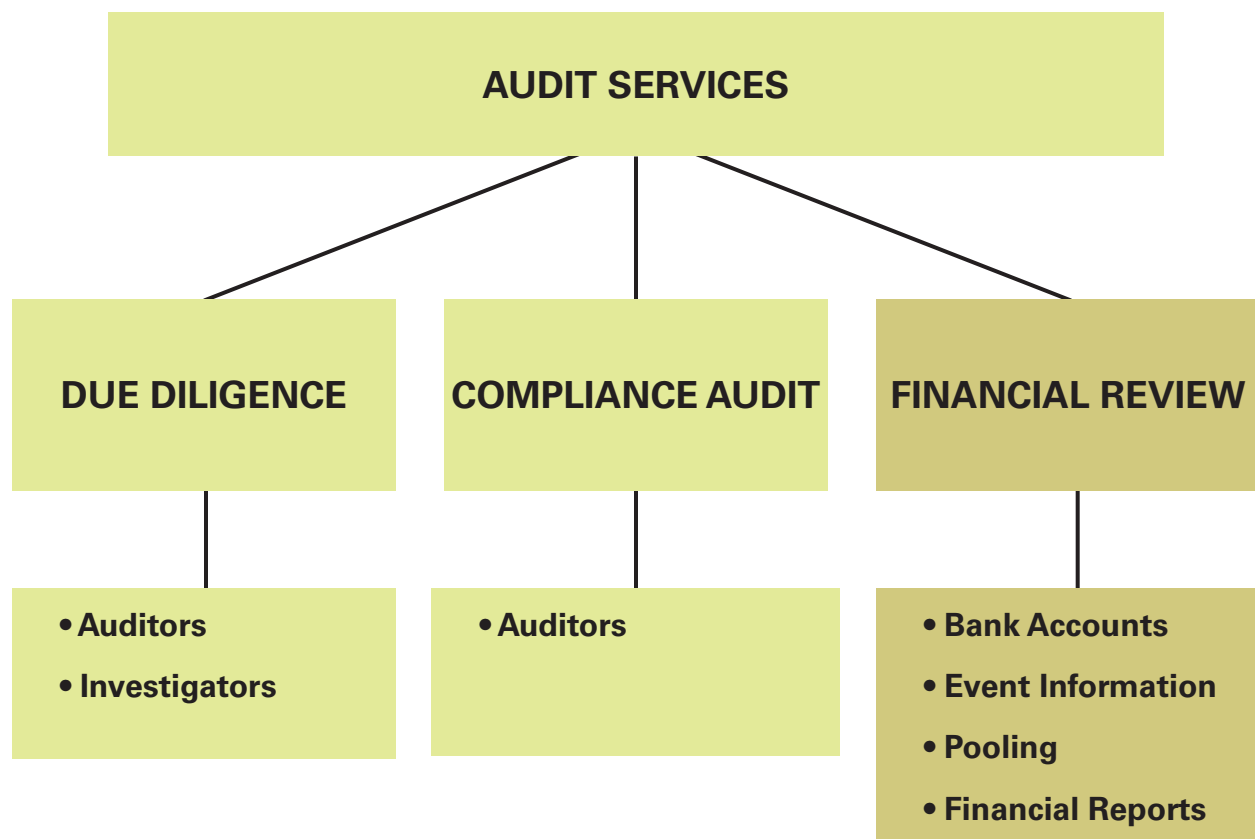
- the recipient group supports disaster/emergency relief or nationally recognized programs that benefit Albertans
- annual donations out of Alberta do not exceed 75% of all gaming proceeds earned
- the donating group submits a completed Request to Donate Proceeds Outside of Alberta form
- submits a completed Statutory Declaration form, and
- the recipient group submits a completed Recipient Agreement for Non-AGLC Licensed Group form. CGPH 5.7

2d) Groups may make a total annual donation exceeding \$1,000 to any eligible non-profit group outside of Canada, with prior AGLC approval, if;

- the recipient group supports international disaster/emergency relief or projects in developing countries eligible for Canadian Official Development Assistance
- annual donations out of Canada must not exceed 50% of all gaming proceeds earned
- donating group submits a completed Request to Donate Proceeds Outside of Alberta form
- submits a completed Statutory Declaration form, and
- the recipient group submits a completed Recipient Agreement for Non-AGLC Licensed Group form. CGPH 5.7

Financial Reporting

The Financial Review Section of the AGLC provides support and information to groups about all financial aspects of gaming licences. Financial Review provides assistance to licensed groups when bank accounts are being set up through to when a financial report is submitted.



Bank Accounts

Groups must:

- ensure gaming funds are not mixed with general operating funds or other gaming accounts;
- have a separate bank account for each gaming licence, except for Raffle Total Ticket Value \$20,000 and Less;
 - licensed charities that only conduct small raffles may deposit proceeds from raffles into a general non-gaming bank account;
 - licensed charities that conduct small raffles and other types of charitable gaming must deposit raffle proceeds (total revenue less raffle prizes and expenses) into a current gaming bank account (e.g. bingo, casino).
- ensure each bank account provides bank statements and returns cancelled cheques (photocopies are sufficient);
- deposit all revenue from gaming licences into their respective accounts;
- use acceptable payment options for all approved expenses and use of proceeds (see page 70);
- not transfer gaming funds to or from their general accounts;
- not deposit gaming funds into mutual funds; groups can invest gaming funds in term deposits and GICs but these accounts must be linked to the original account;
- keep the AGLC updated as to any changes on their executives; and
- ensure contact information is correct so date-sensitive material is sent to the correct person at the correct address.

Every gaming licence needs a separate bank account:

BINGO

If a group belongs to more than one bingo association and/or has a community bingo licence, separate bingo gaming bank accounts are required.

If your bingo association offers GECKO, pull tickets, and/or Keno, additional gaming bank accounts are not required. These proceeds are deposited into the bingo gaming bank account.

CASINO

Because a group may only have one casino licence at a time, the same casino gaming bank account can be re-used.

PULL TICKET

If a group has two pull ticket licences, two separate pull ticket gaming bank accounts are required.

RAFFLE

Overlapping raffles require separate gaming bank accounts. For raffles with a total ticket value more than \$20,000, separate raffle accounts must be used until each event's financial reports are submitted. One raffle licence and financial reporting period must end before another raffle starts in order to use the same bank account.

NOTE

Groups that only conduct raffles with a total ticket value \$20,000 or less do not require a gaming bank account; therefore, these groups may use their general accounts.

Proceeds

All proceeds must remain in their respective gaming accounts until spent on approved uses. Purchases made on approved use of proceeds may be paid by cheque, credit card, bank draft preauthorized debit (PAD), or electronic fund transfer (EFT) (direct to the vendor/supplier) from the gaming account.

For raffle licences, no gaming revenue may be spent on expenses and approved use of proceeds until funds are available to pay for the prizes.

Time Limits

Disbursements of gaming proceeds must be made within 24 months of receipt of the funds unless the proceeds are contributed to an endowment fund. Requests to extend this period may be made, but they must be submitted using the AGLC's "Retention of Gaming Funds (Exceeding 24 Months)" form (FORM 5642). The request form includes, but is not limited to:

- amount of proceeds for which an extension is being requested;
- source of proceeds (e.g. casino, raffle) and the dates the proceeds were received;
- any other sources of revenues associated with the planned project or event;
- a list of expenditures associated with the planned project or event; and
- timelines for the anticipated disbursement of the accumulated proceeds.

If a group fails to comply with the standards above, or fails to meet the terms granted in an extension, the group may be subject to Board-directed sanctions, such as:

- a temporary suspension of gaming licences, resulting in a delay in conducting further charitable gaming events until the group has demonstrated that policies have been met;
- permanent revocation of gaming licences; and/or

NOTE

The 24-month time limit applies to all gaming revenue, including those noted above.

- directives to donate a portion or all gaming proceeds to other eligible charitable organizations as approved by the AGLC.

The financial institution, account or deposit number, or details of other permitted investments and the total value of the funds transferred or invested, must be identified on financial reports.

A group may request prior written approval from the AGLC to extend its disbursement of proceeds for a period longer than 24 months. Extensions may be approved to a maximum of \$75,000 in proceeds and/or, to a maximum of an additional 24 months during which time the retained proceeds must be disbursed as per a group's approved use of proceeds.

NOTE

A GST rebate issued as a result of purchases made with gaming revenue, becomes gaming revenue and must be deposited into a gaming bank account and used for approved purposes.

NOTE

Investments of gaming revenue must be fully insured as defined in the Canada Deposit Insurance Act. In order for a licensee to qualify to invest gaming revenue, the AGLC will require a letter from the licensee's lawyer confirming the trustee's qualification

Financial Records and Documents

Financial Reporting Information

- Financial reporting is required for every gaming licence.
- All records must be kept for a period of two years after the licence expires.
- AGLC inspectors and officials of the AGLC must be allowed to examine and make copies of all records.
- Inspectors and officials of the AGLC may remove records for further review; they must provide a receipt for the records removed.
- The AGLC sends financial reports to a specific contact for all gaming licences and/or bank accounts except for Raffle Total Ticket Value \$20,000 and Less. The financial reporting requirements for this type of licence are located on the raffle licence and must be returned to the AGLC within 60 days of the final draw date.
- Event information for bingo and casino events are provided to the AGLC by the gaming facility and the information is transferred to the group's financial report.
- For groups who have the Tracking Pull Ticket Licence, information is provided to the AGLC by the suppliers/vendors and is transferred to the group's financial report.
- The closing bank balance of the previous financial report becomes the opening balance of the next financial report.
- Completed financial reports and supporting documentation must be returned to the AGLC within 60 days.
- Failure to submit these reports or to comply with the terms and conditions of the licence may affect future licences.
- The licensed group must keep copies of its financial reports.

Accountants

Groups may complete their own financial reports or request approval from the AGLC's Use of Proceeds Unit to hire a professional accountant to prepare financial reports.

Upon approval, gaming proceeds may be used to pay the expenses related to preparing these reports if they are prepared by a Chartered Professional Accountant (CPA) in good standing.

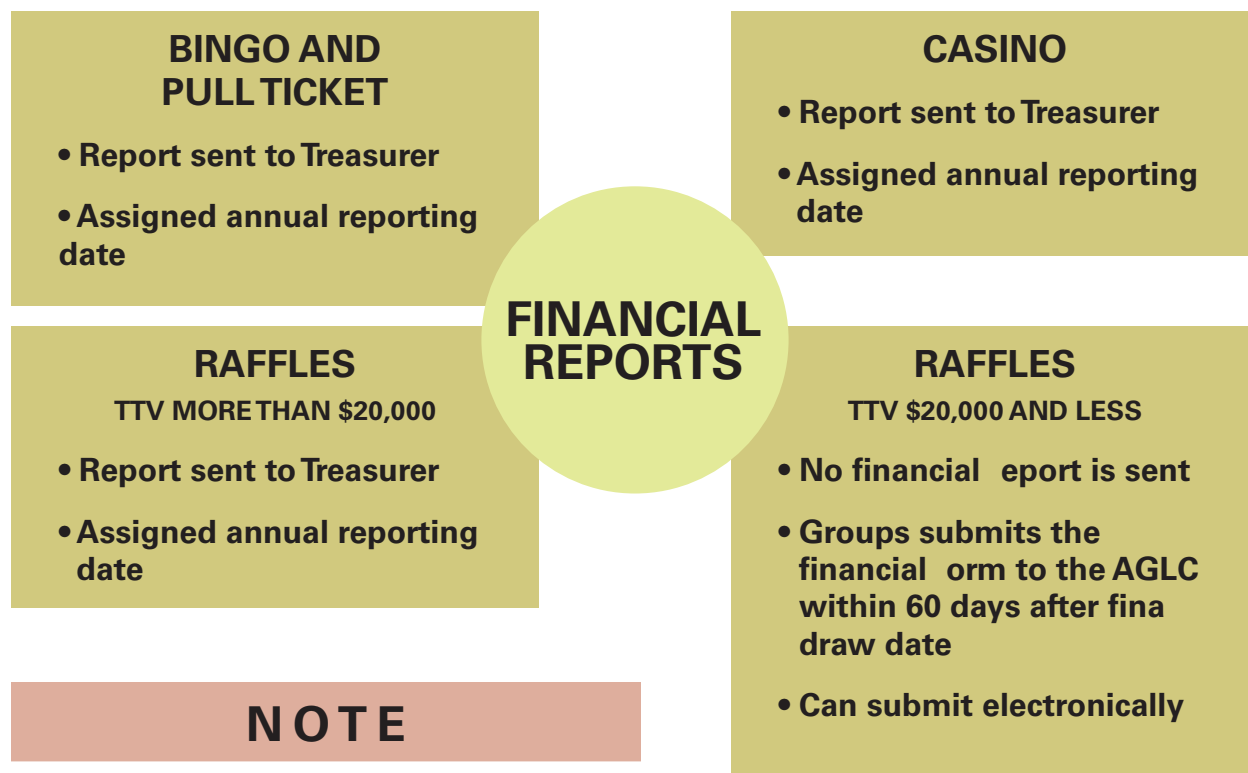
The accountant must sign the report, provide his/her designation and address. Also, accountants must submit copies of bank statements and Ticket/Inventory Summaries (if applicable); however, accountants do not need to submit copies of cancelled cheques or other financial payment documentation, invoices and receipts.

NOTE

The preparation of non-gaming financial reports is not an approved use of proceeds.

Financial Reporting Tips

- Financial reports are essentially bank reconciliations.
- The goal of completing a financial report is to balance/reconcile the report with the figures from the group's bank statements for a particular gaming licence.
- Groups who conduct bingo events at bingo associations that have GECKO, pull ticket, and Keno sales will not receive additional financial reports.
- The group member responsible for the financial report must send copies (not originals) of:
 - bank statements;
 - cancelled cheques (the front of the cheque);
 - invoices;
 - receipts; and – other documents as required.
- The AGLC will send out financial reporting packages to groups on an assigned annual reporting date. This date will be used for all gaming financial reports, except for raffles with a total ticket value of \$20,000 or less.



Other Financial Reports

CONSOLIDATED GAMING ACCOUNTS

If a group has more than one active licence, the group is encouraged to open a Consolidated Gaming Account for the expenditure of gaming proceeds. The group will transfer proceeds from its individual gaming accounts into this account.

The benefits of this account are:

- cheques for approved use of proceeds are issued from one account; and
- easier tracking of proceeds available for distribution.

To Open a Consolidated Gaming Account:

- open an account (entitled “Consolidated Gaming Account”) at a financial institution; then,
- notify the AGLC’s Financial Review Section of:
 - the bank;
 - the date the account opened;
 - the branch; and
 - the account number of the Consolidated Gaming Account.

If a Consolidated Gaming Account is opened, separate bank accounts must still be maintained for each gaming licence — bingo, casino, pull ticket and raffle. These accounts are for deposits of revenue and payment of expenses related to each particular licence. At the group’s discretion, proceeds may be transferred from the individual gaming accounts to the Consolidated Gaming Account.

BUILDING GAMING ACCOUNTS

Groups interested in saving for a building or other large purchase, or establishing one account to pay for maintenance (e.g. utility bills), repairs, and operations (e.g. janitor) may consider opening a Building Gaming Account.

The benefits of this account are:

- maintenance costs such as utilities, repairs, and operation costs are paid from one account; and
- easier tracking of proceeds available for distribution.

To Open a Building Gaming Account:

- open an account (entitled, “Building Gaming Account”) at a financial institution and notify the AGLC’s Financial Review Section of:
 - the bank;
 - the date the account opened;
 - the branch; and
 - account number of the Building Gaming Account.

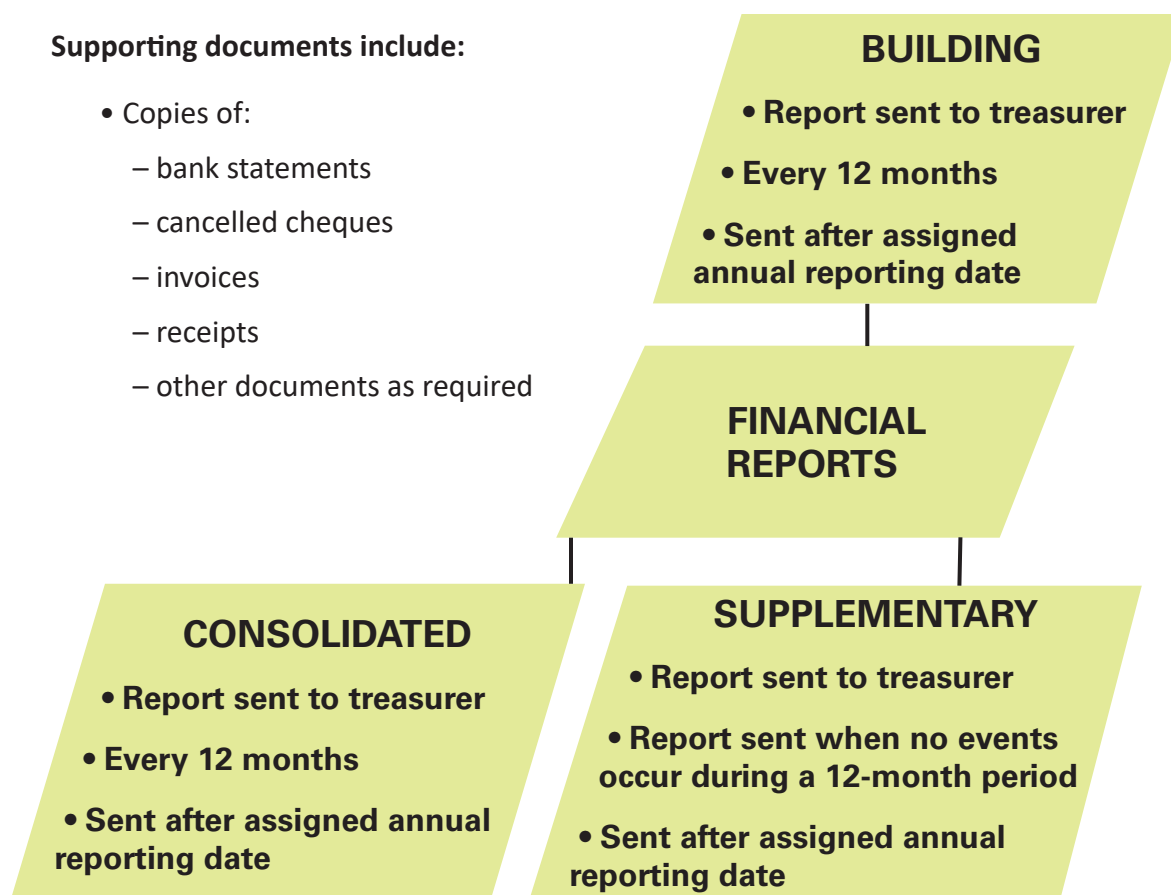
SUPPLEMENTARY FINANCIAL REPORTS

Supplementary financial reports are sent by the AGLC when no events for a gaming licence have occurred within a twelve-month period, but there is still gaming revenue left in the gaming account. This report is sent out every twelve months on the group's assigned annual reporting date until all proceeds are spent.

These financial reports must be completed and submitted to the AGLC within sixty (60) days from the mail out date, along with the supporting documents as indicated on the report.

Supporting documents include:

- Copies of:
 - bank statements
 - cancelled cheques
 - invoices
 - receipts
 - other documents as required



Audit Requirements

All books and records related to gaming licences are subject to review and/or audit by the AGLC and must be maintained in a manner acceptable to the AGLC. The areas normally subject to audit will include, but are not limited to:

- a. books of original entry (including computerized records);
- b. invoices;
- c. bank statements and cancelled cheques;
- d. inventory control forms;
- e. contracts, agreements, or similar documents;
- f. minutes of annual general meetings, general membership, board and executive meetings;
- g. external accountant's/auditor's working paper files;
- h. annual (audited) financial statements;
- i. business records of any related entity to which the group has made payments from its gaming funds; and
- j. the business and financial records (as outlined above) of any entity (including but not limited to Societies, non-profits, associations, community leagues, corporations, partnerships, limited partnerships, joint ventures, proprietorships etc.) which is related to the group and/or an executive or board member of the group that is in receipt of any of the group's gaming funds either directly, indirectly or through a series of transactions.

Key Things to Remember:

- 1** Open a separate bank account for each gaming licence.
- 2** Ensure each bank account provides bank statements and returns cancelled cheques (photocopies are sufficient)
- 3** All expenditures must be paid by AGLC acceptable payment methods (do not pre-sign cheques).
- 4** The AGLC sends financial reports to a group's identified contact groups have 60 days to complete and return their reports.
- 5** Ensure contact information is current.
- 6** Keep financial documents for two years after the licence expires.
- 7** Financial Review provides phone support.

Example Financial Report

The information printed in red will explain each section of this example financial report in the following pages. All financial reports will be similar, but not exactly as noted in this manual. Contact Financial Review with all specific questions regarding the completion of your financial report (see below or “Contact Information,” pages 1-2).

DID YOU KNOW?

Financial Review Contact Information:

Phone: 1-877-447-7575

Email: financial_review@aglc.ca



EXAMPLE ONLY

Regular Bingo, Casino, Pull ticket or Raffle Financial Report - LICENCE: 54321

50 Coriveau Ave. St. Albert, Alberta T8N 3T5

REPORT PERIOD: FROM January 01, 2020 TO December 31, 2020
REPORT TYPE, LICENCE NUMBER AND REPORT PERIOD

Charitable Club ABC (ID #12345)

Pursuant to section 100 of the Gaming, Liquor and Cannabis Act, the AGLC requires you to report the sources and uses of gaming proceeds.

Please complete this financial report and return it to AGLC (with supporting documents) by **March 20, 2021**. **REPORT DUE DATE**

Please complete all pages and submit copies of bank statements, cancelled cheques, invoices and receipts to support all Use of Proceeds and ensure that it is signed by two executive members. You must retain all records for a period of two (2) years. **PROVIDE COPIES**

The following transactions are based on information provided by you at the end of your casino event. Please adjust any figures that are incorrect compared to your bank statement.

If you require further information, please contact our Financial Review Section at (780) 447-7454 or 1-877-447-7575.

EVENT INFORMATION

EVENT(S) CONDUCTED AT:

Century Casino Edmonton

Total number of Events 1

RAFFLE and COMMUNITY BINGO: Charity provides ticket or event information.
PULL TICKET: Charity provides ticket sales and inventory summary.
ASSOCIATION BINGO and CASINO: Facility provides AGLC with event information.

Date of Event
 2020/10/10 to 2020/10/11

BANK RECONCILIATION starts here.
 If information is not filled in, you must manually enter the details as per your bank statement.

BEGINNING BANK and GIC BALANCES

	Banking Institution	Branch	Account Number	Current Balance Date	Balance
Casino	Name of Bank	80123	00123-12	Dec 31 2019	\$17,000.01
Casino	Name of Bank	80123	00123-13	Dec 31 2019	\$0.00
Casino	Name of Bank	80123	00123-14	Dec 31 2019	\$0.00
					\$17,000.01

EVENT TRANSACTIONS (AGLC use only)

Transaction Date	Type	Deposits	Withdrawals	Actuals (If different from what is printed)
Oct 12, 2020	<Combined> - Account Transfers	\$1,800.00		
	Cash Cage Advisor - Expense Payout		\$600.00	
	Cash Cage Advisor - Expense Payout		\$600.00	
	Count Room Advisor - Expense Payout		\$600.00	

If a discrepancy exists between what has been provided under "Deposits" and "Withdrawals" and what appears on your bank statements, enter the actual amount here.

\$1,800.00 - \$1,800.00 = \$ 0.00 **2**

Enter the amount that corresponds with the boxed number in the REPORT RECONCILIATION section later in the report.

PROTECTED A

Page 1

Original print date: January 19, 2021 Reprinted: March 14, 2021



**Gaming Information
for Charitable Groups**

July 2021 Edition



Regular Casino Financial Report - LICENCE: 54321

50 Coriveau Ave. St. Albert, Alberta T8N 3T5

REPORT PERIOD: FROM January 01,2020 TO December 31,2020

POOL TRANSACTIONS *Proceeds from Pool agreement in
Casinos and Association Bingo*

Transaction Date	Type	Deposits	Withdrawals	Actuals
Feb 14, 2020	Casino Pool - <Combined>	\$10,000.00		_____
Feb 14, 2020	CGT Pool - <Combined>	\$15,000.00		_____
		<u>\$25,000.00</u>	<u>\$0.00</u>	<u>\$25,000.00</u>

OTHER GAMING REVENUE (Example: net raffle < \$20,000 proceeds, gaming donations received - include donor name and AGLC ID number)

Transaction Date	Description	Deposit
	<i>Additional gaming funds deposited in bank account not included in Event Information.</i>	
		= 4

OTHER GAMING EXPENSES (Example: volunteer event expense)

Transaction Date	Description	Withdrawals
	<i>Additional gaming expenses withdrawn from bank account not included in Event Information.</i>	

= 5

MISCELLANEOUS GAMING TRANSACTIONS (AGLC use only)

Transaction Date	Description	Deposits	Withdrawals	Actuals
		\$0.00 -	\$0.00 =	\$0.00

Enter the amount that corresponds with the boxed number in the REPORT RECONCILIATION section later in the report.

PROTECTED A

Page 2

Original print date: January 19, 2021 Reprinted: March 14, 2021

REPORT PERIOD: FROM January 01,2020 TO December 31,2020

This is the detailed list of Use of Proceeds where all expenditures are to be listed in date order. Do not include proceeds listed under Event Information on the first page.

LIST AND ATTACH COPIES OF ALL USE OF PROCEEDS PAYMENTS WHICH CLEARED THE BANK IN THE REPORTING PERIOD. SUMMARIZE THESE PAYMENTS ON THE USE OF PROCEEDS SUMMARY.

USE OF PROCEEDS

[illegible]

Under "Payment Number", include the type of payment made such as Automatic payments, Electronic Funds Transfer (EFT) and/or Cheque numbers.

PROTECTED A

Original print date: January 19, 2021 Reprinted: March 14, 2021

Page 3



Regular Casino Financial Report - LICENCE: 54321

50 Comiveau Ave. St. Albert, Alberta T8N 3T5

REPORT PERIOD: FROM January 01,2020 TO December 31,2020

USE OF PROCEEDS SUMMARY

(Use the completed Schedule A to summarize your Use Of Proceeds into approved categories.)

[illegible]

This is a summary of the Use of Proceeds expenditures detailed on the page containing Schedule A.

The summary lists the totals for each approved category.

TOTAL USE OF PROCEEDS (These are the total Use of Proceeds, which should balance to Schedule A.)

\$ 16,950.00 7

LESS

BANK CHARGES

\$ 10.00 8

PLUS

BANK INTERESTS (Includes deposit certificate interest)

\$ 9

TRANSFERS TO OTHER GAMING BANK ACCOUNT

Account #	Explanation	Amount
		\$
		\$
		\$
		\$
	TOTAL	\$ 16,960.00

Enter the amount that corresponds with the boxed number in the REPORT RECONCILIATION section later in the report.

PROTECTED A

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Original print date: January 19, 2021 Reprinted: March 14, 2021



Regular Casino Financial Report - LICENCE: 54321

50 Comiveau Ave. St. Albert, Alberta T8N 3T5

REPORT PERIOD: FROM January 01,2020 TO December 31,2020

BANK ACCOUNT ENDING BALANCE

ACCOUNT #	DATE	AMOUNT
00123-12		\$ 25,040.01
00123-13		\$ 0.00
00123-14		\$ 0.00
		\$

Bank balances are entered here.

Insert amount(s) from the bank statements for the last day of the report period.

TOTAL BANK ENDING BALANCE

\$ 25,040.01 **11**

GIC SUMMARY (Include all copies of GIC statements)

DATE	CERTIFICATE NUMBER	PURCHASED (in reporting period)	REDEEMED	INTEREST EARNED	END BALANCE
		\$	\$	\$	\$
		\$	\$	\$	\$
		\$	\$	\$	\$
		\$	\$	\$	\$
		\$	\$	\$	\$
		\$	\$	\$	\$

TOTAL GIC ENDING BALANCE

\$ 0.00 **12**

Enter the amount that corresponds with the boxed number in the REPORT RECONCILIATION section.

REPORT RECONCILIATION

Beginning bank and GIC balance	17,000.01	1
Net event transactions	+ 0.00	2
Pool transactions	+ 25,000.00	3
Other gaming revenue	+ 0.00	4
Other gaming expenses	- 0.00	5
Miscellaneous gaming transactions	+/- 0.00	6
Use of proceeds summary	- 16,950.00	7
Bank charges	- 10.00	8
Bank interest	+ 0.00	9
Transfers to other gaming bank account	- 0.00	10

Enter the amounts from each of the boxed numbers here.

Expected report end bank/GIC balance = 25,040.01

Bank account ending balance 25,040.01 **11**GIC ending balance + 0.00 **12**

Actual report end bank /GIC balance = 25,040.01

PROTECTED A

Original print date: January 19, 2021 Reprinted: March 14, 2021

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**Regular Casino Financial Report - LICENCE: 54321**

50 Corriveau Ave. St. Albert, Alberta T8N 3T5

REPORT PERIOD: FROM January 01,2020 TO December 31,2020

FINAL CHECK LIST

- ☐ Include copies of bank statements, GICs, deposit slips, invoices and cancelled cheques for the reporting period
- ☐ Have two executives signed the signature sheet
- ☐ Completed all the pages of the report including the detailed use of proceeds list
- ☐ Completed elected executive form 5471
- ☐ This financial report may be submitted via:
- o Mail/courier: 50 Corriveau Ave. St. Albert, Alberta T8N 3T5
 - o E-mail: financial.review@aglc.ca
 - o Fax: 780-447-7502

 **Use Check List to ensure all steps and documentation is complete.**

For more information about charitable gaming requirements or to register for the Gaming Information for Charitable Groups (GAIN) program online, please visit gain.aglc.ca.

We, the undersigned two executive officers;

- a. Have been authorized to make this report; and
- b. Have examined the group's records.

We, declare to the best of our ability, that the information submitted is true and correct. We make this declaration knowing that any deliberate false statement on this financial report is a breach of terms and conditions of licence, and may affect future licences or cause a criminal investigation to be conducted.

NAME	_____	_____
POSITION	_____	_____
ADDRESS	_____	_____
CITY	_____	_____
DAYTIME PHONE	_____	_____
EMAIL ADDRESS	_____	_____
DATE	_____	_____
SIGNATURE	_____	_____
	EXECUTIVE OFFICER (President)	EXECUTIVE OFFICER (Treasurer)
NAME	_____	_____
POSITION	_____	_____
ADDRESS	_____	_____
CITY	_____	_____
DAYTIME PHONE	_____	_____
EMAIL ADDRESS	_____	_____
DATE	_____	_____
SIGNATURE	_____	_____
	REPORT COMPLETED BY	

 **Two signatures from Executive Officers of the charitable group.**
 **Signature of person who completed the report - may be one of the Executive Officers or an accountant - include designation.**

DISBURSEMENTS OF GAMING PROCEEDS SHALL BE MADE WITHIN 24 MONTHS OF RECEIPT OF THE FUNDS. ANY EXTENSION OF THIS PERIOD MUST HAVE PRIOR WRITTEN APPROVAL OF AGLC.

PROTECTED A

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Integrity

The AGLC has three core businesses: liquor, cannabis and gaming.

These core businesses are established in accordance with the *Gaming, Liquor and Cannabis Act*, the *Gaming, Liquor and Cannabis Regulation*, and the *Criminal Code of Canada*.

Vision: Driven by a bold and balanced approach, AGLC will be a leader in creating progressive gaming, liquor and cannabis experiences trusted and enjoyed by Albertans.

Mission: Our promise is to ensure responsible gaming, liquor and cannabis choices that deliver economic and social benefit to Albertans.

Values: The AGLC is committed to operating according to the following values:

- **Integrity:** We play by the rules, do the right thing and do what we say we'll do.
- **Respect:** We create an environment where each individual is valued and heard, and celebrate the diversity that makes us stronger.
- **Collaboration:** Together we are better. Working as a team and with our partners we achieve extraordinary results.
- **Innovation:** We imagine the possibilities. We challenge ourselves to look beyond what is to what can be.
- **Excellence:** We are all leaders. We work with passion, pride and purpose and own our part in the success of the team.

Information about the AGLC's goals, strategies, and performance measures can be found in our website at aglc.ca

GOOD BUSINESS PRACTICES for LICENSED GROUPS

- Keep good records; ensure deposits and disbursements have proper supporting documentation.
- Do not mix gaming and non-gaming funds.
- Be knowledgeable about AGLC policies; seek approval about use of gaming funds.
- Maintain good internal control.
- There should be two signing authorities and no cheque pre-signing.
- Bank reconciliations are conducted independently from the persons with banking signing authority.
- Provide regular financial reporting to the executive and membership.
- Trust but verify.

Volunteer Requirements

Volunteers must maintain the integrity of gaming and perform their respective duties according to the standards laid out in policy. The following highlights some of the standards:

Volunteers must:

- ensure minors do not take part in gaming activities;
- notify the AGLC of all suspected cheating at play and irregularities (“Contact Information,” page 2);
- be capable and able to perform; the administrative and financial duties associated with the positions to which they are
- ensure paid staff who work for licensed groups adhere to all requirements.

Volunteers must not:

- be under the influence of, or consume, liquor or an illicit substance;
- play games (slot machines, table games, VLTs, GECKO, bingo, or Keno) or purchase or redeem pull tickets at any event where they are volunteering
- be paid from gaming revenue or any other source for their assigned; services.

PAID STAFF of CHARITABLE GROUPS

Paid staff of licensed groups can work as volunteers for their group’s gaming events provided they:

1. are members of the organization as defined by their bylaws;
2. volunteer their services outside normal working hours; and
3. do not fill the following positions:

Bingo Events

- bingo chairperson
- paymaster
- bonanza controller
- special games controller
- "Linked Game" controller
- cashier

Casino Events

- general manager
- alternate general manager
- banker
- count room supervisor

VOLUNTEER PAYMENT

Volunteers cannot be paid from gaming revenue or from any other source of revenue for their services, including:

- cash payments;
- vouchers from a bingo facility which can be exchanged for cash, e.g. at the concession;
- receiving money, goods or services for personal use, from individuals that provide premises, services, equipment or supplies to events sponsored by the volunteer group.

WORK IN LIEU of a DONATION

Since volunteers cannot be paid from gaming revenue or from any other source of revenue for their services, charitable groups are not allowed to use another group's volunteers to work their event in lieu of a donation. For example, one group pays another group \$500 for providing 10 volunteers for a bingo event or one groups gives \$25 to all volunteers for volunteering at a casino event. This is payment in lieu for volunteering which contravenes the terms and conditions.

CREDIT SYSTEMS

Volunteers may receive credits to help offset costs such as registration fees, competition fees, travel expenses, and/or other programs currently approved by the AGLC for an approved charitable activity.

The credit/points:

- Must not be redeemable for cash.
- Must not be used for social/recreational purposes.
- Transfers must be made from one gaming account to another gaming account.

Transfers

Volunteers may transfer the credits earned from working an event to:

- other members of the group;
- someone who can benefit from the charitable group's programming, for example, a grandparent works a bingo for a minor hockey team with a bingo licence and transfers their credits to their grandchild who plays for that team.
- to another AGLC licensed group.

Transfers of \$5,000 or more, to other licensed groups, require prior AGLC approval.

If credits are transferred to other groups, a credit receipt must be used as a means of exchange. The credit receipt must include the following information:

- | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • name of licensed group issuing the voucher • name of licensed group receiving or redeeming the credits; • serial number; • date of issuance; • expiry date (not to exceed one year from date of issuance); | <ul style="list-style-type: none"> • credit and cash value of the receipt; • authorizing signature; • name and telephone number of person voucher issued to; • if the recipient is a member or non-member of the group issuing the voucher; |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The group issuing the credits must maintain records of the credits. The records are subject to review by the AGLC. The records must include a ledger with the following information:

The group providing the credits/issuing the credit receipt:

- names of volunteers earning the credits;
- whether the volunteer is a member or non-member of the group issuing the credits;
- dates the volunteers earned the credits;
- values of the credits earned;
- dates the credits were redeemed or transferred;
- purpose(s) for which the credits were redeemed (if applicable); and
- name of the payee to whom the payment was made.

The group receiving the credits:

- redemption date;
- redemption purpose;
- authorizing signature verifying the information is correct;
- name and account number of the gaming account to which the payment was deposited;

The group's overall distribution of credits must not exceed 10% of the total gaming proceeds received from gaming events.

Groups cannot make it compulsory to volunteer at gaming events. Additionally, all volunteers must be given equal opportunity to earn credits by volunteering at gaming events.

CHEATING or IRREGULARITIES

All suspected criminal or suspicious activity related to any gaming activity must be reported to the AGLC's Investigations Branch (see "Contact Information," page 2). For example:

- theft
- fraud from gaming accounts
- cheating at play
- missing pull tickets

All suspected failures to comply with terms and conditions of the licence or charitable gaming policies must be reported to the AGLC's Inspections Branch (see "Contact Information on," page 2).

DID YOU KNOW?

Penalties for gaming infractions include documented warnings through to monetary fines that must be paid from non-gaming funds. You may view a history of Disciplinary Board decisions and specified penalties for both liquor and gaming infractions on the AGLC web site, aglc.ca

Social Responsibility

While most adult Albertans gamble responsibly, some experience real and difficult problems with their gambling. The AGLC recognizes the importance of addressing problem gambling as a social issue.

Warning Signs of Problem Gambling

Most people who choose to gamble do so for fun. However, gambling can become out of control and can cause people difficulties. Much like a dependency on alcohol or other addictions, the need to gamble may overtake an individual's life. Problem gambling is treatable and help is available through Alberta Health Services (AHS) -Addiction and Mental Health help-line at 1-866-332-2322.

Here are a few warning signs that may indicate gambling has become a problem:

- Spending longer and longer periods of time gambling
- Placing larger more frequent bets
- Accumulating debt in order to support any gamble activities
- Arguing about gambling with friends or family
- Pinning hope on the "big win"
- Feelings of guilt or remorse about gambling
- Involving yourself in illegal activities to obtain money to gamble
- Missing work to gamble
- Hiding involvement in gambling activities

Tips for Gambling Responsibly

- Remember, the house always has the advantage.
- Before playing, educate yourself on how the game works.
- Set a budget and stick to it.
- Do not chase losses; accept them as a cost for the entertainment.
- Take frequent breaks.
- Use only money from your entertainment budget; do not borrow money.
- Balance gambling with your other leisure choices.
- Know the warning signs of problem gambling.

The AGLC works closely with the Alberta Health Services (AHS) -Addiction and Mental Health promoting AHS's problem gambling education, prevention and treatment services.

Information Sessions on Problem Gambling

Registered gaming workers of bingo and casino facilities must participate in the AHS and AGLC information sessions on problem gambling within three months of being hired. The program has two phases. The first phase is awareness training, including role play scenarios, for front line staff. The second phase provides intervention techniques and role play scenarios for management and security staff.

Responsible Gambling Programs

The AGLC has teamed up with AHS and the gaming industry to develop programs to assist problem gamblers and individuals who wish to discuss, educate themselves and receive information regarding responsible and problem gambling.

GAMESENSE INFORMATION CENTRES

GameSense Info Centres have been installed on the gaming floors of Alberta casinos and Racing Entertainment Centres.

The centres are staffed by advisors who meet with casino customers and/or interested family and friends, to discuss, educate and provide information regarding responsible and problem gambling. GameSense advisors understand the differences between responsible and problem gambling and can help gamblers identify and establish responsible gambling behaviours.

GameSense Info Centres are equipped with a variety of public education materials, including electronic gambling awareness tools and brochures that provide gamblers with information about the responsible gaming programs and the Self-Exclusion Program.

For more information about GameSense Info Centres and the services they provide, visit a centre, contact the AGLC or visit the GameSense website at gamesenseab.ca.

THE SELF-EXCLUSION PROGRAM

This is a program designed for those who believe it is in their best interest not to participate in casino gaming activities. By submitting an application to the AGLC, participants can voluntarily agree to be excluded from entering all Alberta casinos and racing entertainment centres for a specified time period.

Participants choose the length of the exclusion period (minimum six months to maximum three years) and can be charged with trespassing if they violate the agreement. The program is administered by the AGLC and enforced by casino security staff.

To access the program, visit a GameSense Info Centre and speak with a GameSense Advisor or ask a security staff member at any casino or REC. You can also visit the AGLC offices in St. Albert or Calgary.

For more information on the Self Exclusion program, contact: the Administrator at (780) 447-7582 or toll-free at 1-844-468-8034. 8:15 a.m. to 4:00 p.m. Monday to Friday (excluding holidays).

Abandoned Children

Bingo and casino facilities are required to develop a policy to address the issue of children left unattended on bingo or casino property. A child is defined by the Child Welfare Act as “a person under the age of 18 years.”

The policy must include that:

- if a child is left unattended, the issue must be brought to the attention of the facility’s paid staff;
- the paid staff member takes control of the situation from there;
- information for a detailed “Discrepancy Report” is provided.

Minors

Minors are usually prohibited from taking part in gaming activities in Alberta; however, minors may play bingo in non-licensed bingo facilities if the prize does not exceed \$50. Minors may not play special games. The regular prize board cannot exceed \$1,000 and a special exemption must be requested from the AGLC.

Bingo — Minors are prohibited from playing bingo and Keno and purchasing pull tickets in all licensed facilities. Minors are not permitted to enter a licensed bingo facility which offers electronic gaming. There are a few exceptions. See pages 120-121 in the “Bingo” section of this manual for more information.

Casino — Minors are not permitted within a casino, or other premises where a casino has been authorized and is being conducted. Minors may not be employed in the casino facility when a casino is being conducted, nor are groups allowed to use minors as volunteers for a casino.

Pull Ticket — Minors under the age of 12 are prohibited from selling pull tickets. No person under the age of 18 may purchase or play pull tickets or be awarded a pull ticket prize.

Raffle — Minors may sell raffle tickets, but they may not purchase them. For more information, see page 200 in the “Raffle” section of this manual.

DID YOU KNOW?

Alberta law prohibits licensed gaming facilities from permitting a person who is apparently intoxicated by liquor or a drug to take part in any gaming activity conducted in the premises.

More information related to social responsibility may be found on the AGLC web site at aglc.ca

Information for Board Members

Volunteer board members should be aware of the roles and responsibilities of not-for-profit boards and issues that could affect them (liability, bylaws, etc). The following provides information about the Board Development Program (Alberta Community Development). The Board Development Program (BDP) is a unique service that provides assistance to not-for-profit boards in the area of governance through:

- **Workshops** — governance-focused training for board members of organizations registered under the Societies or Libraries Act. Foundations workshops are customized to meet an individual board's needs and Open workshops are delivered in a more generic format to representatives of numerous groups.
- **Consultations with board members** seeking to clarify governance issues or looking for appropriate referrals to other resources.
- **Training of Volunteer Instructors** for the program and customized training for other clients in the area of board governance.
- **Resource Materials**, both print and web-based, that focus on board governance issues of concern and relevance to not-for-profit boards.
- **Special Presentations** to conferences, seminars and individual organizations focusing on topical issues related to board governance, training trainers or volunteer management.

Assessing the Effectiveness of your Board

Review this checklist with your board to identify strengths and areas for future improvement.

- ☐ The board operates with clearly defined mission, goals and bylaws.
- ☐ Board members understand their own and each other's role and duties.
- ☐ Job descriptions have been developed and are used for individual board members, executive positions and committee chairs.
- ☐ Committees have a Terms of Reference statement that defines their roles and responsibilities.
- ☐ Board members understand their legal obligations and ensure that they are being met.
- ☐ The board composition reflects the diversity of experience, skills, age, gender, and ethno-cultural representation appropriate to your community.
- ☐ Written policies to guide decision making exist and are organized in a policy manual.
- ☐ Board meetings deal primarily with developing policy, planning, developing financial resources, advocacy, and evaluating the organization's work.
- ☐ The board has a written plan that is used to monitor and evaluate the organization's direction.
- ☐ The board makes sure adequate resources are available to undertake the work of the organization.
- ☐ The board communicates clearly and regularly with appropriate staff, volunteers, funders, and the wider community.

For more information, contact the Board Development Program:

#907 STANDARD LIFE CENTRE, 10405 JASPER AVENUE, EDMONTON, ALBERTA T5J 4R7

PHONE: 780-427-2001

WEB SITE: alberta.ca/board-development-program

OUTSIDE OF EDMONTON, CALL: 310-0000

Ask to be connected to: 780-427-2001

FAX: 780-427-4155

EMAIL: communitydevelopment@gov.ab.ca

Bingo

Whether volunteering at an association bingo facility, private operator bingo facility, or at a community bingo event, the general duties for volunteers are similar. Although this section refers to association bingo requirements, volunteers at community bingo events or at a private operator facility will find this information relevant.

The Bingo Licensee Terms & Conditions - Licensed Bingo Facilities form and the Community Bingo Terms & Conditions form offer flexibility in several areas which results in a need for volunteers to obtain specialized training at the event level. This section contains essential information volunteers need to run an association bingo event, but it does not replace the need for hall-specific training.

Although this resource manual refers to conducting association bingo events, the following information will provide a general overview of bingo in Alberta.

NOTE

- **The Bingo Licensee Terms & Conditions - Licensed Bingo Facilities form (FORM 5532) governs licences issued to charities conducting a bingo event at a licensed bingo facility.**
- **The Community Bingo Terms & Conditions form (FORM 5480) govern licences issued to individual charities conducting a bingo event from their own facility.**
- **The Commercial Bingo Handbook provides information to help Facility Licensees and Licensed Charities meet AGLC requirements. This handbook is referenced as "CBH" in this section of the manual.**

Bingo Facilities

There are two types of bingo facilities where licensed groups may hold bingo events.

① Association Bingo — Facility

Bingo events may be held at licensed bingo facilities. Bingo associations establish an executive made up of elected members from its groups.

② Community Bingo — Non-Designated Bingo Facility

Community bingo events are held at a non-designated bingo facility that operates three days or less per week. Only one group works each event and receives the event proceeds.

NOTE

A gaming licence is required for all bingo events where the following three elements are present:

- Consideration (payment)
- Chance (opportunity to win a prize)
- Prize

If someone is paying for a chance to win a prize, a gaming licence is required.

Licensing Process



Licensing Application Process

When a charitable group, not previously licensed, is found eligible for a bingo licence, the group contacts the bingo association of their choice and requests to join the association. In turn, the bingo association may accept the group and the process takes the following steps:

- The bingo association contacts the group and offers membership.
- The group accepts the offer.
- The bingo association gives the group a “Bingo Licence Application” form to fill out.
- The group completes the form and forwards it to the AGLC.
- The time between being found eligible and actually working the first bingo event will vary.

NOTE

Bingo associations accepting charitable groups outside of the association's municipality must consult with Bingo Alberta prior to the group conducting a bingo event.

Bingo Association — Facility

Once a group is found eligible, it submits the “Bingo Licence Application” form for approval. The group will then receive a licence that is normally valid for two years. The bingo association is responsible for providing the AGLC with the complete licensing package for all member groups at least sixty (60) days before the existing licence expires. In order to meet deadlines, groups ensure the guidelines set by the bingo association are followed and submit a new “Bingo Licence Application” form.

If the application is not received in time and/or a new licence has not been issued, the group must stop conducting bingo events until the new licence is issued.

Application Submission

On behalf of each group, the bingo association submits the following documentation:

- “Bingo Licence Application” form with;
 - bingo bank account number; and
 - two executive signatures
- Group's current executive List; and
- Meeting minutes containing the motion authorizing the application.

Information necessary to apply for a bingo licence is available on the web site at **aglc.ca** or by contacting the Bingo Licensing branch (see “Contact Information,” pages 1-2).

ELIGIBILITY/APPLICATION FORMS

A bingo licence authorizes charitable or religious organizations to conduct bingo events.

Association Bingo:

Eligibility for Bingo Licence

The purpose of this application is to determine a group's eligibility to hold bingo events in a bingo association. Only charitable or religious groups are licensed to conduct gaming events in Alberta. The proceeds generated from the events must be used for charitable or religious activities. To qualify for a bingo licence, a group must have delivered a charitable program in Alberta for a minimum of 12 months. (FORM 5483)

Bingo Licence Application

The purpose of this form is to obtain a licence. A group must complete and submit this application after eligibility has been established and a bingo association has accepted the group. (FORM 5421)

Community Bingo: Bingo Licence Application

The purpose of this form is to determine a group's eligibility for a community bingo licence and, if eligible, to issue a community bingo licence. A group must complete and submit this application at least four weeks prior to being considered for its first event. (FORM 5421)

TERMS and CONDITIONS

Terms and Conditions ensure the integrity of licensed bingos in Alberta and maximize the financial returns to charitable organizations.

Commercial Bingo Handbook (Facility Owners/Operators) provides information to help bingo facility licensees and bingo licensees meet AGLC requirements.

Bingo Licensee Terms and Conditions (Charities) govern licences issued to charities conducting a bingo event.

Community Bingo Licensee Terms and Conditions provides information and requirements specifically for community bingo events.

Expenses and Proceeds

Role of a Bingo Association

A bingo association is responsible for the overall control and management of association affairs through its elected volunteer executive officers and board of directors. These responsibilities may not be delegated to paid staff or any other entity.

Groups should be aware that the bingo association executive, in accordance with the Bingo Licensee Terms and Conditions, is responsible for:

- scheduling and allocating bingo events (including all specials and playoff games) to member groups;
- developing a event fee through the budgeting process to pay common expenses;
- providing a statement of revenue, prizes, expenses and proceeds to groups after each event;
- providing yearly audited financial statements to groups;
- establishing pooling procedures;
- ensuring charitable return criteria is followed (see page 115); and
- developing procedures to address volunteer performance issues.

Event Fees

“Event Fee” is a term used to describe the total costs of operating bingo events. Bingo associations must provide each member group with an annual budget that establishes an event fee reflective of the costs of operating the bingo events. The annual budget must be approved by the association’s groups. The purpose of developing a budget is to project the actual costs of operating bingo events and then to collect those costs from the groups accordingly. The AGLC approves an association’s request for event fees in order to ensure the fees are reasonable and reflect the services provided.

Event fees are charged at the event level. Each event time slot (i.e. morning, afternoon, evening or late night) will have an established event fee structure based on the annual budget. The event fee may be the same for each event or varied for each time slot according to the method of pooling used at the facility. Event fees must not include the costs of operating or providing non-gaming space, supplies, or services.

Some examples of event fee expenses include:

- facility rent
- bingo equipment and furnishings
- office equipment and supplies
- utilities
- wages/employee benefits and bonding
- bingo paper
- advertising
- promotions
- business licence fees, business taxes, and property taxes
- legal fees for review of the lease agreement and bylaws
- building security costs

NOTE

The following are variable event level expenses:

- **retailer operator's commission (GECKO only);**
- **"Linked Game" bingo expenses; and**
- **concession expenses.**

Concession Expense

This expense is not part of the event fee, but it is an eligible bingo expense. This is a variable expense dependent upon its use by the group. Increased concession expenses will ultimately decrease the amount of proceeds a group earns. The bingo association may set concession policies to assist with the control of this expense.

The concession expense must comply with the following:

- Items purchased are only for volunteer workers during the time and within the premises that their bingo event is being conducted;
- Food or refreshments do not have to be purchased at the bingo hall's concession; groups may arrange for food and refreshments to be brought into the hall;
- All expenditures must be supported by receipts and copies must be submitted to the hall advisor;
- Total concession charges per volunteer must not exceed the amounts allowed in Bingo Licensee Terms and Conditions (see Section 12.5.d);
- Concession charges over these amounts will be the responsibility of the volunteer;
- Bingo associations or individual groups may set their own concession policy to ensure this expense is controlled (either a lower concession amount than outlined in Bingo Licensee Terms and Conditions or no concession expenses);
- Volunteers may be given a coupon worth a fixed dollar amount intended to purchase concession items;
- Liquor is not an eligible volunteer expense; nor can volunteers consume liquor during their event.

NOTE

A voucher or receipt, such as a taxi receipt, must be provided when paying for a volunteer's out-of-pocket expenses incurred to work a bingo event.

Refer to page 62, for more information on approved volunteer expenses.

Event Financial/Inventory Control System

The licensed group must use the approved Financial/Inventory Control System when conducting a bingo event. All transactions must be recorded on the control forms.

The system for groups must be organized as follows:

- **Handling of cash at the event level:**

- All transfers of cash among paid staff and volunteers must be witnessed, verified, recorded and signed for;
- Actual cash counts must be recorded;
- All entries on “Financial/Inventory Control System” forms must be completed in non-erasable ink (no pencil);
- Amendments or corrections to figures on control forms must be made by striking through the original entry (no white out) and writing the corrected amount beside the original entry;
- Amendment or corrections made to event “Financial/Inventory Control System” forms must be witnessed, verified by count, and signed for (initialed).

EVENT MANAGEMENT SYSTEM (EMS)

The facility licensee uses the Event Management System (EMS) computer system provided by the AGLC to automate business functions in licensed bingo facilities.

Although paid staff positions are primarily responsible for utilizing EMS, the bingo chairperson and paymaster are responsible for specific tasks. The bingo chairperson signs void reports and verifies the event summary at the end of the event. The paymaster receives a chit (receipt) that specifies the amount to be awarded to the winner.

- **Inventory control for bingo cards/supplies:**

- All transfers of bingo cards between the group's volunteers and the bingo hall must be witnessed, verified by count, and recorded;
- All transfers of bingo cards between the paid staff and/or volunteers must be witnessed, verified by count, and recorded;
- For supplier full bundles, a count of each full bundle is acceptable;
- For supplier partial bundles (previously opened), a count of each individual card is required;

- **Bingo expenses:**

- All bingo expenses must be verified and recorded;
- All bingo expenses must be paid for by the group to the vendor, service provider or bingo association.

- **Financial/Inventory Control System forms:**

- The required event financial/inventory control forms must be completed by volunteer and paid staff throughout the event (start to finish) as transactions occur;
- The practice of pre-signing "Financial/Inventory Control" forms prior to the witnessing, verification and recording of transactions is strictly prohibited.

Managing Bingo Event Revenue

The bingo association chooses one of two ways to manage bingo event revenue.

OPTION 1

Through the Group's Bingo Account

- All bingo event revenue, less cash prize costs, is deposited into the group's approved bingo bank account within three (3) banking days of the end of the event.
- All payments for bingo expenses (event fee, concession, "Linked Game" expense and GECKO operator's commission), pool contribution, AGLC GECKO sweep amount, and the "Linked Game" main prize contribution must be made by cheque from the approved bingo bank account.
- In the case of a bingo event loss, the group must write a cheque to the bingo association in the amount of the loss.
- The group must be reimbursed for the amount of the event loss from the pool account prior to the pooled funds being disbursed.

OPTION 2

Through the Bingo Association's Clearing Account

- The bingo association, acting on behalf of, or as an agent for groups to facilitate the management of bingo event revenue, sets up a separate bingo event clearing bank account to manage bingo event revenue.
- All bingo event revenue, less cash prize costs, is prepared for deposit into the bingo association's approved clearing bank on an event-by-event basis. The group's proceeds are paid by bank transfer or cheque from the bingo association's clearing bank account to the bingo association's pooling account within five (5) business days of the event.
- The following payments are made by cheque or bank transfer from the bingo association's clearing bank account on a frequency determined by the bingo association or as required:
 - event fee payment
 - regular and special game cheque prizes
 - "Linked Game" main prize and "Linked Game" expense contributions to Alberta "Linked Game" Bingo
 - bingo event proceeds

- In the case of a loss, the pooling account will transfer an amount equal to the event loss(s) to the bingo association's clearing account within five(5) banking days of the end of the pool period.
- In the event the pool account has a deficit (negative) balance, the bingo association must calculate the overall pool deficit at the end of the pool period, and as stated in the pool agreement, each licensed charity will be liable for its portion of the overall pool deficit. The payment must be made from the licensed charity's bingo bank account to the pool account within five (5) banking days of receipt of the notice of the pool deficit. All payments from the charities to cover the deficit must be collected prior to transferring any reimbursements for event losses to the Bingo association's clearing account. Pool deficits must not be carried forward from one pool period to another.

NOTE

Bingo event proceeds are calculated as follows:

GROSS BINGO REVENUE

LESS (–)

- **Cash prizes and progressive pot contributions**
- **Cash shortages**
- **"Linked Game" expenses**
- **"Linked Game" main prize contributions**
- **Regular and special game cheque prizes**
- **Facility licensee event fees**

EQUALS (=)

either the licensed charity's

BINGO EVENT PROCEEDS

-or-

BINGO EVENT LOSS.

Pooling

Pooling is the collecting and disbursement of all net event proceeds over a specified regular period of time from events held in licensed facilities. Pooling does not apply to community bingo. Pooling is mandatory for all groups conducting bingo in a licensed facility. Each group that conducts a bingo event during the monthly pool period must be part of the pool and must receive a share of the pooled funds in accordance with the terms of the pooling agreement.

The bingo association can either:

- establish one pool for all events; or;
- establish separate pools for morning, afternoon, evening, and late night events

When separate pools are established, all events from the pool's time slot must be pooled. For example, all morning events must be included in the morning pool.

NOTE

- **Bingo proceeds are pooled monthly;**
- **GECKO proceeds are pooled monthly;**
- **Pull ticket & Keno proceeds are pooled monthly (where applicable);**
- **Pull ticket, GECKO, and Keno proceeds are accounted for in bingo financial reports; no additional financial reports are sent.**

Pooling agreements must include: (for full list, see CBH)

- the date of the pooling agreement and the length of time the pooling agreement is in effect;
- a schedule of groups participating in the pooling agreement, including the name of the group, space for the group's signing officer's signature, and his/her position in the organization;
- a statement that the pooled funds will be disbursed monthly to the groups who ran bingo events in each pool period. The funds will be disbursed from the pooling account by cheque or direct deposit, which must be deposited to the group's bingo account.

The bingo association executive must administer the pool. The names and positions of the pool administrators must be provided to the AGLC's Financial Review Section.

Following each bingo event, the group representative, witnessed by at least one other volunteer must:

- complete the "Reconciliation of Bingo Win/Loss and Pool Contributions" form or the appropriate section on the "Event Summary Control" form; and
- write a cheque to the Trustee for Proceeds as defined in Subsection 8.2.4 a).

The pooled Proceeds, in full must be distributed monthly to the Licensed Charities, in accordance with the Pooling agreement. Each Licensed Charity must deposit Proceeds to their approved bingo account.

NET BINGO PROCEEDS

TOTAL SALES LESS (-)

cash prizes, cheque prizes, rent, and expenses

...as defined in the poolin agreement.

The following requirements govern pooling:

- The pooled funds, in full, must be distributed monthly to the members, in accordance with the pooling agreement. Each group must deposit the funds, and any interest earned, in its approved bingo bank account. Funds must be spent only on approved uses of proceeds.
- The Association must forward a list of the pool disbursements to the AGLC's Financial Review Section as the disbursements are made. The list must include the group's name, its AGLC identification number, the date, and the amount of disbursement.
- The association must submit a monthly bank reconciliation for the pooling account along with supporting documents (bank statements) to Financial Review.
- The Bingo association's auditor must include pooling transactions as part of the association's audited annual financial statement.

Charitable Return Criteria

One of the guiding principles for gaming in Alberta is that,

"...the financial return to eligible groups from charitable gaming is maximized for the benefit of charitable and religious groups, the program or activities they deliver, and the communities in which those program are located."

The charitable return criteria specifies, based on the licensed facility's gross annual sales, the amount of proceeds groups must obtain from bingo events. The percentage of return varies from 10%-19% or higher. Please refer to the CBH for details on charitable return criteria.

Volunteer Requirements

Customer Service

The primary duty of each volunteer position in a bingo hall is customer service. Volunteers can help to ensure the best return of proceeds for their group when they give bingo patrons what they want – excellent customer service! Each group conducting a bingo event represents all groups in its bingo association, so it very important that volunteers develop the skills required to succeed in their positions.

Timing

Timing is important when volunteering at a bingo event. The bingo chairperson or bingo coordinator will provide volunteers with details about breaks, how many volunteers can take a break at one time, and the procedures for meal allowances.

The break schedule is established with the bingo program in mind, and breaks are only to be taken when the flow of the bingo event will not be jeopardized. Each bingo association will provide its operational details.

Performance Issues

The AGLC allows bingo associations to develop procedures to address volunteer performance issues.

Examples of possible performance issues are:

- Late arrivals/not enough volunteers
- Inability to complete duties
- Not following break schedules
- Failure to attend mandatory meetings

Possible consequences that may be established by bingo associations may include:

- loss of future events;
- fines that are paid from non-gaming funds; or
- cancellation of association membership.

The CBH provide flexibility for bingo associations regarding certain volunteer position requirements. For example, bingo associations will determine which volunteer positions will have access to the cash cage at a bingo event.

With the exception of the key positions and security guard position, the bingo association has the choice to fill the remaining positions with volunteers or to hire paid staff. As each bingo association has flexibility in several areas of the CBH, it is very important to check with the hall manager for additional information and hall-specific training.

Only bona fide members of the group, as defined by its bylaws, can work the key positions at a bingo event. These key positions must be filled by volunteers only:

- bingo chairperson
- paymaster
- bonanza controller
- special games controller

Bingo associations have the ability to determine whether the following positions are filled by a paid staff or a volunteer:

- pull ticket seller
- bingo coordinator
- "Linked Game" controller
- cashier

NOTE

When the pull ticket seller, bingo coordinator, "Linked Game" controller and/or cashier positions are filled by a volunteer, the volunteer must be a bona fide member of the group licensed to conduct the bingo event. This requirement ensures security because those positions have access to the cash cage at the bingo event.

Seller/Checker Position

Bingo associations have a choice to make this position a volunteer or paid position. If this position is deemed volunteer, groups may enlist help from non-members to fill required number of Seller/Checker positions. However, each individual non-member must be known to the group.

These guidelines give groups more flexibility in volunteer recruitment. It is in no way intended to provide an opportunity for a group which is not licensed to work a bingo event in return for a donation.

GROUPS WHO HAVE PAID STAFF MEMBERS

Paid staff members can work as volunteers for their group's bingo events provided they:

- **are members of the organization as defined by the bylaws;**
- **volunteer their services outside normal working hours; and**
- **do not fill the positions of bingo chairperson, paymaster, bonanza controller, special games controller, "Linked Game" controller, and cashier.**

Volunteer Conduct

Volunteer bingo workers must maintain the integrity of gaming and perform their respective duties according to the standards laid out in the CBH. The following are a few examples of the policies and procedures:

Volunteers must:

- be capable and able (as deemed by the bingo association) to perform the administrative and financial duties associated with the positions to which they are assigned;
- report to the bingo chairperson and sign the bingo worker sign-in sheet prior to beginning their shift;
- only work one position at a time, with the exception of sellers/checkers;
- return their vest/apron, cash and bingo cards to the cash cage prior to leaving the bingo floor for any reason, e.g. washroom break.

Volunteers must not:

- be under the influence of, or consume, liquor or an illicit substance;
- play bingo, Keno, electronic games (GECKO), or purchase or redeem pull tickets at any event at which they are volunteering at;
- handle cash and payment of prizes if under 12 years old;
- be under the age of 18, if volunteering in a facility that offers electronic gaming (GECKO and Keno);
- work a bingo event for the purpose of meeting requirements of the Fine Option or the Alternative Measures Program.

NOTE

Persons with disabilities may accept the assistance of a parent, caregiver or other person while carrying out the duties of the position they are working.

Minors

Everyone under the age of 18 is prohibited from playing bingo or Keno in all licensed facilities. This includes purchasing or otherwise being provided with pull tickets, bingo cards, playing the game of bingo, daubing the cards, or being awarded prizes. The bingo facility must post signage that indicate, “Minors Not Allowed to Play Bingo,” at the entrances to the facility.

Minors are not permitted to enter a licensed bingo facility that offers electronic gaming. Minors are permitted in licensed facilities that do not offer electronic gaming if:

- they are working as a volunteer at a bingo event for a licensed charity of which they are a member;
- they are working in a paid position, i.e. concession staff.

Bingo associations, at their discretion, may exclude minors from being in the bingo facility (unless the facility offers electronic gaming, in which case minors must always be prohibited).

MINORS at COMMUNITY BINGO FACILITIES

It is possible to allow minors to play bingo in community bingo facilities. Minors may play provided the prize does not exceed \$50. They may not play special games. The regular prize board cannot exceed \$1,000 and a special exemption must be requested from the AGLC.

The following points guide staff and volunteers who may encounter minors in a bingo facility:

- Staff and volunteers will demand proof of age when a person of questionable age (any person who appears to be less than 25 years of age) attempts to purchase and/or play bingo cards.

- Acceptable photo identification for proof of age are:
 - Alberta Registries Operator’s Licence;
 - Alberta Registries Identification Card;
 - passport;
 - Armed Forces Identification Card;
 - Out-of-province Photo Operator’s Licence;
 - Certificate of Indian Status; or
 - Immigration Authorization.
- If the staff or volunteers question the validity of the identification presented, an additional piece of identification can be requested:
 - birth certificate;
 - citizenship certificate;
 - baptismal certificate;
 - foreign government visa; or
 - Fire Arms Acquisition Certificate.

NOTE

Although the cashier will demand proof of age when bingo cards are purchased, it is the responsibility of all volunteers to ensure no minors purchase or play bingo cards.

Counterfeit Money Handling Procedures

Training and support regarding counterfeit money is provided to volunteers by the bingo association. If a volunteer suspects counterfeit money, the following procedures must be followed:

- handle the bill as little as possible and do not put the bill in an apron or cash tray;
- notify the hall advisor and/or security immediately;
- make notes of the time and the suspect's description; and
- write a "Discrepancy Report" giving as many details as possible.

The hall advisor/security guard is responsible for contacting the local law enforcement agency and seizing the suspect bill(s). He or she will also be responsible for notifying the bingo chairperson of the occurrence, notifying the police of details (suspect, possible vehicle and licence number, when possible). The hall advisor/security guard has no authority to detain the suspect.

Volunteer Positions

Volunteer and Paid Positions at a Bingo Association

Several positions outlined in the CBH are deemed volunteer or paid positions. In these cases, Bingo associations will determine whether a position will be filled by group's volunteers or if paid staff will be hired.

Key Positions Mandatory Volunteer Positions	Volunteer or Bingo Association Paid Staff Positions	Bingo Association Paid Staff Position Only
<ul style="list-style-type: none"> • bingo chairperson • paymaster • bonanza game controller • special games controller 	<ul style="list-style-type: none"> • seller/checker • pull ticket seller • bingo coordinator • "Linked Game" controller • cashier* • caller* • hall advisor* • hall manager* • pull ticket manager* • bookkeeper* 	<ul style="list-style-type: none"> • security guard

** paid position at most bingo associations*

NOTE

Positions titles are outlined in the CBH, however different job titles are often used at bingo events, for example:

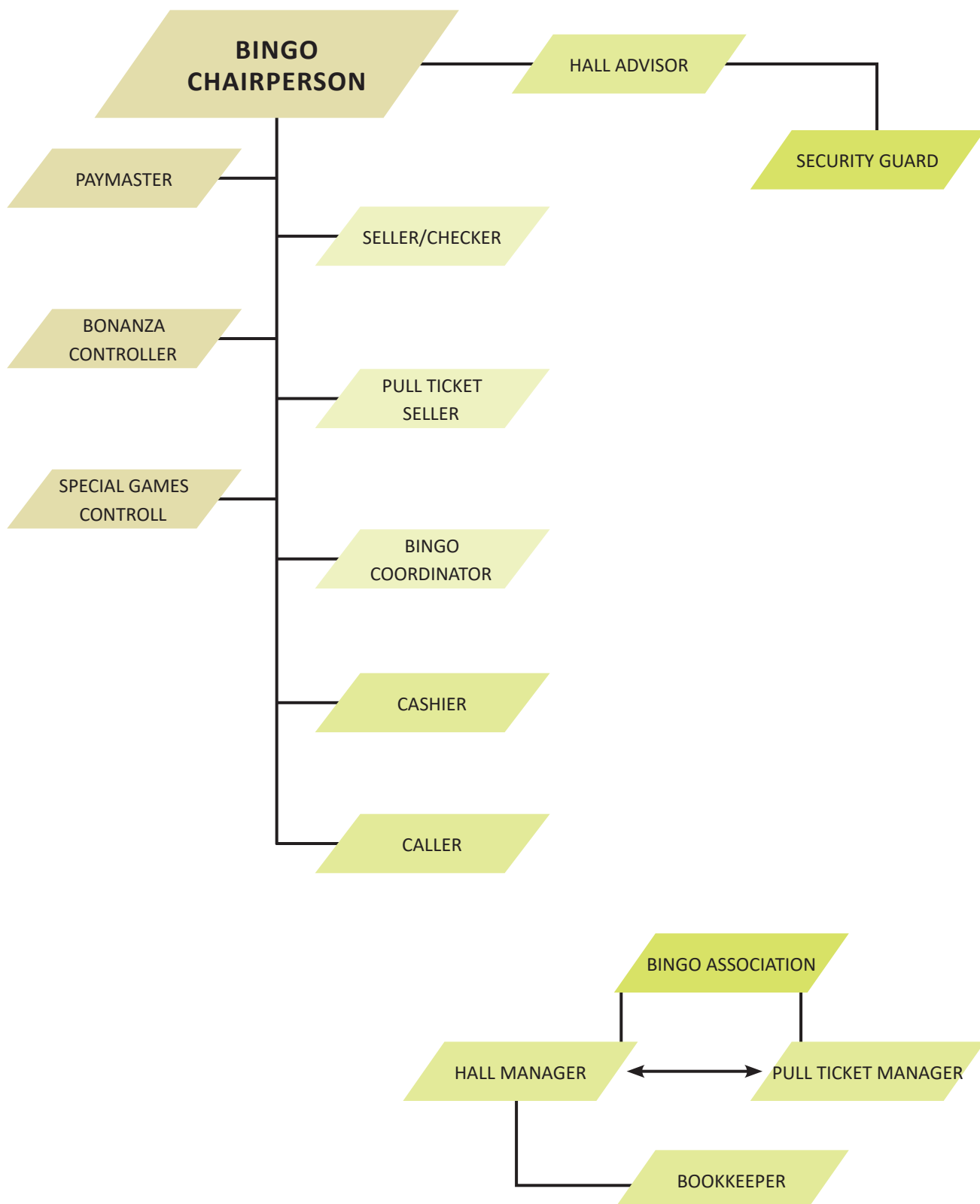
seller/checker = usher = floor alker

-or-

bingo coordinator = floor mana er

Bingo associations may assign the pull ticket manager duties to the hall manager position.

Bingo Association Positions



Detailed Volunteer Position Descriptions

General Skills for Bingo Volunteers:

- good communication, listening, and organizational skills;
- able to delegate tasks (where applicable);
- able to follow rules and regulations;
- able to handle conflict situations effectively and promote a positive image of the group;
- able to conduct math-related tasks;
- competent in handling money;
- good attention to detail;
- able to function in a potentially noisy environment;
- able to maneuver around the facility to ensure customers are served promptly.

The following are job descriptions for positions that volunteers may hold in an association bingo event.

NOTE

For Community Bingo events, a complete listing of all position duties and requirements are in Section 7 of the Community Bingo Terms and Conditions form (FORM 5480) or consult the CBH.

Position: Bingo Chairperson

The bingo chairperson is a mandatory volunteer position filled by a bona fide member of the charitable group, as defined by its bylaws. This position is ultimately responsible for, and in control of, the bingo event. These duties are performed in consultation with the hall advisor (usually a paid position in a bingo association).

The bingo chairperson's main responsibilities include:

- supervising all staff;
- training all volunteers;
- assigning duties to all volunteer staff;
- ensuring the secure handling of cash; and
- complying with the Financial/Inventory Control System.

Bingo Chairperson Duties:

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| <ul style="list-style-type: none"> • ensuring all volunteer and paid staff print and sign an attendance form (first and last name) before starting work; • confirming the identity and source of all volunteers; • confirming that all volunteers are assigned to positions for which they are qualified; • verifying, recording, and signing for the cash float and cards that are issued from, and transferred to, the hall advisor; • checking bingo equipment with the caller, hall advisor, paymaster, or a player to ensure it is operating properly; | <ul style="list-style-type: none"> • in conjunction with the hall advisor and/or the caller, ensuring the rules are followed regarding the payment of prizes; • in conjunction with the hall advisor, ensuring the required financial/ inventory control system forms are completed; • retaining a copy of the completed "event summary" and forms and leaving all other original financial/ inventory control system forms with the hall advisor; • advising the AGLC, Regulatory Services Division, of any cheating, or other problems; |
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| <ul style="list-style-type: none">• transferring and verifying cash and cards to and from the paymaster, cashier, and controller(s);• where there is no verification unit (a device which helps verify declared bingos), verifying with the master book, winning card(s) for major prizes (\$500 or more), and games with separate sales;• preparing cash for bank deposit and ensuring the safe delivery of cash to the bank or securing the sealed bank deposit in the facility safe;• in consultation with the hall advisor, resolving complaints from the public; | <ul style="list-style-type: none">• completing discrepancy reports as required;• ensuring the name, address, and telephone number of each winner of a major prize (\$500 or more) or Bonanza game, is recorded on the back of the winning card, and that the card is attached to the control sheet for the game the prize relates to;• ensuring all Financial/Inventory Control System responsibilities for this position are carried out in compliance with the CBH. |
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Bingo Chairperson Pull Ticket Duties:

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| <ul style="list-style-type: none">• witnessing the issue of the pull ticket float and new pull ticket units to paid pull ticket sellers or the hall advisor if the pull ticket sellers are volunteers; | <ul style="list-style-type: none">• counting and signing off the revenue received from the pull ticket sales from paid sellers or the hall advisor, and when unit sales have been completed, ensuring the deposits are made in accordance with the process stated for bingo deposits. |
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Position: Paymaster

The paymaster is a mandatory volunteer position filled by bona fide member of the charitable group, as defined by its bylaws. This position reports to the bingo chairperson and is responsible for supervising the awarding of prizes.

Paymaster Duties:

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| <ul style="list-style-type: none"> • verifying and recording all cash transfers to and from paid staff and volunteers; • checking bingo equipment with the caller, hall advisor, bingo chairperson, or player to ensure it is operating properly; • transferring cash prize(s) for each game to sellers/checkers for awarding to player(s) or to the player directly; • recording all prize payouts; • completing and signing Financial/ Inventory Control System form(s); | <ul style="list-style-type: none"> • ensuring that the name, address, and telephone number of each winner of a major prize (\$500 or more), or Bonanza game, is recorded on the back of the winning card, and that the card is attached to the control sheet for the game the prize relates to; • completing discrepancy reports as required; • ensuring that all Financial/ Inventory Control System responsibilities for this position are carried out in compliance with CBH; and • returning the paymaster's cash tray to the cash cage when not in use. |
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Position: Bonanza/Special Games Controller

The Bonanza/special games controller is a mandatory volunteer position filled by a bona fide member of the group, as defined by its bylaws. This position reports to the bingo chairperson and supervises card sales for games with separate sales, i.e. Bonanza or Odd & Even. This position may be combined into one or more positions depending on the number of sellers supervised.

Bonanza/Special Games Controller Duties:

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| <ul style="list-style-type: none"> • in conjunction with the bingo chairperson and hall advisor, supervising card sales for Bonanza games and games with separate card sales and calculating their prize payouts; • verifying and recording the number of cards received from the bingo chairperson and hall advisor; • verifying and recording the cash float received from the bingo chairperson; • issuing cards and floats to sellers, making proper entries on Financial/Inventory Control System forms and ensuring seller(s) has signed for the cards and float; • In conjunction with the bingo chairperson and hall advisor, verifying the receipt of cash/cards from sellers and making proper entries on financial control forms; | <ul style="list-style-type: none"> • verifying the number of unsold/returned cards with the bingo chairperson; • in conjunction with the bingo chairperson and hall advisor, balancing all cash and cards and ensuring correct percentage of sales is paid to winners; • in conjunction with the bingo chairperson and hall advisor, completing financial control forms for reconciliation of cash cards; • transferring all cash and completed forms to the bingo chairperson; • completing discrepancy reports as required; and • ensuring that all Financial/Inventory Control System responsibilities for this position are carried out in compliance with CBH. |
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Position: Sellers/Checkers

These are volunteer or paid positions, as designated by the bingo association, which report to the bingo chairperson. these positions perform duties of a seller, checker or both and are responsible for float/cash procedures, selling cards and verifying winning cards. A seller/checker can sell up to three types of game cards at one time: Bonanza, Odd/Even, and "Linked Game".

Seller/Checker Duties:

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| <ul style="list-style-type: none"> • counting and signing for acceptance of the float from the controllers and the returning of the float to the controller; • accepting and verifying cards received from the controller for sale to players; • selling cards to players; • accounting for cash from sales; • returning and verifying cash and unsold cards to the controller; • ensuring the caller is aware of the bingo the seller/checker has recognized; • verifying declared bingo winners through the verification/call-back procedure; | <ul style="list-style-type: none"> • receiving prize(s) from the paymaster for award to winner(s); • where there is no verifier, verify major prizes (\$500 or more) by taking winning card(s) to the paymaster or the bingo chairperson to verify the card face and card number with the master book; • completing discrepancy reports as required; and • ensuring that all financial/inventory responsibilities for this position are carried out in compliance with CBH. |
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Position: Pull Ticket Seller

The pull ticket seller position can be a paid position (from the pull ticket administration fee) or a volunteer position. When this position is deemed volunteer, the volunteer must be a bona fide member of the group. This position reports to either the pull ticket manager or hall advisor and is responsible for the sale of pull tickets from a specific location in the bingo facility.

Pull Ticket Seller Duties:

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| <ul style="list-style-type: none">• if a volunteer — obtaining tickets and float from the hall advisor; counting and signing for the tickets and the float;• if a paid seller — obtaining complete ticket units and the float from the pull ticket manager; counting and signing for the pull ticket units and the float;• conducting ticket sales from the specific area(s) approved on the pull ticket licence;• verifying winning tickets, paying prizes, defacing all winning tickets of a value of \$5.00 or more immediately after they are redeemed by the winner; | <ul style="list-style-type: none">• balancing and verifying sold unit(s) ;• if a volunteer — transferring revenue from sales of pull tickets to the hall advisor;• maintaining pull ticket financial records as required;• completing discrepancy reports as required; and• ensuring that all Financial/ Inventory Control System responsibilities for this position are carried out in compliance with CBH. |
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Position: Bingo Coordinator

The bingo coordinator is a volunteer or paid position, as designated by the bingo association, which reports to the bingo chairperson. When this position is deemed volunteer, the volunteer must be a bona fide member of the group. Bingo associations may use this position to assist with the overall management of a bingo event. The duties of the position are flexible; however, if it is a paid position, the position must not assume responsibility for any of the duties performed by specified volunteer positions.

Bingo Coordinator Duties:

May include ...

- providing direction to volunteers to assist them with their duties;
- assisting customers with card purchases and interpreting the bingo program, bingo games, rule of play and house rules;
- assisting the Bonanza/special games controller, "Linked Game" controller and sellers with card reconciliation, cash-out and cash reporting procedures; and
- assisting the bingo chairperson with training volunteers and in managing the flow of volunteers and card sales on the gaming floor.

Must include ...

- completing discrepancy reports as required;
- ensuring that all Financial/ Inventory Control System responsibilities for this position are carried out in compliance with CBH.

Position: "Linked Game" Controller

The "Linked Game" controller can be either a volunteer or paid position, as designated by the bingo association. When this position is deemed volunteer, the volunteer must be a bona fide member of the group. This position reports to the bingo chairperson and is responsible for the control and reconciliation of the "Linked Game" sales and reporting sales to the network studio. When this position is filled by a volunteer, the hall advisor can assist with the "Linked Game" Management System.

"Linked Game" Controller Duties:

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| <ul style="list-style-type: none"> • complying with the approved Alberta "Linked Game" Bingo Operations Manual; • controlling and reconciling the "Linked Game" sales and reporting the sales to the network studio; • ensuring cards received from the bingo chairperson and/or hall advisor are counted and signed for; • verifying, recording, and entering on the "Linked Game" Management System, the cash float received from bingo chairperson; • as needed, using the "Linked Game" Management System to scan trays of "Linked Game" cards to be issued to sellers; issuing and recording cards and floats transferred to sellers; making proper entries on "Linked Game" control forms; and, ensuring the seller(s) has signed for cards and float; | <ul style="list-style-type: none"> • counting and balancing all cash and cards returned by each seller and making the proper entries on the "Linked Game" control forms; • balancing sales of sellers by verifying the number of unsold/returned cards, cash, float and by making appropriate entries on "Linked Game" control forms; • on an on-going basis, using "Linked Game" Management System, entering card sales update reports for the network studio; • ensuring that the seller witnesses, verifies, and signs off on all transactions; • verifying the final main prize and consolation prize contributions as per the amount of cards sold; |
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| <ul style="list-style-type: none"> • printing a copy of the final game worksheet from "Linked Game" Management System, and with the bingo chairperson: <ul style="list-style-type: none"> – verifying the printed copy of the game worksheet with the information that appears on the "Linked Game" Management System screen; – verifying all unsold cards, cash and the float to the bingo chairperson; – signing off the printed copy of the game worksheet, and ensuring the bingo chairperson and hall advisor also sign the worksheet. | <ul style="list-style-type: none"> • if all the duties of this position have been completed and the respective counts balanced, and all the funds and unsold cards have been transferred to the bingo chairperson, this position may perform the duties of a "Linked Game" verifier/number recorder as described in the Alberta "Linked Game" Bingo Operations Manual; • completing discrepancy reports as required; • ensuring that all Financial/ Inventory Control System responsibilities for this position are carried out in compliance with CBH. |
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Position: Cashier

This position is a volunteer or paid position, as designated by the bingo association, which reports to the bingo chairperson. When this position is deemed volunteer, the volunteer must be a bona fide member of the group.

Cashier Duties:

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| <ul style="list-style-type: none"> • accepting and verifying, by counting and signing for, the cash float and bingo card inventory from the bingo chairperson for sale to players; • processing card sales to customers through the cash register, and issuing receipts for regular game cards, loonie | <p>pots, and special game cards as applicable;</p> <ul style="list-style-type: none"> • balancing cards and cash by recording overages/shortages; and • bringing any discrepancies in cash or cards to the attention of the bingo chairperson and hall advisor. |
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Position: Caller

This is a volunteer or paid position, as designated by the bingo association, which reports to the bingo chairperson. The caller is responsible for conducting the approved bingo program.

Caller Duties:

- announcing and recording on the video recording the date, type of event (morning, afternoon, evening, or late night), name of the group, and the caller's first name (last name optional);
- checking bingo equipment with the bingo chairperson and hall advisor, paymaster or player, to ensure its proper operation;
- recording prize payouts and number of winners on "Bingo Caller's Check Sheet";
- submitting a signed "Bingo Caller's Check Sheet" to the bingo chairperson at end of the event; and
- announcing and verifying valid bingos according to CBH.

Position: Hall Advisor

A volunteer or paid position, as designated by the bingo association, this position is responsible for operational aspects of bingo events. This position reports to the bingo chairperson.

Hall Advisor Duties at each event:

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| <ul style="list-style-type: none"> • transferring opening float and bingo card inventories to the bingo chairperson; • assisting the bingo chairperson in completing required Financial/ Inventory Control System forms; • monitoring the cashier(s) and caller during the event to ensure compliance with CBH; | <ul style="list-style-type: none"> • assisting in training volunteer workers prior to or during the event; • receiving payment for bingo expenses from groups; • receiving the float and unsold bingo card inventory from the bingo chairperson at the end of the event; |
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| <ul style="list-style-type: none"> • providing guidance to the bingo chairperson regarding disputes during the event; • assisting the bingo chairperson, to ensure that all of the rules are followed regarding the payment of prizes; • transferring pull tickets or pull ticket units to volunteer or paid sellers as may be requested by the pull ticket manager; • reviewing event Financial/ Inventory Control System forms for completeness and accuracy; | <ul style="list-style-type: none"> • completing discrepancy reports as required; • ensuring that all Financial/ Inventory Control System responsibilities of this position are carried out according to the CBH; • ensuring the Event Management System (EMS) computer system supplied by the AGLC, is maintained and/or operated in accordance with the approved user manual and AGLC procedures. |
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Position: Hall Manager

This position is responsible for assisting the bingo association with its operations. The hall manager is a volunteer or paid position, as designated by the bingo association, and reports to the association executive.

Hall Manager Duties:

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| <ul style="list-style-type: none"> • allocating bingo events to groups according to the bingo association's approved event allocation method; • ensuring groups are informed of the dates and times for their bingo events, the number of volunteers required, and times the volunteers must attend; | <ul style="list-style-type: none"> • scheduling paid staff to assist groups in the conduct of their bingo events; • submitting bingo program amendments to the AGLC, Regulatory Services Division, for approval if authorized by the bingo association; |
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| <ul style="list-style-type: none"> • incorporating any approved amendments into the bingo association's rules of play and house rules, as appropriate; • reconciling monthly bank statements; • maintaining pooling account(s) and disbursement of pooled funds as directed by the bingo association executive, and subsequent reporting to the AGLC as required; | <ul style="list-style-type: none"> • performing duties of pull ticket manager as directed by the bingo association executive; • reviewing event Financial/ Inventory Control System forms for completeness and accuracy; and • ensuring the Event Management System (EMS) computer system supplied by the AGLC is maintained and/or operated in accordance with the approved user manual and AGLC procedures. |
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Position: Pull Ticket Manager

The pull ticket manager can be a paid position (from the pull ticket administration fee) or a volunteer position. This position is responsible for the day-to-day control and administration of pull ticket sales on behalf of, or as an agent for, the bingo association's groups. The executive may assign these duties to the hall manager position resulting in a combined hall manager/pull ticket manager position.

Pull Ticket Manager Duties:

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| <ul style="list-style-type: none"> • ordering and controlling pull ticket inventory; • issuing pull ticket float and units to paid pull ticket sellers, or to the hall advisor if the seller(s) is a volunteer; | <ul style="list-style-type: none"> • receiving revenue from pull ticket sales from paid sellers or hall manager, and ensuring deposits are made in accordance with the process stated for bingo deposits; • completing quarterly "Pull Ticket Sales (deposit) Report" and quarterly bank reconciliation, and forwarding it to the AGLC; |
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| <ul style="list-style-type: none">• calculating licence fees to be forwarded to the Regulatory Services Division with the monthly “Pull Ticket Sales Report;”• immediately reporting discrepancies in inventory and sales to the AGLC;• preparing the quarterly pooling report; | <ul style="list-style-type: none">• maintaining pull ticket records;• completing discrepancy reports as required; and• ensuring that all the Financial/ Inventory Control System responsibilities of this position are carried out according to the CBH. |
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The Bingo Program

Rules of Play

- A ball is randomly selected from 75 ping-pong type balls.
- Each ball is printed with a letter from the word BINGO and a number from 1 to 75.
- One additional ball may be added to the blower for the purposes of conducting fireball prize schemes.

B	I	N	G	O
1	16	31	46	61
-to-	-to-	-to-	-to-	-to-
15	30	45	60	75

Before a game starts, the bingo chairperson, caller, hall advisor or player checks the bingo equipment to ensure:

- the bingo equipment is operational;
- no duplicate balls exist; and
- all bingo balls are in play.

Only players with proof of admission may play. Proof of admission must be visible at all times. The group's volunteers must request proof of admission before allowing a player to continue to play or claim a prize.

Before a game is played, the caller announces the type of game being played.

Types of Games

Bingo is a game for which a prize is awarded if the player achieves the specified card pattern and winning criteria for the game in play. There are several types of bingo games played on specific types of cards. Bingo cards on paper are referred to as a single, 3 Up, 9 Up or 12 Up, which indicates the number of cards on each sheet.

Sellers/checkers should be familiar with the types of games and schemes played at their bingo association.

REMEMBER

Groups will be given this information by facility staff during facility training.

Examples of Common Games

Regular Game Series

- is a series of games played on 3 Up cards (3 bingo cards per sheet) to 12 Up cards (12 bingo cards per sheet). Each series is composed of approximately 3-5 games that generally progress from one pattern to the next. Some examples of game patterns are:
 - one line or four corners;
 - two lines;
 - letter X;
 - picture frame; and
 - full card.

Early Bird

- is a special game for patrons who arrive early. Due to the flexibility in this game, bingo associations will highlight the specific details for groups.

Bonanza

- is one or two special games played during the course of the bingo event. A Bonanza pre-call generally takes place just before the start of the Regular Series Game, and for the second Bonanza, usually just at the end of the intermission. This game is usually played on sealed 3 Up cards and a win requires a full card.

Odd/Even

- is a single special game played on sealed 3 Up cards. A win requires a full card and is generally the last game of the night. The game is determined odd or even by either the date or by a random draw from the ball blower.

"Linked Game"

- is a game linked with participating bingo association halls and community bingos across Alberta. The caller and equipment are at one location and are linked to all other locations. This game is played on sealed single cards via teleconference communications.

GECKO

Many licensed bingo halls now have electronic bingo equipment known as GECKO. This is an electronic device that allows a player to play multiple bingo cards electronically. The player inputs the number that was announced by the caller, and the device automatically marks all corresponding numbers on the bingo cards that are being played. The facility will provide training and information to seller/checker volunteers who will be assisting the caller in verifying bingos on a GECKO unit.

Minors are restricted from bingo facilities that have GECKO. GECKO is not available at community bingo events.





Keno

Keno is a provincial lottery ticket gaming product where draws are held every five minutes.

Players pick from one (1) to ten (10) numbers from a field of one (1) to eighty (80). Twenty (20) winning numbers are drawn and broadcast to playing locations.

Winnings are distributed based on the number of matches between the player's picks and the 20 random selections. The top prize is capped at \$100,000, and draws occur every five minutes.

Minors are restricted from bingo facilities that have Keno. Keno is not available at community bingo events.



Pull Ticket and Bingo Event Tickets (Hot Balls)

A Bingo Event Ticket Game is a Pull Ticket game in which the winner is determined by matching a bingo ball symbol or symbols on a Pull Ticket with a specified number or numbers drawn during the course of a licensed bingo event (also called ball, hot ball or dab games).

A bingo event game plays just like a regular pull tab game with instant winners, but it also includes a seal card, along with tickets containing bingo ball numbers (B1 - O75) and/or "hold" numbers. Players with these tickets hold on to them for the entire game.

Once all of the tickets in a deal are sold, the bingo event game winner is determined either by using a bingo flashboard, by using the last number called in a bingo game, or by using the enclosed seal card.

NOTE

All references to pull tickets in this section refer to groups that apply for a pull ticket licence in conjunction with their bingo association. The "Pull Ticket" section of this manual (pages 191-198) provides information about pull ticket licences available to licensed groups that are not issued in conjunction with an association bingo event.

House Rules

Each bingo association must follow mandatory house rules. A bingo association has the authority to establish optional house rules within guidelines provided in the CBH. Volunteers should be aware that bingo facilities must have house rules regarding:

- | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • what time the doors and cashiers open, and what time early birds (if applicable) and regular games start; • age limit for bingo workers and non-playing minors to be in the hall; • minimum purchase of regular game cards for paper and electronic games; • receipts or bingo cards are not transferable from player to player; • what time the reading is taken to determine regular game payouts; • that players may not purchase special game cards or play special game cards without a valid cash register receipt for regular cards; • players caught playing more cards than paid for; • that only cards issued by the bingo association are eligible to be played and recognized for a prize; | <ul style="list-style-type: none"> • what games half-time patrons are eligible to play (if half-time sales are available); • players playing on the wrong series or colour of card; • how bingos are verified; • how Braille cards are sold and verified (if Braille cards are available); • exchange and/or refund of bingo cards; • policy on workers and/or volunteers playing bingo cards for a player temporarily absent; • time cards sold or attendance and prize payout will be announced by the caller prior to the start of the regular games; • players found cheating; • details on distribution of free cards on a good neighbour basis (if free cards are available). |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Optional House Rules may address:

- players saving seats for friends;
- whether cards not in play have to be face down on the table;
- all cards must be marked with ink pen or a dauber or they will be disqualified for a prize
- cards are the responsibility of the player, and whether or not lost cards will be replaced;
- policy on workers and volunteers smoking, eating/drinking while selling cards or verifying a bingo; and
- foul language being used by patrons, or patrons who are intoxicated or causing a disturbance.

Declaration of Bingo

When a bingo is called it is a player's responsibility to make him or herself heard by the caller in order to stop the game. When a caller stops the game, he or she will acknowledge the player(s) bingo and call for further bingos.

The caller will verify each bingo called with the seller/checker. Usually sellers/checkers are required to hold one hand up and stand beside the bingo player. Once the caller begins verifying the bingos that are called, it is the responsibility of the seller/checker to ensure the caller verifies his/her player's bingo.

Two common problems arise during the process of declaring a bingo. They may be resolved as follows:

- ① The caller did not acknowledge a declared bingo (because he or she could not hear the player declare the bingo), and proceeded to call another number. In this case, the next number which was called is valid. The player who had binged on the previous number may declare bingo again (last number not required). However, the player may have to share the prize if another player declares bingo on the next number which was called.
- ② If the caller did not acknowledge one of the bingos in a multiple bingo situation, the caller must clarify with the seller/checker and other players in the vicinity whether the player's bingo was declared on time or was late. Once clarified, the caller must refer and explain the matter to the bingo chairperson, who must decide whether the player will receive a portion of the prize.

In a situation where a player declared bingo and the bingo was determined not to be a valid bingo, the caller may re-open the game and, prior to calling another number, ask if any other player has a bingo to declare. This includes a player whose bingo was initially disqualified due to a late announcement of their bingo.

NOTE

If a complaint is registered with the AGLC, the bingo chairperson's decision may be subject to review. If it is determined that the complaint was valid, the bingo licensee and/or the bingo association must pay the player the amount owing as recommended by the AGLC.

Verification Procedures

Where a bingo verifier is used, it is recommended that all paper and electronic bingos be verified through the verification unit. However, at a minimum, the caller must ensure that all electronic bingos, and a minimum of five (5) paper bingos selected at random, must be verified through the verification unit. Paper bingos exceeding the five (5) to be put through the verifier may be verified using the manual process.

VERIFICATION UNIT CALL BACK PROCEDURE

Each seller/checker responsible for a declared bingo:

- identifies the declared bingo to the caller;
- for regular games, verbally gives the caller the card number and the card colour; colour determines the level of prize payout;
- for all special games, the seller/checker must give the caller the card number, card colour, and serial number.

Then:

- the caller keys the card number(s) into the verifier to display the card face on the TV;
- the seller/checker compares the player's card to that displayed on the monitor, confirming both card face and card number; and
- all displayed cards must be left on the monitor.

Manual Call Back Procedure:

When the bingo verification unit cannot be used, a manual call back must take place:

- The seller/checker takes the bingo card to another table and asks another player to assist in verifying that the numbers called back by the caller from the winning pattern on the patron's card.
- For special games, the seller/checker must tell the caller the card colour and serial number.
- Where the prize value of the game exceeds five hundred dollars (\$500) or where there is a pre-call, the bingo card(s) must be checked against the master book, by the bingo chairperson, paymaster or hall advisor.

- The chairperson or paymaster ensures that the name, address, and telephone number of each winner of a major prize (\$500 or more) or Bonanza game is recorded on the back of the winning card (for paper card winners), or on the back of the payment verification receipt (for electronic card winners), and that the card is attached to the control sheet of the game to which the prize relates.
- After all bingos are checked and verified, the caller must clearly state that the game series is closed, and return the balls to the blower.
- Where to find the Free Space card number and the Serial card number:

SERIAL NUMBER
↓

	B	I	N	G	O
FREE SPACE NUMBER	7	18	31	49	73
→ 123	11	30	43	53	68
FREE SPACE NUMBER	1	21	FREE 123 SPACE	60	70
	3	28	41	57	75
	8	27	36	46	75
					FREE SPACE NUMBER
					← 123

REMEMBER

Each bingo association will provide training.

Casino

Casino gaming typically includes both table games and slot machines. A casino is held in a facility licensed by the AGLC.

Generally, casino events last two days. Casino facilities are allowed to operate seven days a week and must be closed Christmas Day.

Casino TABLE GAMES

Are allowed to operate:

- a maximum of 17 consecutive hours,
- starting no earlier than 10:00 a.m.,
- ending no later than 3:00 a.m. (except poker rooms)

Casino SLOT MACHINES

Are allowed to operate:

- a maximum of 17 consecutive hours,
- starting at 10:00 a.m.,
- ending no later than 3:00 a.m.

In some cases, a casino event licence may be issued to eligible charitable organizations that intend to operate a relatively small number of table or wheel games in an unlicensed facility, such as a small agricultural fair or rural community hall. Casinos operated in conjunction with agricultural fairs and exhibitions may operate a maximum of 17 consecutive hours daily.

TERMS and CONDITIONS

Terms and Conditions ensure the integrity of licensed casinos in Alberta and maximize the financial returns to charitable organizations.

Casino Terms & Conditions and Operating Guidelines

The Casino Terms & Conditions and Operating Guidelines (CTCOG) provide information to help casino facility licensees and casino licensees meet AGLC requirements.

Casino Licensee Terms & Conditions and Operating Guidelines

These Terms and Conditions govern licences issued to charities conducting a casino event.

Casino Gaming Model

There are four components to the casino gaming model in Alberta. Each one has different roles, authority and responsibilities.

1 The Group:

- deemed eligible by the AGLC, by meeting the most recent eligibility criteria, is licensed to conduct a casino one to six weeks prior to the event;
- hires the facility to provide staff to operate table games on the group's behalf; and
- provides volunteers responsible for cash and financial controls.

2 The Casino Facility Operator:

- is an independent, for-profit business;
- provides gaming expertise, a facility, and gaming materials, i.e. chips, cards, etc.;
- supplies staff to operate table games and manage specific casino positions; and
- is paid by the charity to operate table games and by the AGLC to operate slot machines.

3 Casino Advisors:

- ensure the licensed group operates the casino event according to the *Casino Terms & Conditions and Operating Guidelines* (CTCOG);
- are independent persons hired by the group to assist in the conduct of a casino event;
- are gaming workers registered with the AGLC; and
- are required to be on site until the casino closes.

4 The AGLC:

- is authorized to regulate gaming activities in Alberta, including casino events;
- supplies an eligible group with a casino licence one to six weeks prior to the event;
- supplies the operator with a facility licence;
- conducts and manages electronic gaming; and
- directs slot machine proceeds (less commissions and expenses) into the General Revenue Fund.

Alberta's Casino Gaming Model – Roles and Responsibilities

GROUP	CASINO FACILITY	ADVISORS	AGLC
<ul style="list-style-type: none"> • Eligibility • General Manager • Volunteers • Casino bank account • Funds for expenses • Report on use of funds 	<ul style="list-style-type: none"> • Building • Patrons • Professional dealers • Float • Hospitality • Security 	<ul style="list-style-type: none"> • Assistance • Experience • Checks and balances • Follow up 	<ul style="list-style-type: none"> • Licence • Procedures • Regulations • Monitor for accountability

Casino Gaming

Revenue groups receive from a casino event is a combination of table revenue, which is earned from conducting an event and a share of the pooled slot revenue, which is from provincial gaming activities. There is an important distinction between the conduct and management of casino table games and that of slot machines in casino facilities.

TABLE GAMES

Groups are licensed specifically to conduct and manage table games in Alberta casinos.

The licensed group receives all table game net sales revenue and pays the facility operator a fixed fee that reflects space and services provided. The maximum amount for the fixed fee varies throughout the province and is based on the amount of table game play at the facility.

At the completion of the casino event, it will be determined if the total of the fixed fees and charges of the casino facility licensee exceeds:

- a. 50% of the net table game proceeds for Edmonton and Calgary casinos,
- b. 65% of the net table game proceeds for the St. Albert casino,
- c. 65% of the net table game proceeds for casinos outside Edmonton and Calgary with 300 to 400 slot machines, and
- d. 75% of the net table game proceeds for casinos outside Edmonton, Calgary, and St. Albert.

If the fees exceed the net proceeds noted above, the casino will only be entitled to payment of an amount equal to 50%, 65%, or 75% of the net table game proceeds.

The differences in fixed fees among casinos in various locations throughout the province are a direct result of the high operating cost of the table games and the lower revenue generated from the table games in certain locations.

POKER

Casino poker rooms may operate 24 hours a day. Poker rooms are managed in a separate room at a casino facility. The room requires additional access via a separate outside entrance during extended hours. The AGLC's goal in approving these rooms is to discourage illegal poker rooms from operating. Licensed groups retain a minimum of 25% of poker net sales throughout the province.

SLOT MACHINES

Under the Criminal Code, only a provincial government may conduct and manage electronic gaming devices like slot machines. The Gaming, Liquor and Cannabis Act authorizes the AGLC to fulfill this role on behalf of the province. In that regard, the AGLC enters into an agreement with the casino facility to provide various services to operate slot machines during licensed casino events.

Services and space provided for the operation of slot machines are the sole responsibility of the casino facility licensee and do not involve the licensed charity's volunteers. Fifteen percent (15%) of net sales generated by slot machines is allocated for licensed charities. These revenues are collected by the AGLC and pooled separately from the casino pool, on a facility basis, or in the case of cities with two or more casinos, on a city wide basis, for each pooling period.

Percentages of slot machines net sales are allocated as follows:

Charitable Group	15%
Casino Facility Operator	15%
General Revenue Fund (after expenses)	70%

Two Categories of Casino Facility

MINOR Casino	MAJOR Casino
<ul style="list-style-type: none"> • Less than 16 table games 	<ul style="list-style-type: none"> • 16 or more table games
<ul style="list-style-type: none"> • group provides a minimum of 15 volunteers 	<ul style="list-style-type: none"> • group provides a minimum of 25 volunteers

aglc.ca

See the web site for up-to-date information on:

- **all licensed casino facilities in Alberta;**
- **the status of new casino facility applications (8-step process);**
and
- **the status of casino expansions and relocations (3-step process).**

Designated Casino Regions

A group is required to hold casino events in a casino facility that is within its designated region in the province. For example, only licensed groups based in Edmonton and Calgary may access casino events in those cities or regions. Groups outside Edmonton and Calgary may only conduct events in the nearest regional casino facility. It must be a facility other than one located in Edmonton or Calgary. An exception is the Century Casino in Calgary which, because no casino facility exists in proximity outside the city limits, is designated to serve groups in rural communities around Calgary.

Wait Times to Hold Casinos

The wait time for a group to hold a casino event at a permanent casino varies by community based on the demand for casino event licences. The wait time in most communities is considerably longer than one year.

Wait times to hold casino events are determined by these factors:

- the number of licensed casino facilities in Alberta;
- the number of eligible groups trying to secure casino dates; and
- the size and boundaries of the designated casino regions.

Groups may check with a casino licensing clerk or the nearest casino facility for current wait times in a region.

Licensing Information

Information necessary to apply for a casino licence is available on the web site at aglc.ca or by contacting the Casino Licensing branch (see “Contact Information,” page 1).

ELIGIBILITY/APPLICATION FORMS

A casino licence, provided to an organization that meets the most recent eligibility criteria, authorizes charitable or religious organizations to conduct casino events. Please note that an eligibility review may occur at any time.

Eligibility for Casino Licence

This application is assessed to determine if a group meets the eligibility requirements for a casino licence. (FORM 5426)

Casino Licence Application

To obtain a casino licence after eligibility and slotting for a casino event have been established, a group must complete and submit this application at least 60 days prior to its casino event. (FORM 5420)

Obtaining a Casino Licence

An organization remains in the application process until they receive their actual casino licence documentation from the AGLC. Then they are considered as "licenced" to conduct an casino event.

Request for Casino Licence

Once a casino event has been completed, a group may submit this request for a future casino event. (FORM 5431)

Organizations will be slotted for a future event and, should they continue to meet the most recent eligibility criteria, they may receive a licence approximately one to weeks prior to a casino event.

Conducting a Casino Event

Once a group has been found eligible, there are several processes involved in conducting a casino event.

1. Slotting Casino Event Dates;
2. Choosing and/or Contacting a Casino Facility;
3. Receiving Notification of the Specific Casino Dates;
4. Securing Casino Advisors;
5. Submitting the Casino Package;
6. Obtaining a Casino Licence; and
7. Conducting the Casino Event.

1 Slotting Casino Event Dates

The AGLC's Licensing Support Section sends a slotting letter to each group found eligible to conduct a casino event. The letter and attached information include:

- the quarter and year the casino event will occur;
- a date when the computerized random slotting draw for specific casino dates is scheduled;
- a "List of Elected Executive" form to update the AGLC on any changes to a group's elected executive;
- a list of Alberta casino facilities and their contact information; and
- a list of approved and registered casino advisors and their contact information.

2 Choosing and/or Contacting a Casino Facility

Once a group receives slotting information, it may contact a casino facility in its area to make arrangements for the casino event. Groups may choose a casino facility to hold their events if they are in a location with more than one facility. For all other groups, the slotting letter advises which casino facility to contact.

While charity preferences will be considered, AGLC may assign charitable organizations to casino event locations in regions with more than one casino facility to ensure fairness to all groups.

Groups may consider the following when choosing a facility:

- parking
- volunteer lounge area
- proximity to volunteers
- volunteer hospitality
- volunteer security
- relationship with facility staff
- helpfulness, responsiveness of facility
- atmosphere of facility
- size of facility

Casino facilities cannot offer groups a guaranteed minimum return, nor any financial inducement to sign a “Casino Facility and Service Agreement” with them.

REMEMBER

Your group contracts the casino facility to conduct and manage the table games with you. The facility is there to assist you.

The PHYSICAL ENVIRONMENT

Volunteers planning to work a casino event may wish to be aware of the casino environment. Casinos today are considered to be part of the entertainment industry. While each casino facility is distinct, volunteers can expect to find:

- a variety of lighting, lots of flashing lights
- noise
- varying room themes and décor
- activity
- food and beverage service areas
- some quiet periods
- entertainment areas
- electronic surveillance equipment

After choosing and/or contacting a casino facility, the facility will forward a package of information to each group slotted for a casino event in the quarter. Casino facility material varies but will normally include:

- “Casino Facility and Service Agreement” form;
- “Float Agreement” form;
- Promissory Note for float loan;
- Information sheet(s);
- Volunteer job descriptions;
- “Volunteer Schedule” form;
- Restaurant food and beverage service available;
- Catered food and beverage service available;
- Hotel information for groups that are traveling.

The CASINO FACILITY and SERVICE AGREEMENT

The “Casino Facility and Service Agreement” confirms the casino booking. It also establishes fixed fees or charges, excluding the GST, for the operation of the casino as follows:

- it must include a provision that, at the end of the casino, it will be determined if the total fixed fees and charges of the casino facility exceeds:
 - 50% of net table game proceeds — Edmonton and Calgary casinos;
 - 65% of net table game proceeds — St. Albert casino;
 - 65% of net table game proceeds — casinos outside Edmonton and Calgary with 350 or more slot machines; and
 - 75% of net table game proceeds — for casinos outside Edmonton, Calgary, and St. Albert with 349 or less slot machines.
- if the fees and charges exceed the net proceeds above, the casino facility will only be entitled to payment of an amount equivalent to the 50%, 65% and 75% of the net table game casino proceeds identified;
- GST (if applicable) is paid only on the actual revenue received by the casino licensee and is calculated on the total amount retained by the facility licensee at the end of the quarter. The charity pool pays a portion of this using the same formula as is used to calculate the charity’s portion of the proceeds (50% in Edmonton and Calgary, 35% in St. Albert, Camrose and outside of Edmonton and Calgary with 350 or more slot machines; or 25% for all others);
- the group’s portion of the GST will be paid out of the pool to the casino facility at the end of the pooling period.

A group’s previous casino chairperson may have already signed an agreement with the casino facility where it held its last event. In this case, a group will want to check its records to avoid placing itself in jeopardy by signing contracts at two different facilities.

The group’s casino chairperson signs and returns the agreement to the casino facility a minimum of 30 days before the casino date draw.

3 Receiving Notification of Specific Casino Dates

The AGLC normally conducts a randomized computer draw for groups' specific casino dates five months prior to the start of the assigned quarter. For example, a slotting draw in August assigns dates for the January, February, March quarter of the following year.

Groups slotted in the same quarter are then notified by the AGLC by email or mail of their specific casino dates.

Along with notification of specific event dates, each group receives a package of information from the AGLC that normally includes:

- a draw calendar showing all groups booked within the same quarter, names of the groups, and their casino dates;
- "Casino Licence Application" form (FORM 5420);
- "Casino Volunteer Worker Application" forms (FORM 5400);
- a list of casino advisors;
- "Electronic Funds Transfer (EFT)" form (FORM 2228)

CASINO OPEN DATES

Historically, many groups have had difficulty recruiting volunteers for casino events during Easter and Christmas holidays. These dates are known as "open" dates and vary from year to year based on the days of the week the holidays occur.

The AGLC works with individual groups, which have indicated their availability on these holidays, to fill casino open dates ensuring that equal opportunity is granted to all charities.

4 Securing Casino Advisors

Advisors are independent registered gaming workers directly accountable to the AGLC. They ensure licensed groups comply with policies related to cash cage and count room activities. It is the group's choice as to who they hire as their advisor(s).

The AGLC provides groups with a list of advisors. Licensed groups hire advisors to assist them in the conduct of a casino event. Advisors are responsible for providing relevant information, assistance, and guidance to a group so that all required financial controls are met, including completion of the financial control forms.

Casino advisors are licensed as:

1. cash cage advisor; or
2. count room advisor; or
3. dual — advisors employed in minor casinos where only one advisor is present must hold both cash cage and count room registrations

Casino Advisor Duties:

- | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • ensure the group conducts the casino event in accordance with the CTCOG; • identify and report circumstances surrounding any shortages by submitting a Discrepancy Report; • work cooperatively with the casino facility licensee and volunteers to ensure a professional casino operation for the overall benefit and integrity of charitable gaming; | <ul style="list-style-type: none"> • train volunteers in position duties and prescribed procedures; • report directly to the general manager (volunteer position filled by a bona fide member of the licensed group); and • remain in the casino facility while on duty and be available to the group at all times. |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Additional Duties of the CASH CAGE ADVISOR:

- train volunteers in:
 - position duties;
 - security awareness and practices including chip handling, alarm and counterfeit procedures;
 - cashier's prescribed procedures;
- provide an independent check on cash cage operations, procedures and security;
- ensure volunteers complete the duties of payouts, fills, credits, opening and closing procedures;
- record transactions of \$0,000 and more; and
- witness, assist or verify various cash cage transactions.

Additional Duties of the COUNT ROOM ADVISOR:

- provide an independent check on count room procedures and security;
- witness rake and drop box count and direct procedures to be followed to isolate any discrepancy; and
- witness various count room transactions.

ANTI-MONEY LAUNDERING (AML)

The AGLC requires that money laundering offences are prevented in casinos. Cash Cage Advisors must review the Charity Anti-Money Laundering (AML) Information with the General Manager, Banker, Cashier(s), and Chip Runner(s) before the beginning of their shift. If you have any questions regarding the AML program material covered by your Advisor, send an email to aml@aglc.ca.

ADVISOR FEES

Advisor fees are typically paid by cheque (from the group's casino account) at the conclusion of the casino event. There is a maximum amount of gaming funds that groups may use to pay for Advisor fees. Since Advisors set their own fees, any amount charged by the Advisor over the allowed maximum amount of gaming funds (see as follows) is to be paid from the groups's general or non-gaming account.

Advisor fees from gaming funds have a maximum of:

1. Cash Cage Advisor

a. Edmonton, St. Albert and Calgary casinos: **\$1488** (plus applicable taxes) plus \$45/hour for each extra hour the table games are open longer than 14 hours/day (e.g. if table games are open for 16 hours on day 1 and 17 hours on day 2, an advisor may earn an extra 5 hours pay or \$225).

b. All others: **\$1074** (plus applicable taxes) plus \$45/hour for each extra hour the table games are open longer than 14 hours/day.

2. Count Room Advisor

a. Edmonton, St. Albert and Calgary casinos: **\$661** (plus applicable taxes)

b. All others: **\$578** (plus applicable taxes)

An advisor with dual registration used at a minor casino is entitled to charge both the cash cage and count room advisor fee.

Groups are required to secure the following advisors:

MINOR Casinos	MAJOR Casinos INCLUDES Century Casino Calgary
<ul style="list-style-type: none"> • one cash cage advisor; and • one count room advisor or • one advisor with dual registration with the AGLC in both the cash cage and count room 	<ul style="list-style-type: none"> • one cash cage advisor; and • one count room advisor

Advisors present a contract for a group to sign.

NOTE

Your organization's previous casino chairperson may have signed a contract with the casino advisors at your last casino obligating your group to use them again.

The AGLC does not recommend advisor contracts that obligate a group to use a specific advisor for its next casino where the duration of the contract exceeds one year. If this occurs, you may want to seek your own legal advice on the legality and enforceability of such a contract.

5 Submitting the Casino Package

Groups slotted for casino event dates must submit the following completed forms to the AGLC's Casino Licensing Support Section a minimum of 60 days prior to the casino:

- "Casino Licence Application" form; and
- appropriate "Casino Volunteer Worker Application" forms (see below)

"Casino Volunteer Worker Application" forms must be submitted, along with the casino application, to Casino Licensing Support at least 60 days prior to the event for all volunteers filling the following five key positions:

- general manager
- alternate general manager
- banker
- cashier
- count room supervisor

NOTE

The Cashier position is considered a "key position" in the casino application process. Therefore Casino Volunteer Worker Application forms are required from all volunteers filling the cashier position at the casino event.

For any changes to the key positions on the previous page, groups must advise the AGLC directly by emailing or faxing the volunteer worker application form to Casino Licensing Support.

The names of all other casino volunteers will be entered directly into the CasinoTrack system on site during the casino event, by a key position volunteer or the advisor.

NOTE

All volunteers are required to have photo identification with them at all times during the casino event. To ensure integrity, the advisor will authenticate that identification with the individual.

CASINO LICENCE APPLICATION CHECKLIST

To eliminate processing delays for the issuance of a casino licence, groups must ensure they can answer each item in the following checklist affirmatively:

- ☐ Application and required minimum number of volunteer forms are completed and submitted (scanned, emailed, faxed or delivered to an AGLC office) 60 days prior to event days.
- ☐ Both president and treasurer have signed the application.
- ☐ Casino bank account number and name of financial institution are included.
- ☐ A VOID, pre-printed, unaltered cheque to be attached. Do not sign the cheque. The name of on the cheque must match exactly the legal name of the organization. If not, the financial institution must complete a “Charitable Organization-Casino Bank Account Information” form (FORM 5592).
- ☐ A minimum of one (1) volunteer is indicated for each of the key volunteer positions and that every volunteer working in a key position has completed and signed a Casino Volunteer Worker Application form.
- ☐ An individual that is paid by the organization cannot work in a key position.
- ☐ Each form is completed in full and signed (incomplete forms will be returned).
- ☐ Workers assigned to one position at the beginning of the casino cannot change to another position during the event. (See page 169 for an exception.)
- ☐ All required supporting documentation has been included.

⑥ Obtaining a Casino Licence

Casino Licensing Support will process the group's "Casino Licence Application" and issue a casino licence approximately one (1) to four (4) weeks prior to the casino dates. The group must bring the casino licence to the facility at the time of opening on day one, because the facility cannot operate without a licence.

Included with the licence are some essential documents and information:

- Casino Information Sheet;
- the Casino Licensee Terms & Conditions and Operating Guidelines;
- any relevant updates to the licensing process;
- "Request for Casino Licence" for groups choosing to apply for a future casino licence.

NOTE

You must take the casino licence to the casino facility at the time of opening on day one. The facility cannot operate without a licence.

NOTE

Groups who choose to apply for a future casino licence may submit a “Request for Casino Licence” form immediately after the current casino event has been completed. It must be signed by a member of the group with signing authority.

7 Conducting the Casino Event

EVENT EXPENSES

Table game revenue will be deposited into the Casino operator clearing account. Then at the end of the two day event, the operator will reimburse the charities for food and refreshments up to the maximum amounts (see page 185) and advisor(s) fees (see pages 162-163) by cheque or wire transfer. The food and refreshment and advisor(s) fees must be paid at the end of the last day of the event. Consult with the advisor as to any other event expenses the group may incur.

DOCUMENTS for the FACILITY

The group must bring the following documents to the casino facility:

- the Casino Licence;
- “Casino Volunteer Worker Approval” sheets;
- Casino gaming account cheques for payment of event expenses; check with the casino advisor on the number required;
- the Casino Gaming Account deposit book;
- the advisors’ contact information;
- some blank “Casino Volunteer Worker Application” forms

Volunteer Requirements

There are two key areas within the casino that depend on volunteer workers:

1. Cash Cage
2. Count Room

Each volunteer position works within, or directly in relation to, these two areas. The operating procedures for these areas are described in detail in the CTCOG.

The following positions at a casino event must be filled by volunteers:

- general manager(s) and alternate
- banker
- cashier
- count room supervisor
- chip runner
- count room staff:
 - sorter
 - counter
 - recorder
 - amalgamator

Only bona fide members of the licensed group, as defined by its bylaws, may work the positions of:

- general manager(s) and alternate
- banker
- cashier
- count room supervisor

The group may recruit non-members on a volunteer basis to fill non-key positions as required.

A group's paid staff must be members of the group and volunteer their services outside normal working hours. Paid staff may work any position except:

- general manager(s) and alternate,
- banker, or
- count room supervisor.

Groups whose members have disabilities may recruit non-member volunteers for all positions.

NOTE

Volunteers with special needs should check with the advisor and the casino facility staff to ensure their needs may be accommodated.

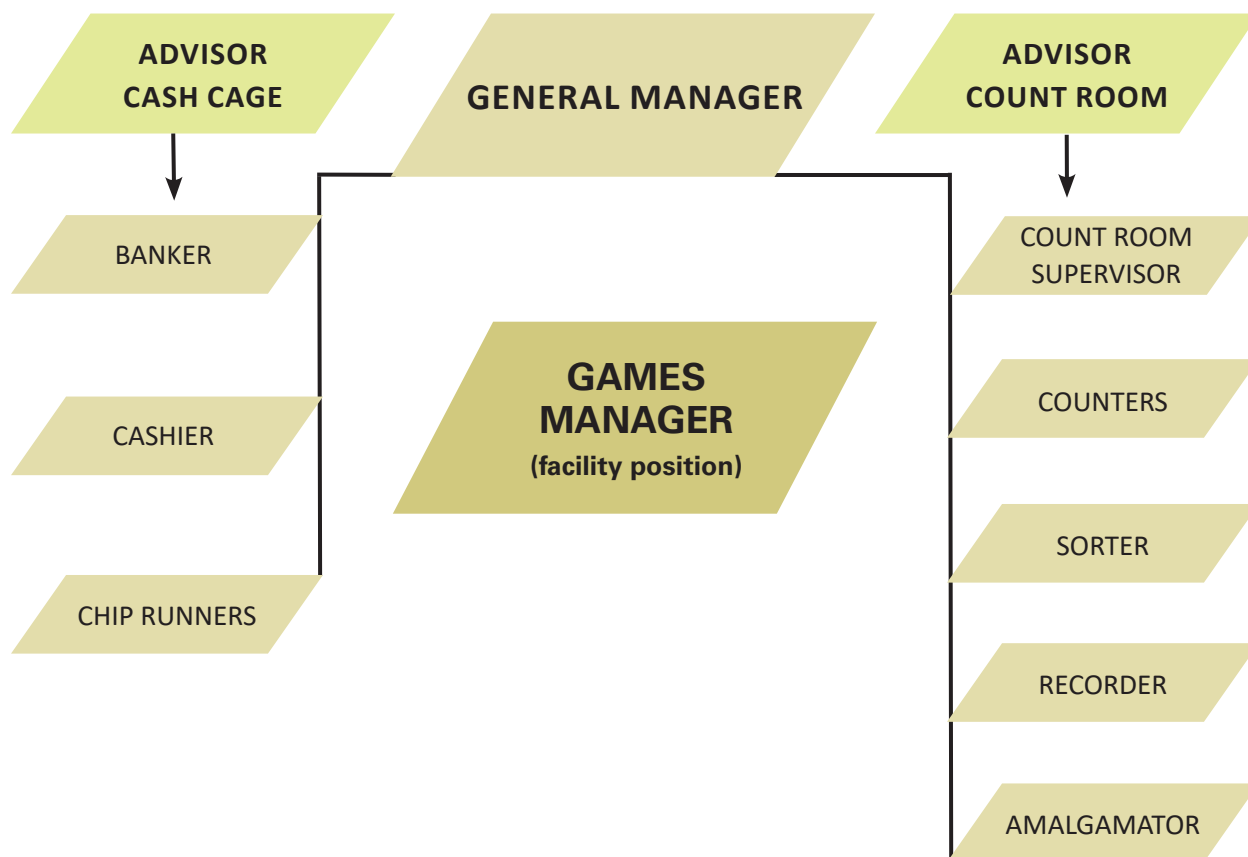
NOTE

No individual volunteer may work more than one position during the casino licence period except:

- **The general manager may assign a count room worker to witness table closing chip counts. This must not interfere with count room duties.**
- **In casinos outside of Edmonton, Calgary, and St. Albert, those individuals assuming the positions of banker, cashier(s) and chip runner may, once their cash cage duties have been concluded, also work in the various count room positions. One exception is the banker, who must not be allowed to assume the position of count room supervisor.**

Volunteers must work only in positions specified on the "Casino Volunteer Worker Approval" and "Sign-In" form. Backup volunteers are assigned by the general manager as needed.

Casino Positions



NOTE

The recommended numbers of each volunteer position and their corresponding shift times may vary from facility to facility. Check with your advisor for requirements at your facility.

The FACILITY GAMES MANAGER

The games manager, a registered gaming worker employed by the casino facility, reports to the general manager. The games manager supervises the games area in the casino and ensures that it operates in accordance with the CTCOG.

The games manager must be present from the verification of the casino float and chip inventory through to the return of the float and chip inventory on the second day. The games manager works in cooperation with the advisors, the general manager, and the group's volunteers. The games manager is a good source of information and assistance for groups conducting a casino event.

<p style="text-align: center;">CASINO TERMS & CONDITIONS and OPERATING GUIDELINES</p> <p style="text-align: center;">1</p>	<p style="text-align: center;">CASINO TERMS & CONDITIONS and OPERATING GUIDELINES</p> <p style="text-align: center;"><u>Table of Contents</u></p> <p>GENERAL INFORMATION</p> <ul style="list-style-type: none"> 1.1 Definitions 1.2 Legislation and Board Policies 1.3 Licensing and Registration 1.4 Alberta Gaming and Liquor Commission 1.5 Contacting the AGLC 1.6 Guiding Principles For Gaming 1.7 Responsible Gaming Training 1.8 Voluntary Self-Exclusion Program 1.9 Abandoned or Unattended Children 1.10 Minors 1.11 Extending Credit 1.12 Casino Access 1.13 Hours of Operation 1.14 Dress 1.15 Advertising 1.16 Promotions 1.17 Tournaments 1.18 Slot Tournaments 1.19 Slot Operations 1.20 Equipment in Casinos 1.21 Relationship with Equipment Suppliers 1.22 Cash Call Machines <p style="text-align: center;">1</p>	<ul style="list-style-type: none"> 1.23 New Game Approval Process 1.24 Patented Games 1.25 Audit <p>LICENSED CHARITY</p> <ul style="list-style-type: none"> 2.1 Eligibility Guidelines 2.2 Use of Casino Proceeds 2.3 Disbursement of Casino Proceeds 2.4 Licensed Charity's Roles and Responsibilities 2.5 Casino Facility and Services Agreement 2.6 Cancellation of Casino Dates / Relocation to Another Facility 2.7 Advisor Contracts 2.8 Casino Expenses 2.9 Casino Pooling 2.10 Reporting 2.11 Consolidated Gaming Account 2.12 Audit Requirements <p>VOLUNTEER / CHARITY WORKERS</p> <ul style="list-style-type: none"> 3.1 Eligibility Requirements 3.2 Conduct 3.3 General Manager and Alternate General Manager 3.4 Banker 3.5 Cashier 3.6 Chip Runner 3.7 Count Room Supervisor 3.8 Sorter 3.9 Counter <p style="text-align: center;">2</p>
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CasinoTrack

Developed, installed, and maintained by the AGLC, CasinoTrack is a software system that electronically tracks all casino table game transactions for audit control purposes and gaming integrity. It is used by facility staff and volunteer workers in the conduct of a gaming event. CasinoTrack hardware consists of handheld personal computers that are used on the casino floor by volunteers and casino staff and desktop personal computers in the cash cage and count room.

The transactions that volunteers need to enter on CasinoTrack are simple. Advisors and casino staff will train and assist volunteers to use the system throughout their event.

In facilities using CasinoTrack, the names of volunteers filling key positions are entered prior to the casino event. Volunteers in non-key positions are required to produce picture identification at the start of their first shift. The advisor will use this to enter personal information into CasinoTrack to record activity detail during the event.



General Requirements for Casino Volunteers

- possess picture identification at all times during the casino event;
- competent in handling money;
- able to hear, see, speak or have an attendant with these capabilities;
- alert and observant;
- able to maneuver in the casino facility for the duration of the shift;
- able to function in a noisy environment;
- able to use CasinoTrack system for certain positions;
- able to pass a security clearance check; and
- be a minimum of 18 years of age.

NOTE

Minors are not permitted within a casino, or other premises where a casino has been authorized, and is being conducted. Minors may not be employed in the casino facility when a casino is being conducted, nor are groups allowed to use minors as volunteers for a casino.

Volunteer Attributes and Conduct

Volunteers **MUST**:

- arrive on time for shift;
- sign in at the start of shift and out at the end of shift;
- work the position specified on the Casino Volunteer Schedule; and
- wear a name tag while on duty showing the first or common name and position.

Volunteers **MUST NOT**:

- be paid;
- play casino games or gaming terminals during their group's casino event;
- consume liquor or illicit substances during their group's casino event;
- cash cheques or extend credit; or
- possess gaming chips.

NOTE

Count room volunteers must be prepared to stay late. Casino security staff will be available to ensure volunteers reach their vehicles safely.

Volunteer Positions

Position: General Manager or Alternate General Manager

The role of the general manager is to supervise all aspects of the casino, ensuring the casino is conducted according to CTCOG.

The general manager works closely with the casino facility games manager, and alternate general manager who assumes duties in the absence of the general manager.

GENERAL MANAGER/ALTERNATE GENERAL MANAGER DUTIES:

Operational Functions

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| <ul style="list-style-type: none"> • ensures a general manager or alternate, a banker and one cashier are at the facility a minimum of one (1) hour prior to casino opening; • ensures the remainder of the required volunteers are at the facility a minimum of one (1) hour prior to casino opening; • ensures count room staff are present a minimum of 15 minutes prior to scheduled shift; • ensures designated staff are in place and that they signed in and out at the start and end of their shifts with system access cards on the CasinoTrack system. | <ul style="list-style-type: none"> • begins the casino event by entering the appropriate information from the licence into the CasinoTrack system; • witnesses interim and final pull of drop boxes; • fills in for other positions as required on a temporary basis; assumes duties to enable a volunteer to take a break or to fill a position that becomes vacant; • assigns another volunteer to fill a vacant position for the duration of the licence period; and • signs all “Discrepancy Reports” in addition to the advisor or the games manager. |
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GENERAL MANAGER/ALTERNATE GENERAL MANAGER DUTIES:**Financial Transactions:**

- counts and verifies the opening cash bankroll and the opening chip inventory received from the casino facility each day;
- witnesses transfer of cash from count room supervisor to banker;
- ensures closing cage bankroll, next day's opening float and chips are in secure overnight storage;
- maintains control and ensures secure transfer of deposits to bank;
 - ensures all entries into the CasinoTrack system are completed as required;
- investigates fully any error, procedural irregularity, or other breach of CTCOG and reports to the Regulatory Services Division;
- reports immediately to the Compliance Division, any volunteer in personal possession of casino chips;
- returns remaining chips to the facility operator and enters the information on the CasinoTrack system;
- returns and signs, after the close of the event, to the casino facility licensee or designate, cash, equal to the opening cash bankroll received the morning of each day;
- returns all cash remaining except Caribbean Poker hard count and chip overage/shortage, in the event of a loss;

bankroll, after the conclusion of all related tasks, to the casino facility licensee; verification of the return of this bankroll is to be obtained from the operator's designate; alternate arrangements, once approved by the AGLC, could include:

- original casino float is deposited to the licensed group's designated bank account and the operator is issued a cheque for the total amount at the conclusion of the event; the operator must acknowledge receipt of same; or
- original casino float, once verified by the operator or designate, is individually packaged and dropped through into the bona fide courier services safe; this float would be turned over by the courier service to the operator on the morning of the first day of a casino event.

- returns cash equal to the opening

GENERAL MANAGER/ALTERNATE GENERAL MANAGER DUTIES:**Security:**

- ensures secure handling and storage of chips and cash at all times during the casino event;
- enforces access provisions to restricted areas;
- keeps the safe combination confidential, or maintains possession of safe keys (if applicable);
- and ensures adequate security personnel are on duty.

Position: Banker

The role of the banker is to supervise the cash cage. This includes documenting all cash cage transactions, ensuring the security of the chips and cash in the cash cage, and holding the cashiers accountable for the chips and cash they manage while on duty. The banker reports to the general manager and is responsible for cashiers and chip runners.

Banker Duties:

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| <ul style="list-style-type: none"> • receives and counts opening chip inventory and cash bankroll with general manager; records and maintains a running inventory of both; • issues opening inventory of chips to games where required; • documents transactions as required and maintains security and control of chips/coin inventory during shift; • supplies games with chips/coin as requested on CasinoTrack system; • receives excess chips/coin from games as requested on CasinoTrack system; • verifies opening inventories on CasinoTrack system each day; | <ul style="list-style-type: none"> • issues opening cash fill and subsequent cash fills to cashiers; • obtains cash transfers from count room supervisor as required; • receives inventory of chips/cash from cashiers; • counts, amalgamates and records all chips and cash in cash cage at the end of the day; • transfers chips to custody of general manager; • prepares bank deposits; and • transfers cash to general manager for secure overnight storage or deposit. |
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Position: Cashier

The cashier's role is similar to a bank teller's. The cashier interacts directly with casino players. Any transactions over \$200 must be witnessed by the general manager, banker or cash cage advisor. The cashier reports to the banker and works with the general manager, banker, financial control supervisor, advisor, and casino players.

Cashier Duties:

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| <ul style="list-style-type: none">• receives and counts opening cash fill from banker;• maintains security of chips and cash; retains personal control at all times of cash and chips for which they are responsible while on duty in the cash cage;• redeems players' chips for cash; must not sell chips; | <ul style="list-style-type: none">• ensures the general manager, banker, or advisor witnesses all player cash-outs over \$200;• ensures trays are put in cash drawers and drawers are locked when leaving cash cage; and• accounts for and transfers all chips and cash for which they were responsible to the banker at the end of a shift. |
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Position: Chip Runner

The chip runner opens, distributes, maintains, and closes an inventory of chips and credits. The chip runner reports to the banker, and works with the general manager, banker, and gaming table personnel.

Chip Runner Duties:

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|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">• participates in the opening and closing of games with facility personnel;• transfers fills from the banker to games tables and credits from games tables to the banker;• verifies accuracy of these transactions; | <ul style="list-style-type: none">• witnesses chip count, and verifies on the CasinoTrack system at closing each day; and• may assist the general manager during the pull of drop boxes. |
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Position: Count Room Supervisor

The count room supervisor is responsible for all count room staff and procedures. The count room supervisor reports to the general manager, and works with the general manager and banker. This position is responsible for the sorter, counters, and amalgamator.

Count Room Supervisor Duties:

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| <ul style="list-style-type: none"> • ensures the count room is secured; • records the number of bills, coins and chips (if any) counted by the amalgamator, on the CasinoTrack system; • verifies the information entered by the recorder; • supplies cash to the banker as required; | <ul style="list-style-type: none"> • ensures that rake boxes are counted first and chips are transferred to the banker before continuing the count; • prepares the float and bank deposits; and • generates “Master Revenue Report” and “Count Room Drop Box Verification” on the CasinoTrack system. |
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Position: Count Room

Count room volunteers take on one of four possible jobs:

Sorter: Sorts all cash or chips by denomination

Counter: Counts the sorted cash or chips, by denomination

Recorder: Records the number of bills, coins, and chips counted

Amalgamator: Verifies the cash or chips counted and groups them into bundles and summarizes the cash and chips with the count room supervisor

Sorter Duties:

- empties contents of the drop box, and shows open box to camera to ensure that it is empty;
- sorts cash or chips into denominations and places them into money bin with a “Box ID Card,” and passes the bin to the counter;
- witnesses the count by the counter;
- may witness table chip count, if required, at the close.

Recorder Duties:

- enters the table number from the “Box ID card” into the CasinoTrack system; and
- enters the number of bills, coins, and chips (if any) counted by the counter into the CasinoTrack system.

Counter Duties:

- counts the contents of money bin using money counting machine;
- places contents of the drop box back into the money bin along with the “Box ID Card” and passes bin to the amalgamator;
- assists sorting of chips and cash as needed.

Amalgamator Duties:

- receives cash or chips from counter in money bin;
- verifies that all bills are of the same denomination;
- uses a counting machine to verify contents of the money bin and advises count room supervisor of the amount by denomination;
- amalgamates all cash or chips in count room by denomination into bundles of one hundred after receiving confirmation from the count room supervisor that the totals from both counts match.

Casino Event Opening and Closing Procedures

There are several important procedures that occur for opening and closing the casino event. The following information is general and may vary somewhat among facilities. Advisors and casino facility staff will assist volunteers with all procedures.

First Day Opening Procedures

The advisor, general manager, and banker start between 10:00-10:30 a.m. Where applicable, start-up is initiated for CasinoTrack, CasinoTrack server and hand-held units. The following cash cage operating procedures are completed:

- the general manager initializes the event by:
 - entering licence information and the group’s casino bank account number;
 - preparing volunteer ID cards from the list of approved volunteers;
 - assigning volunteer positions;
 - verifying the table game mix;
- the games manager (or designate) transfers the cash float, counts, records, and chip float to the banker;
- the banker opens table games by:
 - transferring chips to the chip runner to each table;
 - transferring cash to the cashiers.

Cash/Chip Transfers for Both Days:

- chips from the cashier to the banker;
- chips and cash from the banker to the banker at shift change;
- chips from the banker to a games table (fill):
 - chip runner delivers chips/coin from the banker (cash cage) to a games table;
- chips from a games table to the banker:
 - when a game has an excess of chips/coin;
 - chip runner delivers chips/coin from a games table to the banker (cash cage);
- chips from the count room supervisor to the banker (fill);
- cash from the count room supervisor to the banker.

Closing Procedures

- the general manager, or designate, along with the games manager, or designate, close the games:
 - verify the count;
 - secure the inventory in overnight storage;
- transfer cash and chips from the cashier to the banker (credit)
- transfer chips from the banker to the games manager to be locked in overnight security;
- closing cage bankroll:
 - the banker and general manager verify cash required for the next day's opening bankroll; and
 - the banker secures the cash in overnight secure storage until the arrival of the next day's opening banker;
- the banker:
 - deposits all remaining cash not required for the next day's opening bankroll in a bank;
 - ensures the deposit is safely secured in overnight storage;
 - shift ends on CasinoTrack (entered by the general manager); a non-zero account balance will either be an overage or shortage;
 - the general manager receives, retains, and reviews all reports from the banker.

Second Day Opening Procedures

- transfer of reports, opening chip inventory/cash bankroll from the games manager to the banker and general manager;
- transfer of cash from the banker to cashiers;
- distribution of chips to the games where closing chip trays are in overnight chip storage.

Cash Cage Closing Procedures on the Final Day

- the general manager, with involvement from the chip runners and casino facility staff, counts, verifies, and records the chip/coin count;
- transfer chips and cash from the cashier to the banker (credit)
- the banker closes the bankroll:
 - prepares the next day's float;
 - prepares the bank deposit;
- transfer chips from the banker to the games manager, or designate;
- the general manager receives, retains, and reviews all reports.

Count Room Operating Procedures

The general manager, in consultation with the banker and advisor, may order a pull of drop boxes when 60% of the opening cash bankroll has been paid out, or four (4) hours prior to close, whichever comes first. (If cash is required before either of these criteria is met, an emergency pull may be done. Consult with the CTCOG for details if this should occur).

To pull the drop boxes, the general manager must:

- ensure the count room staff and the advisor are in position, and are supplied with keys to drop boxes;
- with a security guard, accompany and witness the games manager conduct the pull of drop boxes assisted by chip runners, if necessary; and
- with a security guard, deliver all drop boxes to the count room. Procedures for an interim count are detailed in the CTCOG.

CLOSING PROCEDURES on the FIRST DAY

- final pull of drop boxes;
- closing count procedures as detailed in the CTCOG;
- chip transfer from rake boxes to the banker;
- count room supervisor transfers cash to the safe;
- count room supervisor deposits to an outside bank;
- closing accounting records are prepared by the count room supervisor;
- the general manager receives and reviews all reports with the count room supervisor and advisor.

CLOSING on the FINAL DAY

These procedures are the same as procedures for closing on the first day except that the:

- next day's opening bankroll is not required;
- the general manager returns the keys for the drop boxes to the casino facility representative;
- the general manager receives all completed and voided reports from the count room supervisor and the advisor; and
- the count room supervisor and the advisor print the "Reconciliation of Casino Win/Loss and Pool Contributions" reports and have them witnessed and verified by the general manager and distributed to the licensed group, the facility, the AGLC, and the original to the pooling trustee.

Advisors are obliged to guide and assist groups in closing procedures at the end of the casino event:

- all paperwork pertaining to the casino must be completed and balanced at close of the casino event prior to the advisor's departure;
- it is the responsibility of the advisor to identify circumstances surrounding any shortages and report them on a "Discrepancy Report;"
- where applicable, every transaction of the casino event has been tracked electronically by CasinoTrack (with CasinoTrack, closing the event takes considerably less time than it did prior to the system's implementation);
- the advisor leaves after the casino event is balanced.

Casino Event Expenses

At the end of the casino event, the licensed group needs to pay casino expenses by cheque. These include:

- food and refreshments for volunteers while working at the casino to a maximum (from gaming revenue) of:
 - Edmonton, St. Albert and Calgary casinos — \$1,175 (GST included)
 - All others — \$705 (GST included)
- cash cage advisor and count room advisor fees (see pages 162-163 for amounts);

The noted amounts may vary over time with changes to policy. Consult the CTCOG for current figures.

NOTE

Groups should check with the casino facility and review the facility's service and facility agreement to see if they may bring in volunteer food and/or drinks from outside sources.

Some casino facilities set up an account at their restaurant/ concession for volunteers over the two-day casino. Volunteers sign for their food at the restaurant/concession. The facility then totals all volunteer food receipts at the end of the second day of your casino to determine the group's total food costs.

Licence Fees

The fee for a casino event licence is calculated by multiplying the number of table games open each day by \$15, and then adding those daily totals together. Poker tables are excluded from the calculation.

EXAMPLE

A two-day casino event at a minor casino with 15 table games operated as follows:

DAY 1: had 8 table games open X \$15 per game = \$120

DAY 2: had 9 table games open X \$15 per game = \$135

TOTAL LICENCE FEE = \$255

Licence fees are not submitted for casino events in licensed casino facilities. The licence fee and trustee pooling fees are taken out of the casino pool after the casino event and before the final casino proceeds electronic funds transfer (EFT) is deposited to the group's casino account.

End of Casino Event Report

At the end of the casino event, the casino advisor will produce two copies of the “End of Casino Event Report.” One copy is forwarded to the AGLC.

The second copy is given to the general manager. The general manager, with assistance from the advisor, gathers the required accompanying records and reports. The group is required to submit this report with accompanying documents to the AGLC within seven days of the casino event.

NOTE

Before leaving the casino building, the group must obtain the following reports from the games manager:

- **final pit staff schedule;**
- **“Pit Supervisor’s Games Report;”**
- **yellow copies of all “Fill/Credit Slips” (if applicable); and**
- **all “Discrepancy Reports.”**

You will need them for the “End of Casino Event Report” (due within seven [7] days of your casino event).

Casino Pooling

All licensed groups conducting casino events are required to pool net proceeds and losses within a calendar year quarter. Pooling is a fair system of dividing net revenue and losses regardless of which days the casino event was held. The following conditions apply:

- For casinos conducted in cities with two or more casino facilities, groups must pool net casino proceeds with all groups licensed in the same city and within the same pooling period.
- The pooling periods are the same as the quarterly casino draw period.

CASINO DRAW SCHEDULE/POOLING PERIODS	
QUARTER	MONTHS IN QUARTER
1st	January, February and March
2nd	April, May and June
3rd	July, August and September
4th	October, November and December

Remember that the revenue a group receives from a casino event is a combination of table revenue, which is earned from conducting an event and a share of the pooled slot revenue, which is from provincial gaming activities. There is an important distinction between the conduct and management of casino table games and that of slot machines in casino facilities.

Trustees

The casino pool is managed by the AGLC for the benefit of licensed charities as per Section 2.9.2 of the CTCOG.

Balancing the Quarterly Pool

Licensed groups must submit net casino proceeds to the casino facility licensee at the end of each casino event; daily interest is paid on funds in trust.

- The facility licensee must deposit the net casino proceeds the next business day. The AGLC will obtain the net casino proceeds from the facility licensee through electronic funds transfer. The AGLC will notify the casino facility licensee of the required amount of the transfer.
- After the pooling period is over, the final statement will include all funds received from all groups.
- The AGLC indicates what final payments must be made (e.g. licence fees, GST) and then approves release.
- The AGLC must verify the casino transactions from CasinoTrack and reconcile any errors.
- The casino pool must cover any losses before the groups' portions can be determined, e.g. counterfeit money.
- Once the AGLC approves the records of the quarter, the AGLC will deposit these funds to each charity's approved casino bank account through electronic funds transfer (EFT). If unable to make an EFT, the AGLC will mail a cheque to the licensed charity for deposit to its approved casino bank account.
- No advances to any licensed group will be made from the pool prior to the end of the pooling period.

Issuing the Pooling Funds

Pooling funds are administered by the AGLC. The casino facility cannot influence this timeframe. Each group that has conducted a casino event will receive funds from two separate pools as follows:


- table games proceeds: refers to the funds remaining after the payment of approved prizes and approved casino event expenses; and
- slot machine proceeds: refers to the commissions paid to the licensed charities from electronic games (e.g., slot machines).

Pull Ticket

Pull tickets are a type of instant-win ticket with sealed windows or pull tabs that open to reveal symbols, letters or numbers that correspond to a specific prize.

Pull tickets are also known as Nevadas or break-open tickets.



 <p>AGLC Alberta Gaming & Liquor Commission</p>	<h2>PULL-TICKET TERMS & CONDITIONS</h2>
<p>The role of the Alberta Gaming and Liquor Commission and the intent of these Terms & Conditions is to ensure the integrity of licensed pull tickets in Alberta and to maximize the financial returns to charitable organizations.</p>	
<p>A. ELIGIBILITY GUIDELINES</p>	
<ol style="list-style-type: none"> Nature of the Group: Only charities and religious groups are licensed. A charitable or religious organization must provide a program that benefits the community, such as: <ol style="list-style-type: none"> relief of the aged and disadvantaged; advancing education and learning; making improvements to the quality of health, supporting medical research, or aiding medical treatment programs; providing a facility for the community's use; supporting competitive amateur athletics; and providing places for public worship and other religious programs. Membership, Programs and Structure: Membership in the group must be voluntary. The executive must be democratically chosen from its volunteer base. Members, directors or officers must not be paid. Programs must benefit the community, not the members' self-interest. The group must be not-for-profit, and have a broad based volunteer membership. The volunteers must establish, maintain control of and deliver the group's programs. Groups licensed to sell pull tickets must be incorporated. Acceptable forms of incorporation include: <ol style="list-style-type: none"> Societies Act. Part 9, Companies Act. Part II, Canada Corporations Act. Other Alberta Statutes. Charter from a recognized international governing body, e.g., service club charter. 	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>This form may be obtained from our website: aglc.ca</p> </div> <p>PULL-TICKET LICENCE APPLICATION</p> <p>Man: 780-447-8600 Toll-Free: 1-800-272-8875 Email and Fax: Ticket Licensing 780-447-8596 Fax: 780-447-8911 or 780-447-8912 Website: aglc.ca</p> <p>ing the attached licence application form, please read the following information.</p> <p>ication is comprised of three separate sections and must be completed in full prior to submission. If all required information has not been completed and supporting documents have not been filed, no licence must be submitted at least 4 weeks prior to your first event.</p> <p>Event Details: Ticket Licence will be mailed to the Pull Ticket Chairperson at the organization</p> <p>ative that the Alberta Gaming and Liquor Commission (AGLC) be kept informed of any changes to and executive. Please provide information for all bona fide executive members and positions to be submitted to the delivery of the group's charitable or religious programs.</p> <p>AGLC's List of Approved Use of Gaming Proceeds will be mailed under separate cover to the</p> <p>YOUR APPLICATION AND ALL SUPPORT DOCUMENTS SUBMITTED FOR YOUR RECORDS.</p> <ol style="list-style-type: none"> Alberta resident/ volunteer members who establish, maintain control of and deliver the group's programs; 75% or more of its executive democratically chosen from its volunteer base (a maximum 25% of the group's executive may be appointed by an external interest); no paid members, directors or officers; programs that benefit a significant segment of the community, not member's self-interest; a not-for-profit objective; groups applying for a licence for which licence fees are charged must be incorporated. Acceptable forms of incorporation are: <ol style="list-style-type: none"> Societies Act (Alberta); Part I of the Companies Act; Part II of the Canada Corporations Act; Religious Societies Land Act; Other Alberta statutes, approved by the Board; charter from a recognized international governing body (e.g., service club charter). Applicants who are incorporated under any statute must have bylaws that upon dissolution of the applicant group, require any assets remaining after paying debts and liabilities to be: <ol style="list-style-type: none"> distributed to eligible charitable or religious groups or purposes; or transferred in trust to a municipality until such time as the assets can be transferred from the municipality to a charitable or religious group or purpose approved by the Board. <p>Commission (AGLC) is issuing the gaming industry a stable gaming activities. Only and. All proceeds from the table or religious activities.</p> <p>form must be complete, and be submitted for review, on-time. This will minimize</p> <p>licence is a Criminal Code be up-to-date before new</p>
<p>B. COMPLYING WITH THE LEGISLATION AND LICENCE</p>	
<ol style="list-style-type: none"> Pull-tickets shall be sold according to the Criminal Code of Canada, Gaming and Liquor Act, Gaming and Liquor Regulation, AGLC policies, the licence and these Terms & Conditions. Note: licence requirements may show changes from original application. Pull-tickets shall not be sold to or encashed for persons under the age of 18 years. 	<p>AGLC Compliance is issuing Gaming Licences, policies, and terms and any changes to the approved events to provide advice and requirements are being met, aged irregularities.</p> <p>FORM REG-5420 S420 (2014 Feb)</p>
<p style="text-align: center;">- 1 -</p>	<p>BASIC ELIGIBILITY – POLICY</p> <p>A charitable or religious group is eligible for gaming licensing if the group is structured in a manner acceptable to the Board and can prove a record of active delivery of a charitable or religious program to the community.</p> <ol style="list-style-type: none"> To be eligible for gaming licensing, the applicant group must have: <ol style="list-style-type: none"> a broad based volunteer membership which represents the community at large; The applicant group must be able to prove a record of active delivery of its charitable or religious programs or services to the community. The applicant group must provide a written declaration or statement of the charitable community benefit provided by the programs or services the group delivers. <p style="text-align: right;">Page 1 of 14</p>

Licensing Application Process

Information necessary to apply for a pull ticket licence is available on the web site at aglc.ca or by contacting the Bingo, Pull Ticket Licensing branch (see “Contact Information,” page 1).

ELIGIBILITY/APPLICATION FORMS

Pull Ticket Licence Application

The purpose of this form is to determine a group’s eligibility for a pull ticket licence and, if eligible, to issue a pull ticket licence. A group must complete and submit this application at least four weeks prior to the first event. (FORM 5429)

TERMS and CONDITIONS

Terms and Conditions ensure the integrity of licensed pull ticket events in Alberta and maximize the financial returns to charitable organizations.

Pull-Ticket Terms & Conditions

“Pull-Ticket Terms & Conditions” outlines the policies governing the operation of pull ticket licences.

NOTE

For pull ticket sales in conjunction with association bingo events, consult the Pull-Ticket Terms & Conditions (Form 5430)

Pull ticket licences are issued to eligible groups for a series of dates. The maximum term of a pull ticket licence is 24 months. Pull ticket sales are normally restricted to a specified area within an organization's facility.

Licence Fees

Groups interested in a pull ticket licence must submit a "Pull Ticket Licence Application" form. Pull ticket licence fees for units of a total ticket value of \$1000.00 or less and for units of a total ticket value of more than \$1000.00 are all \$5.00 per unit.

LICENCE:

Tracking

- pull tickets are purchased at a registered supplier;
- the supplier calculates and collects the fees;
- the supplier forwards the fees to the AGLC.

Conducting Pull Ticket Sales

Licensed groups must ensure:

- all pull tickets are purchased from registered gaming suppliers;
- all purchases are paid for by cheque and include the following information:
 - group's name
 - pull ticket licence number
 - type of unit/colour/serial number
 - number of units bought
 - price per unit
 - total amount of purchase
- only pull tickets approved by the AGLC are sold;
- tickets are not sold to anyone under 18 years of age;
- no person under the age of 18 may purchase or play pull tickets or be awarded a pull ticket prize;
- tickets are sold for cash only;
- ticket sales are not delegated to another group;
- pull ticket sales are restricted to the specific area approved on the licence;
- sellers do not purchase tickets while on duty; off-duty sellers do not buy tickets from units they have sold or from any other unit of which they may know the status;
- winning tickets are paid when presented for payment;
- pull tickets are redeemed at the location where they were purchased; all pull tickets have an identifiable number that can be used to confirm that the ticket was sold at that facility;

- the number of major winners remaining in a unit is not disclosed;
- sellers permanently deface all winning tickets of a value of \$5 and over, once the prize has been paid; use of a permanent marker or a hole punch is recommended; if all tickets in a unit are sold, and the seller has balanced, winning tickets can be destroyed;
- changes to a licence are approved by the AGLC.

The pull ticket licence and house rules must be displayed. The house rules must include notice:

- that pull tickets will not be sold to or encashed for persons under the age of 18 years;
- that pull tickets are sold for cash only; cashing cheques or extending credit is prohibited;
- that sellers are not permitted to purchase tickets while selling;
- of the number of major winners remaining in or sold from a unit in play shall not be disclosed to anyone;
- that disputes over tickets will be settled by management; unresolved disputes may be referred to the AGLC;
- that winning tickets will be redeemed only if identifiable with a unit sold by the licensee;
- of procedures used when seal card winner cannot be located;
- that additional house rules may be established and submitted to the AGLC for approval.

NOTE

Please consult the Pull Ticket Terms & Conditions (FORM 5430) on the AGLC web site at aglc.ca for complete requirements.

Special Events

Groups can be licensed to sell pull tickets at special events, such as sports events or an arts or cultural festival, under the following conditions:

- The sales are restricted to the premises or area specified on the pull ticket licence.
- The hours of sale conform to the hours of the special event.
- The group has a written agreement with the event operators, a copy of which must be submitted to the AGLC upon request.
- No new units are to be opened unless there is a reasonable expectation they will be sold before the event ends.
- All other terms and conditions are met.

Security

Winning pull tickets are the equivalent of cash at the facility from which they are sold; consequently, procedures need to be in place to ensure security. Each pull ticket seller must store his or her cash box and partially sold units in a locked storage area. The seller and pull ticket manager should be the only people with access to the locked storage area.

NOTE

Any questions, concerns, and/or discrepancies should be directed to the pull ticket manager.

Financial Records

Groups must ensure that accurate financial records are kept. The following forms must be used to keep accurate records:

- “Pull Ticket Reconciliation;” and
- “Pull Ticket Inventory and Record of Sales.”
- All pull ticket records must be kept for two years after the licence expires (excluding defaced winning tickets).

Financial Reports

Groups have 60 days from the mail out date to submit the following financial report, with supporting documents, to the AGLC:

- “Yearly Pull Ticket Financial Report”— licence greater than 12 months;
- “Final Pull Ticket Financial Report”— licence less than 12 months.

NOTE

Consult the “Financial Reporting” section in this manual for detailed information on reports.

Pull Tickets at Bingo Events

Bingo associations may choose to apply for a pull ticket licence in conjunction with their bingo events. Licences are usually issued for 24 months and tend to correspond with the bingo licence. All proceeds from pull ticket sales are pooled monthly.

When approved, this type of pull ticket licence is issued in the name of all groups conducting pull ticket sales. The pull ticket manager (usually a paid position) is responsible for the day-to-day control and administration of pull ticket sales for its groups. The volunteer's role may be to fill a pull ticket seller position, if that position is deemed a volunteer position in the hall.

Groups should be aware that:

- pull ticket licences normally correspond with the bingo licence;
- all pull ticket proceeds are pooled monthly; and
- the bingo association is responsible for dealing with licence fees.

For complete requirements on pull ticket licences in conjunction with bingo events, consult the Pull-Ticket Terms & Conditions (FORM 5430).

NOTE

Groups conducting pull ticket sales in conjunction with their bingo association events do not receive a "Pull Ticket Financial Report." In this case, the "Bingo Financial Report" will contain a section to report on pull ticket revenue.

Raffle

A raffle is a lottery scheme in which prizes are awarded based on a random draw of tickets purchased by players. Only licensed charitable or religious organizations can conduct raffles.

If the following three elements are present, a raffle licence is required:

- ❶ tickets are sold (consideration);
- ❷ random chance to win (chance); and
- ❸ prizes are awarded (prize).

Some common examples of raffles requiring a licence are:

- 50/50 draw
- prize draw
- sports drafts or pools
- progressive raffle

A licence is required for a gaming activity even if:

- a group is selling tickets in its own clubhouse or facility to its own members;
- the prize is of a low retail value; or
- the group sells only a small number of tickets.

If any of the three required elements (consideration, chance, and prize) is not present, the contest or draw may not require a licence and is not under AGLC jurisdiction. A group may still want to obtain legal advice before proceeding. For example, the following do not require a raffle licence because skill is involved, rather than a random chance to win:

- silent auction
- jelly bean counting contest
- hole-in-one putting contest

Volunteer Information

Raffles require volunteers committed to plan, organize, and sell tickets. One key to a successful raffle is recruiting the right volunteer for the right job.

Skill sets and attributes of effective raffle volunteers:

- money handling experience;
- reliable;
- alert, approachable and observant;
- able to handle any physical set up and tear down requirements of sales and display area;
- knowledge of the group's mission, programs, and stakeholders; and
- personal commitment to the raffle assignment and the group's mission.

Minors

A minor is a person less than 18 years of age. Minors may sell raffle tickets, but they may not purchase them. If someone purchases a ticket for a minor and that minor wins a prize, the group must deliver the prize:

- to the Office of the Public Trustee if the prize has a fair market value of \$5,000 or more; or
- to the minor's legal guardian if the prize has a fair market value less than \$5,000.

It is highly recommended an adult purchasing a ticket use his/her own name and not the name of a child. If an adult wins a prize, the ticket purchaser may certainly choose to give the prize to another person, including a minor.

NOTE

The Office of the Public Trustee can be reached at:

- 1-877-427-4525 (toll free)

Licensing Application Process

Information necessary to apply for a raffle licence is available on the web site at aglc.ca or by contacting the Raffle Licensing branch (see “Contact Information,” page 1).

ELIGIBILITY/APPLICATION FORMS

A raffle licence authorizes charitable or religious organizations to conduct a lottery scheme in which tickets are sold for a chance to win prizes.

Eligibility for Raffle Licence Application

(Total Ticket Value \$20,000 and Less) FORM 5416

The purpose of this application is to determine a group’s eligibility for a raffle licence. If AGLC finds the group eligible, the licence can be either purchased from any Alberta registry agent or obtained through AGLC online at no cost (See page 42).

Raffle Licence Application and Guidelines

(Total Ticket Value More than \$20,000) FORM 5427

The purpose of this application is to determine a group’s eligibility for a raffle licence. If AGLC finds the group eligible, a licence is issued. A group must complete and submit this application with all required supporting documentation at least eight weeks prior to the planned print date of tickets.

TERMS & CONDITIONS

Terms & Conditions ensure the integrity of licensed raffles in Alberta and maximize the financial returns to charitable organizations.

Raffle Terms & Conditions (T&Cs) for all raffle types can be found online at aglc.ca. This includes T&Cs for:

Total Ticket Value (TTV) \$20,000 and Less, Raffle TTV More than \$20,000, Progressive Raffles, Electronic Raffles, Online Ticket Sales and Sports Drafts.

NOTE

Raffle Terms & Conditions may also be obtained from any Alberta registry agent or online at aglc.ca.

Eligibility

A charitable organization applying for a raffle licence must meet the eligibility standards specified in the Charitable Gaming Policies Handbook, which may be accessed at aglc.ca.

A charitable organization applying for a raffle licence with a TTV greater than \$100,000 must provide evidence that it has delivered a charitable program or service to the community in the 12 months preceding the application.

Total Ticket Value

The AGLC authorizes raffle licences based on total ticket value. A group applying for a raffle licence will need to know:

1. total number of tickets available for sale; and
2. the price per ticket.

Total ticket value is calculated by multiplying the number of tickets available to be sold (which should equal the number of tickets printed) by the price per ticket, to give a total ticket value.

RAFFLE TICKET TYPES

1 Regular Raffle Tickets:

- are single tickets sold at a fixed price;
- can be purchased in multiples but with no reduction in price.

2 Discount Raffle Tickets:

- are optional;
- are sold in multiples at a lower price per ticket than regular tickets;
- the total number of tickets printed must be evenly divisible by the multiple in which they will be sold (see example);
- must be easily distinguished, such as a different colour or have a separate series number printed on each ticket for each price category (e.g. regular tickets, "Series A (ticket number)" and discounted tickets, "Series B (ticket number)."

CALCULATING DISCOUNTED TICKETS:

**Regular tickets are \$1 each, discounted tickets are 3 for \$2.
The total number of discounted tickets printed should be evenly divisible by 3.**

If 5,000 is divided by 3, the result is not a whole number:

$$5,000 \div 3 = 1,666.6666$$

If 3000 is divided by 3, however, the result is a whole number:

$$3000 \div 3 = 1,000$$

The planned number of discount tickets in this example, therefore, would be 3000.

For total ticket value, the ticket values of both regular and discounted tickets are calculated separately then added together, as in the following example on the next page.

Total ticket value is important for all raffle licence applications, particularly if a group is licensed for a raffle total ticket value \$20,000 and less. Retail prizes values must be a minimum of 20% of the total ticket value for all raffles. Miscalculation of the total ticket value may affect the value of prizes the group is required to offer.

Remember, the planned number of discounted tickets must be evenly divisible by the number a buyer must purchase to obtain the discounted price.

Regular and discounted tickets must be different colours or have a separate series number printed on each ticket for each price category to:

- assign a specific value to each ticket;
- simplify accounting for the group;
- assist ticket sellers by ensuring that tickets are sold for the correct price;
- establish accountability, i.e. the correct amount of cash is turned in with corresponding colour or number series ticket stubs;
- provide instant reconciliation of “bank balance” to “number of tickets sold;”
- ensure honesty/integrity of the raffle through established procedures; and
- assist AGLC inspectors/auditors to review raffle financial records quickly.

CALCULATING TOTAL TICKET VALUE

Regular tickets @ \$1 each

2,500 tickets X \$1/ticket = \$2,500

plus (+)

Discounted tickets @ 3 for \$2

3,000 tickets/3 X \$2.00 ticket = \$2,000

TOTAL TICKET VALUE = \$4,500

Raffle Licence Period

The licence is effective from the date the raffle licence is issued to the date of the final draw.

Each raffle, regardless of total ticket value, requires its own separate raffle licence. If a licensed group wants to conduct a second raffle before the final draw date of the first raffle, the group needs to submit another raffle application. There is an exception for Percentage draws, commonly called 50/50 draws, where one licence can be issued for multiple raffle events.

Extensions to the licence period are only granted under extraordinary circumstances. Requests for extensions must be submitted in writing to the AGLC.

RESOURCE MATERIALS

- **Ask your registry agent for a copy of “Raffle Terms & Conditions.”**
- **Also available online at aglc.ca**
- **If your group is not registered with the AGLC as an eligible group at the registry agent, ask them for the “Eligibility for Raffle Licence” and a copy of the “Raffle Terms & Conditions.”**

Approved Expenses

Only approved expenses may be deducted from raffle revenue. Raffle expenses that may be approved include:

- raffle licence fee;
- electronic raffle system (ERS);
- ticket printing;
- advertising;
- registered raffle ticket manager (RTM) fee;
- electronic raffle system (ERS) administrator fee;
- fee for background checks for volunteer ERS administrators;
- commercial outlet handling fee;
- commission paid to other charitable organizations to sell tickets;
- prize appraisal fee;
- food and refreshments consumed by volunteers during activities related to the raffle event; and
- other expenses related to the conduct and management of the raffle that have received prior approval (e.g., draw drum rental, venue rental, camera rental, credit card charges, security and armoured services, bank charges/fees, postage expenses, etc.).

Expenses including applicable GST must not exceed 30 percent of the approved total ticket value. Any expenses exceeding this limit must be paid from non-gaming funds. RTM fee and commissions paid to other charitable groups to sell tickets are excluded from this 30 percent calculation. The RTM fee must be a fixed fee amount, including applicable GST, that does not exceed five per cent of the gross raffle revenue. The registered gaming supplier providing the ERS must be paid on a cost of service basis. Payment based on a percentage share of ticket sales is prohibited.

Ticket revenue may not be spent on raffle expenses and approved use of proceeds until sufficient funds are available to pay for the raffle prizes. However, until raffle prizes are secured, approved raffle expenses may be paid from non-gaming funds. Once the prizes are secured, revenue from the raffle account may be used to reimburse the expenses paid from non-gaming funds. The source of the non-gaming funds must be disclosed at the time of application.

Types of Raffle Licence

There are two types of raffle licence (each with a sub-category) based on total ticket value. Eligibility for both types of licence is determined by the AGLC.

1. Total ticket value \$20,000 and less
 - Total ticket value \$5,000 and less
2. Total ticket value more than \$20,000
 - Total ticket value more than \$100,000

1 Total Ticket Value \$20,000 and Less

For a licence with a total ticket value \$20,000 and less, the AGLC requires one to two weeks to determine a group's eligibility. If a group is found eligible, they will receive an email with information on how to obtain a raffle licence. Then the raffle licence may then be obtained from any Alberta registry agent or processed online through the group's AGLC Internet Account. (see below) Eligible groups who have already obtained a licence may proceed directly to any Alberta registry agent for subsequent licences, or online through the AGLC.

Raffle licence eligibility is granted for two years. If a group does not have any correspondence with the AGLC during those two years, the group's registration with the AGLC will expire. The group must then contact the AGLC for a further eligibility review. If a group is listed as active, the registry agent can issue the licence. In some cases, the agent must verify with the AGLC by telephone before issuing the licence, even though the group's name is noted in the list. If a licence is issued, the registry agent forwards a copy of the raffle licence to the AGLC for review. If a group is not listed, the group must submit a raffle licence application to the AGLC for a determination of eligibility.

AGLC INTERNET ACCOUNT

A group can submit an Internet Account Request form (FORM 5536). Then, you are able to access the AGLC's secure web application services. You can apply for licenses for raffles \$20,000 and less online at no charge. The account also allows a group to submit a financial report for raffles \$20,000 and less electronically. Other services include the ability to view your group's use of proceeds, licence list and your executive contact list.

RAFFLE LICENCE FEES

For a raffle licence with a total ticket value of \$20,000 or less, the AGLC does not charge a licence fee; however, Alberta registry agents will charge a non-refundable fee for service. This service fee is not regulated by the AGLC and may vary among registry agents.

BANK ACCOUNT

For a raffle with a total ticket value of \$20,000 and less, the group:

- that only conduct small raffles may deposit proceeds from raffles into a general non-gaming bank account;
- that conduct small raffles and other types of charitable gaming must deposit raffle proceeds (total revenue less raffle prizes and expenses) into a current gaming bank account (e.g. bingo, casino);
- must keep records of raffle activities and spend raffle proceeds only on approved uses;
- must complete the “Financial Summary” (part of the raffle licence) and send the AGLC the original within 60 days of the final draw date; and
- is not required to provide the AGLC any supporting documents.

ALBERTA REGISTRY AGENTS

Alberta registry agents are a network of community-based service centres, offering one-stop shopping for a wide range of registration, information, and licensing services on behalf of Alberta Government Services. Services provided include motor vehicle registration, driver licensing and testing, personal property (lien) searches and registrations, land title searches, Corporate Registry searches, and Vital Statistics searches. For more information about registry agents, contact the Alberta Government Services web site at servicealberta.gov.ab.ca.

RAFFLE 207(1)(d) for NON-PROFIT GROUPS

There is a special type of licence issued under Section 207(1)(d) of the Criminal Code of Canada which allows a non-profit group, that does not qualify for a gaming licence as a charity, to be eligible for a licence to conduct a small raffle. The group is not required to be incorporated, but it must be non-profit and have an elected executive. Approval for these raffles is granted in writing by the AGLC.

Groups licensed under this section are not eligible for any other type of gaming licence. Any raffle proceeds must be spent according to the AGLC's guidelines. The raffle must be structured as follows:

- 1. The total ticket value must be \$5,000 or less.**
- 2. The ticket price cannot exceed \$2.**
- 3. The retail value of a prize may not exceed \$500.**
- 4. Ticket sales and draw must occur at a public place of amusement. This is defined as a building, hall, pavilion, place, premises, room, tent or structure where an amusement takes place.**
- 5. The raffle must meet all other requirements of the "Raffle Terms & Conditions" and groups must submit a financial summary.**

2 Total Ticket Value More than \$20,000

A raffle licence application in this category must be submitted to the AGLC for determination of eligibility at least eight weeks prior to the planned print date of tickets. The application must be complete with all required supporting documentation to minimize any potential delay in processing. If the group has recently submitted required documents like a "Certificate of Incorporation" and bylaws to the AGLC for another gaming licence, the group may not need to re-submit these documents.

Applicant groups may check with the AGLC regarding the status of the application (see "Contact Information," pages 1, 2).

For a licence with a total ticket value more than \$100,000, a group must be able to demonstrate at least one year of program delivery at the time of licensing application.

RAFFLE LICENCE FEE

The fee structure for a licence for a raffle with a total ticket value more than \$20,000 is graduated based on the raffle's total ticket value:

Total Ticket Value	Licence Fee
more than \$20,000 and less than \$100,000	\$150
\$100,000 or more and less than \$1,000,000	\$500
\$1,000,000 or more	\$1000

The licence fee is payable to the AGLC with the application. The raffle application fee will be refunded to the group if the raffle application is denied.

BANK ACCOUNTS

A separate raffle gaming account is required. Refer to page 230 for financial reports and records information.

Groups conducting a raffle with a total ticket value more than \$20,000 for the first time are required to establish a trust account in the name of the raffle ticket holders to secure all ticket revenue until all prizes have been paid in full. All ticket sales revenue must be deposited into the trust account until enough funds are secured to cover all prize costs.

Groups must establish and provide documentation confirming a trust account dedicated to the raffle before it can begin to sell raffle tickets.

If the group decides to conduct subsequent raffles in this same category, it is usually not required to establish a trust account.

For raffles with a total ticket value more than \$20,000, separate raffle accounts must be used until each event's financial reports are submitted. Raffle bank accounts may not be used for another raffle for one year after the last draw date.

Raffle Terms and Conditions

TOTAL TICKET VALUE

- \$20,000 and Less

TOTAL TICKET VALUE

- More than \$20,000
-

This information summarizes the terms and conditions for both types of raffle licences. Distinctions for each type of licence are noted in select categories that follow, however please consult the **Raffle Terms and Conditions** document for all requirements. For the complete Raffle Terms & Conditions, consult the web site at aglc.ca.

Complying with the Legislation and Licence

Licensed groups eligible to conduct a raffle must comply with policies in the CGPH, all AGLC Board policies, Criminal Code (Canada), Gaming, Liquor and Cannabis Act, Gaming, Liquor and Cannabis Regulation, Electronic Raffle Standards Document (for electronic raffles only); Payment Card Industry (PCI) Data Security Standard for ticket payment processing; National Institute of Standards and Technology (NIST) Guidelines for Securing Public Web Servers, for charitable organization websites that store information online or include online ticket purchases; and all other applicable federal, provincial, or municipal laws.

Non-compliance with the above entity policies may result in disciplinary action such as a fine, suspension of gaming licence, revocation of gaming licence, repayments, and/or a directive to donate remaining gaming proceeds to other eligible charitable groups. Any raffle may be monitored by an AGLC inspector.

Conduct and management of a raffle is the responsibility of the licensed group and must ensure administrative, operational and financial governance over all activities related to the raffle and must not delegate the conduct and management or transfer the licence of a raffle to any other entity.

Changes to the licence may only be made by AGLC. Requests for approval to amend a licence must be signed by two executive members of the licensed charitable organization and submitted in writing to AGLC. If the approved change affects prizes, the group must advise ticket holders by way of advertising and amend unsold tickets.

The period for a raffle licence must not exceed two years. Draw date extensions will only be approved under extraordinary circumstances. If a draw date is changed and a ticket buyer requests a ticket price refund, the group must issue a full refund to the ticket buyer.

Each licensed group involved in a joint venture raffle must be eligible for a licence and licensed by AGLC. The groups share responsibility for the costs/liabilities of the raffle and must complete a Joint Venture Agreement specifying the liabilities and distribution of revenues.

Licensed groups must have a mechanism to verify that the ticket purchaser is 18 years of age or older and located in Alberta at the time of purchase.

Groups must ensure raffle events are conducted and managed completely within the province of Alberta.

Raffle Rules

Licensed groups must establish and maintain raffle rules. Rules must comply with AGLC policy and must be made available upon request (either in writing or online). The following information must be included in the raffle rules:

All Raffle Rules:

- ticket purchasers must be 18 years of age or older, and the name of a minor must not be written on the ticket;
- any persons prohibited from purchasing tickets (e.g., licensed group members, raffle ticket managers, their immediate family members, etc.);
- minimum number of tickets that must be sold before requesting a draw date extension or a cancellation of the raffle. A draw date extension or a cancellation may not be approved if the breakeven point is reached (i.e., if enough tickets are sold to cover prize costs and expenses);
- the purchase price of each ticket, the number of tickets available for sale for each licence;
- subscription procedures and how ticket purchasers may unsubscribe;
- date and exact location of the draw(s) and that the draw(s) is open to the public;
- draw procedures and, if applicable, a statement stating that certain winning tickets may be eligible for more draws in that raffle licence;

- order in which prizes will be awarded and if prize winning tickets will be returned to the draw to be eligible for other identical prizes; seeding procedures (see Prizes, Page 226);
- cash alternatives for any of the prizes;
- requirements or restrictions to prize claims (e.g., when prize trips must be taken, when prizes must be claimed, which products may be purchased with gift certificates, or any prize delivery costs that are the responsibility of the prize winner, etc.);
- condition of prizes (e.g., new, used, requiring repair, etc.);
- procedure if a winner cannot be contacted within the time limit for claiming a prize;
- procedure if a ticket purchaser requests to cancel a raffle ticket for a refund;
- if more than one name is written on a winning ticket stub, that the prize will be awarded to only one of the individuals named on the ticket stub. Neither the licensed group nor AGLC is responsible for any disputes among the individuals whose names are written on the ticket stub;
- contact name and phone number for the licensed group in the event of a complaint; and
- for electronic raffles, a procedure in the event of a power failure.

Bearer Ticket Raffle Rules:

- time of the draw(s);
- purchase price of each ticket;
- value of prize(s) (i.e., MSRP or, if a percentage draw, the actual percentage of the gross raffle revenue to be awarded as a prize);
- method by which the draw(s) will be announced, and the location of the announcement;
- number of tickets printed for each licence;
- method of prize payment;
- time limit for the purchaser of the winning ticket to claim a prize;
- procedure for identifying an alternative prize winner if a winner cannot be contacted within the time limit for claiming a prize;

- procedure for awarding the prize on the last draw date of the licence period; and
- procedures for carrying over an unclaimed prize to a future draw in the same raffle licence or to a future raffle licence. The group may choose to award the unclaimed prize in its entirety to the new ticket winner, or use as an opening balance to be shared between the group and the prize winner. Alternatively, the group may retain unclaimed prizes to be used as gaming proceeds, or donated to another eligible charitable group.

Progressive Raffle Rules:

- location, date, and time of ticket sales and the draw; ticket purchases for multiple draws are prohibited; licensed groups may offer ticket subscriptions, provided subscriptions are concluded once the progressive prize is won;
- percentage of ticket sales to the: licensed group; event prize (minimum 20 per cent); and progressive prize;
- specific criteria required for a player to win the progressive prize (e.g., drawing a specific card from a deck);
- progressive prize selection procedures, such as; pre-selection procedures (e.g., the purchaser may pre-select an envelope number at the time of purchase including alternate procedures if the winner's pre-selected choice is no longer available (e.g., the next highest (or lowest) remaining envelope number); or alternate procedures in the case of an absent winner (e.g., the charitable organization will select the highest (or lowest) remaining envelope number);
- prize claim procedures (e.g., time limit, payment method, etc.); if the winner is required to be present at the draw, the winner must be allowed no less than ten minutes to claim the prize; and
- an exit plan as required in Subsections 2.3.29 and 2.3.30 of Raffle Terms and Conditions.

Sports Draft Rules:

- maximum number of entries to be sold and a date by which the licensed group must receive entries in order for entries to be eligible;
- procedures for how purchasers may select players and make trades;
- procedures for how points are awarded and the method used to determine winners in each prize category (i.e., winners of early bird, bonus, weekly/monthly special (e.g., most improved player), consolation, and grand prizes);

- procedures for identifying non-compliance with established sports draft rules and the consequences for non-compliant contestants (e.g., entry forms incorrectly filled out, entry forms received after the deadline, entry forms paid for with NSF cheques, entrants who exceed the maximum number of entries allowed, etc.);
- procedures for how ties are resolved;
- procedures for notifying purchasers of standings, points, and names of prize winners. At a minimum, the information must be updated monthly for regular season drafts and biweekly for playoff drafts;
- procedures for how the licensed group will notify winners and how winners may claim their prizes; and
- procedure for identifying an alternate prize winner if a winner cannot be contacted within the time limit for claiming a prize.

Ticket Content and Sales

Except for bearer tickets and sports drafts, tickets must be in two parts and contain the following information:

TICKET CONTENT REQUIREMENTS	
TICKET <i>(provided to ticket purchaser)</i>	TICKET STUB <i>(retained by charitable organization)</i>
<ul style="list-style-type: none"> • ticket number • ticket price • raffle licence number • name of licensed charitable organization • total number of tickets available for sale • date and exact location of draw(s) • description and value of prize(s) • prize restrictions (if applicable) • cash alternatives (if applicable) • notice that the ticket purchaser must be at least 18 years of age 	<ul style="list-style-type: none"> • ticket number • raffle licence number • name and contact information of ticket purchaser

All raffle ticket numbers must be generated consecutively as tickets are sold. Price categories for discount tickets (those sold in multiples) must be easily distinguished (e.g., different series numbers). Tickets may contain additional information such as advertising, logos, coupons, or barcodes. This information may be contained on the ticket stock itself. Any additional information must not impact or obscure the required information.

Electronic raffle tickets and ticket stubs must include the issued date and time in 24 hour format showing hours and minutes. Electronic bearer tickets and ticket stubs must also include the RSU identifier from which the ticket was generated. For sports drafts, the following information must be included on both the tickets and ticket stubs:

- ticket number;
- name and contact information of ticket purchaser;
- prize list;
- rules concerning:
 - choice of players and player trades;
 - point accumulation and ties;
 - details of bonus prize award (if applicable);
 - final dates entries can be received to be eligible; and
 - cancellation of the draft.

Ticket Sales:

Ticket sale requirements depend on the specific type of raffle. The following policies outline the procedures that must be in place for ticket sales:

- a copy of each ticket type (e.g., regular or discount prices) must be provided to AGLC, if requested;
- a licensed group must sell tickets only at the price(s) indicated and approved in the licence application. Groups may convert tickets from one price category to another, but must not exceed the approved TTV by selling more than the number of tickets approved in the licence or its approved amendment;
- if a licensed group conducts more than one raffle concurrently, ticket purchasers must be given the option of purchasing a ticket for only one of the raffle licences. Purchasers must not be obligated to purchase tickets for multiple raffle licences;
- ticket purchasers must be given the option of purchasing single tickets. In addition to selling single tickets, the licensed group may also sell multiple tickets at a discounted price (e.g., three tickets for \$5);
- when a series of draws occurs on a set schedule (e.g., cash calendar raffles), the following conditions apply: the ticket price may be reduced based on the percentage of prize value remaining (e.g., for a cash calendar raffle, the ticket price may be reduced by 1/12th each month); the licensed group must include the discount pricing procedure in the raffle rules; at time of sale, each ticket must state the reduced price and the eligible draw date(s);

- licensed groups must not require members to purchase or sell raffle tickets as a condition of membership or continued participation in the programs or services the licensed group offers;
- tickets may be purchased with cash, cheque, money order, and any PCI compliant payment method. The licensed group is responsible for ensuring that the revenue from ticket sales is received;
- where a payment processor is used, the group cannot retain the information collected by the payment processor application. This includes bank account information, credit card numbers, and card verification value (CVV) numbers. The licensed group may retain the purchaser's name, address, phone number, and email address for verification and contact purposes;
- the transaction and payment processing platform, or the ticket sales provider used by the licensed group for processing online ticket sales, must meet current PCI Security Standards Council requirements. The online transaction and payment processing platform must not retain payment information, including debit card information, credit card information, and/or banking information;
- websites and applicable software or hardware that store or receive personal information of ticket purchasers must comply with the National Institute of Standards and Technology (NIST) Guidelines on Securing Public Web Servers;
- the licensed group may permit persons visiting from out of province to purchase a ticket if the entire transaction of payment and receipt of ticket occurs while the person is in Alberta. If a licensed group maintains a previous ticket purchaser list from previous raffles, and there are individuals on the list with addresses outside Alberta, a ticket application form must not be mailed or electronically transmitted to these individuals;
- licensed groups must only retain electronic entries (not paper ticket stubs) when conducting an electronic draw. Licensed groups selling tickets using an online ticket sales platform must not also sell preprinted tickets;
- a ticket is not considered purchased until a verified financial transaction is complete. Ticket requests returned for insufficient funds must be voided automatically;
- raffles that have a recurring draw structure may offer subscriptions which include following conditions:
 - unsubscribe procedures must be displayed in a prominent and unobscured location on the online main user page;
 - ticket subscriptions are cancelled once the raffle licence is concluded;

- the licensed charitable organization must have the ability to reconcile that ticket revenue from subscriptions are dispersed to the single draws for which they are eligible;
- eligibility for subscriptions are not restrictive (i.e., exclusive offerings, exclusive discount ticket packages); and
- ticket sales are not restricted to subscription-only methods.

Selling Electronic Raffle Tickets:

- licensed groups selling tickets using an ERS may distribute tickets on paper or electronically;
- licensed groups selling tickets using an ERS and distributing paper tickets may conduct: a paper ticket draw by retaining paper ticket stubs at the time of sale; or an electronic draw by retaining an electronic entry at the time of sale;
- raffle tickets and a receipt of payment may only be issued and accessed electronically after payment has been processed; and
- tickets sold online may be distributed electronically or mailed to the customer.

Selling Bearer Tickets:

Bearer ticket raffles are allowed under the following settings:

- ticket sales are limited to the day of the group's specific entertainment event;
- tickets sold through a raffle sales unit (RSU) must be printed at the time of purchase and provided to the purchaser;
- ticket and cash reconciliation must be completed in a secure location;
- sales must occur: at or in the immediate vicinity of the venue in which the entertainment event takes place; and/or online for ticket purchasers located within Alberta at the time of the sale;
- tickets sold online must be provided to the purchaser electronically and the group must collect the purchaser's name, email address, and phone number;
- if the licensed group is conducting a bearer ticket paper draw, appropriate inventory control records must be used for each draw to ensure all sold tickets are entered into the draw;
- if the licensed group is conducting a bearer ticket electronic draw using an RNG, appropriate inventory control records of electronic entries must be used for each draw to ensure all sold tickets are entered into the draw;

- the draw must be announced to the public and occur before the end of the entertainment event or as soon as is practicable;
- if ticket sales occur only at the venue, where ticket purchasers are likely to be present to claim the prize, the winner(s) must have a minimum of 10 minutes to claim the prize. The licensed group has the option to allow up to, but no more than, 30 days for the winner(s) to claim the prize; and
- if any ticket sales occur online, the winning number(s) must be posted on the website of the licensed group for at least 48 hours or for the same amount of time the winner has to claim the prize, whichever is greater. The licensed group has the option to allow up to, but no more than, 30 days for the winner(s) to claim the prize.

Selling Electronic Bearer Tickets:

Electronic bearer ticket raffles are allowed under the following situations:

- configuration of printers used for the printing of ticket stubs must have sufficient capacity to print the number of ticket stubs based on the expected volume of ticket sales and within the time frame for the conduct of the event;
- ticket sales at/in the immediate vicinity of the venue where the entertainment event takes place (with the exception of the main raffle server) all computer equipment and accessories (e.g., RSUs, kiosks, printers, etc.) must be located on-site and be operated at the venue;
- only RSUs, kiosks, and volunteer-operated computers located at the event and/or the online sales portal may connect to the raffle server. Unless approved or required (e.g., regulator's portal) by AGLC, computers outside the event location must not be able to access the raffle server during the raffle event; and
- if a power failure or technical problem with the ERS occurs, and the ERS can no longer be used, tickets may no longer be sold. Ticket sales start again if the power returns or the technical issue is resolved within the time frame for the event, the system is recovered, and sales are reconciled.

Selling Progressive Raffle Tickets:

Progressive raffle ticket sales require the following:

- progressive raffles may be conducted with raffle or bearer raffle tickets. Raffle tickets must be used if ticket sales occur at multiple locations or over multiple days prior to the draw;
- licensed groups may use an ERS to conduct in-person or online ticket sales,

distribute tickets, and use an RNG to select the winner of the draw. An RNG must not be used to determine any winner of a progressive prize;

- progressive raffle ticket sales must be open to the public and cannot be restricted to a certain group;
- the raffle licence is concluded when the progressive prize is won;
- for progressive raffles with a total ticket value \$20,000 and less, the total ticket value of all draws in the licence must not exceed \$20,000. Once ticket sales reach \$20,000, the licensed group must award the progressive prize according to the approved exit plan; and
- for progressive raffles with a TTV more than \$20,000, if the progressive prize is expected to reach \$1 million, the licensed group must submit an operational plan to AGLC with considerations outlined in the Progressive Raffle Best Practices. If no operational plan is submitted to AGLC by the time the progressive prize reaches \$1 million, then the progressive prize must be awarded according to the approved exit plan.

Operation and Payment

For raffles with a total ticket value (TTV) more than \$20,000, a financial control plan must be submitted with the raffle application, and must specify:

- procedures for the: secure storage of ticket inventory; distribution of tickets to sellers including signature confirming sellers have received tickets; return of sold and unsold tickets; and secure receipt and deposit of revenues;
- frequency of revenue deposits; and
- name(s) of person(s) responsible for: collection of sold and unsold tickets; payment collection; and deposit of ticket revenue.

In addition to the financial control plan requirements in Section 2.4.1 of the Raffle T&Cs, financial control plans for sports drafts must also specify procedures for draft data entry, including the name of the individual(s) responsible for data entry, the data system to be used, and procedures to confirm the accuracy of the information.

For raffles with a TTV more than \$20,000, the licensed group must establish a separate raffle bank account. If more than one raffle licence is conducted simultaneously, a separate bank account must be opened for each raffle licence. All raffle revenue must be deposited to the raffle account established for that raffle and all expenses must be paid from the same account. All payments from the raffle

account must be made in accordance with approved methods of payment outlined in Section 4.4 of the Charitable Gaming Policies Handbook (CGPH).

Other approved groups may be paid a commission to sell tickets, provided:

- commissions received are used only for approved purposes in accordance with Sections 4 and 5 of the CGPH;
- copies of the ticket-selling contracts including proposed use of funds are submitted to AGLC with the raffle licence application; and if the approved group holds a gaming licence with AGLC, funds must be deposited into a gaming bank account.

Licensed groups may pay a commission or handling fee to a commercial outlet to sell tickets, provided:

- the commission or handling fee plus applicable GST cannot exceed five per cent of the gross raffle revenue generated by the outlet; and
- signed copies of ticket-selling contracts which specify all services and fees provided must be submitted to AGLC with the raffle licence application.

Bearer ticket raffles must have a record or control system that shows:

- how tickets are allocated to sellers, sellers' names, and the name of the individual that allocates the tickets;
- how cash is returned by sellers to the main bank and who is responsible for the collection of the total sum of cash and calculating the prize amount;
- the number of sellers expected to work each event; and
- the winner's name, address, and phone number.

Any suspected cheating or other irregularities must be reported immediately to AGLC at 1-800-742-7818.

Lost or Stolen Tickets/Stubs

All lost or stolen tickets/ticket stubs must be reported to AGLC immediately. A Discrepancy Report must be submitted to AGLC within three days of discovering the loss or theft of tickets/ticket stubs. The Discrepancy Report must specify:

- the total number and ticket numbers of the lost or stolen tickets/ticket stubs; and
- detailed explanation of how the tickets/ticket stubs were lost or stolen.

If the tickets were lost or stolen before they were sold, the licensed group must advertise in the market area where the tickets were lost or stolen that these tickets will not form part of the draw and will not be eligible for prizes. In addition, on the draw date, at the location of the draw and prior to the draw, the licensed group must announce that the lost or stolen tickets will not form part of the draw.

If the ticket stubs were lost or stolen after the tickets were sold, the licensed group must advertise in the market area that:

- tickets with the affected ticket numbers were lost or stolen and will not form part of the draw; and
- anyone holding such a ticket should contact the licensed group so that another ticket can be issued or a refund provided.

Where raffle revenues or proceeds are missing due to suspected theft or fraud, the licensed group must not initiate any civil action against, or enter into any repayment agreements or other agreements with persons suspected of being responsible for the missing funds. AGLC must be notified immediately.

Online Ticket Ordering

Licensed groups may receive order requests and payment for ticket purchases online. The charity is responsible for processing all confirmed ticket orders. Charities may alternatively conduct online ticket ordering using an ERS to automatically process all ticket orders.

The transaction and payment processing platform, or the ticket sales provider used by the licensed groups for processing online ticket orders must meet current Payment Card Industry (PCI) Security Standards Council requirements. The online transaction and payment processing platform must not retain payment information, including debit card information, credit card information, and/or banking information.

Receipts for online ticket order payments may include ticket numbers, provided the receipt includes a disclaimer that the receipt is not an official ticket.

Licensed groups selling tickets using online ticket ordering must distribute tickets on paper by mail to the customer.

Licensed groups using online ticket ordering must conduct a paper ticket draw by retaining paper ticket stubs at the time of sale.

ERS Ticket Inventory Management

To ensure the overall integrity of licensed raffles, licensed groups conducting online ticket sales using an ERS must ensure that the ERS is capable of clearly tracking, monitoring, controlling, and accounting for the sale of tickets.

The licensed group must ensure that the ERS maintains inventory control and management for voided tickets, and the reconciliation of tickets where tickets are sold online and through other channels such as online ticket ordering, over the phone, or in-person.

The licensed group must ensure that the ERS has the ability to set limits.

Advertising

It is the responsibility of the licensed group to ensure all forms of advertising are accurate, verifiable, and comply with the terms and conditions.

Licensed groups may use various forms of advertising including, but not limited to:

- radio;
- television;
- print (e.g., signage, newspapers, magazines); or
- internet (e.g., email and social media).

All forms of advertising must include the:

- name of the licensed group;
- licence number;
- date of the draw(s); and
- notice that tickets must only be purchased or sold within Alberta.

In addition to the requirements listed above, print and internet advertising must include the:

- location of the draw(s);
- description and manufacturer's suggested retail price (MSRP) of all prizes, or reference to a website where ticket purchasers may access information regarding all prizes;

- cash alternative to prizes, if applicable;
- total number of tickets printed; and
- ticket price(s).

Licensed groups may advertise the odds of winning, provided:

- the method of calculating the odds is accurate and verifiable;
- all advertising must clearly identify the category of prize to which it is referring (e.g., the odds of winning any prize or the odds of winning a gift basket); and
- if applicable, it is clearly disclosed if the odds of winning are dependent on the number of tickets sold.

Ticket sales or raffle schemes must not be advertised or promoted to persons located outside Alberta.

Licensed groups that conduct more than one raffle concurrently must clearly advertise all raffle events as separate licences. Consecutive raffle licences may be advertised as a range of licence numbers (e.g., raffle licence #49110 to #49115).

All prizes must be advertised and awarded in accordance with the descriptions and MSRP values described in the raffle licence or in approved amendments to the licence.

If applicable, raffle advertisements must explicitly state that some tickets are eligible for more draws than other tickets. Advertisements may state that tickets purchased prior to a specific cut-off date are eligible for early bird draws.

Licensed groups are not required to advertise a list of prize winners. A record of the following must be kept with the raffle records and, if requested, must be provided at no cost to any ticket purchaser:

- name of the winner(s);
- winning ticket number(s); and
- prize(s) won.

Draw Procedures

The licensed group must be able to account for all tickets. Prior to the draw, the licensed group must reconcile the number of sold tickets and unsold tickets as indicated in the ticket sales record with the number of ticket stubs, to ensure that all eligible tickets form part of the draw.

All draws must be open to the public. At least two executive members of the licensed group (or delegates) must be present to witness each draw. Contact information (name and phone number) of both draw witnesses must be documented and maintained in the raffle records.

All sold tickets must be entered into the draw. Unpaid/unsold tickets must not be entered into the draw.

Licensed groups must create an audiovisual recording of all raffle ticket draws with an approved total ticket value greater than \$20,000 and must retain the recording with the raffle records for two years after the last draw date.

Previous supporter draws that exclude tickets sold to first time raffle ticket purchasers are prohibited. Early bird draws are permitted as long as all ticket purchasers, not just ticket purchasers of previous raffles, are eligible for the draw. Appreciation for previous support may be shown through early or advance advertising of the raffle to ticket purchasers of previous raffles.

The ticket stub/electronic entry of each sold ticket must be entered into the draw, and must be eligible for each draw of non-identical prizes. The licensed group, if stated in its raffle rules, may exclude a winning ticket stub/entry from other draws for an identical prize.

For example, if a raffle licence is offering 100 identical televisions as prizes, the licensed group may exclude the winning ticket stub/entry of one television prize winner from winning any further identical televisions. However, a winning ticket stub or electronic entry must be included in draws for other prizes.

AGLC may approve alternate draw procedures that vary from previous requirements. Licensed groups must submit a detailed description of the alternate draw procedures with the raffle licence application, which must be approved prior to implementation. Examples of alternate draw procedures include separate draws for different prizes (i.e., ticket stubs or electronic entries placed in separate draws for non-identical prizes); or draws with a second element of chance where every ticket drawn is guaranteed a prize (i.e., a final prize draw is conducted with all ticket stubs or electronic entries drawn from preliminary draws, where the number of tickets in the final draw equals the number of available prizes).

The draw may not be initiated by any person who owns a ticket or a share of a ticket in the draw.

For Raffle tickets, a record of each ticket drawn must be made indicating the:

- ticket number;
- name and contact information of the prize-winner; and
- time and date the ticket was drawn.

Winning tickets must be immediately exhibited to witnesses and held open for inspection until the end of the draw or until returned to the draw container to be eligible for additional prizes.

If a draw occurs and the licensed group later determines not all eligible ticket stubs/electronic entries were placed into the draw, AGLC is to be notified immediately. A Discrepancy Report must be submitted by an executive member of the licensed group to AGLC within three days of discovering not all eligible tickets/entries were placed into the draw.

The Discrepancy Report must specify the total number of affected tickets/entries and an explanation for how the problem occurred. Normally, the licensed group will have to conduct a second draw with all eligible ticket stubs/entries and award another set of prizes equivalent to the original list of approved prizes. If the licensed group determines that more than one eligible ticket/electronic entry with the same number was placed in the draw, the licensed group must notify AGLC immediately.

An executive member of the licensed group must submit a Discrepancy Report within three business days of discovering that more than one ticket/entry with the same number was placed in the draw. The Discrepancy Report must specify the total number and serial number of the affected tickets/entries and an explanation for how the problem occurred. If a draw occurs, the licensed group must normally award another set of prizes equivalent to the original list of approved prizes for every ticket/entry with the same winning number.

Paper Ticket Raffle Draws:

Paper tickets must be manually drawn from a container that is transparent or constructed with mesh so that tickets can be seen from the outside. Prior to each ticket draw for non-identical prizes, the ticket container must be rotated, or the container contents agitated, a minimum of three times. Prior to each ticket draw for identical prizes, the ticket container must be rotated, or the container contents agitated, at least once. Anti-static spray may be used to facilitate the rotation of tickets.

Draw Procedures:

The arm of the person making the draw must be bare below the elbow and, immediately prior to making the draw, the person must exhibit the draw arm and both sides of the open hand to the draw witnesses. Only the person making the draw may put their arm in the draw container. When selecting winning tickets, the person making the draw must look away from the container in the direction of the witnesses. The licensed group must retain all tickets with the raffle records for two years after the last draw date.

Electronic Draws Using an RNG:

The licensed group must contact AGLC prior to the installation of an RNG. An inspection of the RNG by AGLC may be required prior to use. The RNG computer software, computer networks, and equipment supporting the software must be located within Canada, in a secure area with strictly controlled access. After the draw, the winning numbers must be posted on the website of the licensed charitable organization for the minimum amount of time the winner has to claim the prize or for the duration of the raffle licence, whichever is greater.

Prizes

The prize(s) must be awarded as described and approved in the licence application. The licensed group is responsible for contacting prize winner(s), and must make reasonable efforts to notify the prize winner(s). A prize must be awarded for every draw. Eligibility to enter into another draw is not a prize.

The manufacturer's suggested retail price (MSRP) of all prizes, including cash alternatives, must be at least 20 per cent and cannot exceed 80 per cent of the approved total ticket value. The MSRP of each individual prize must be equal to or greater than the individual ticket price. Stated prize values must be equal to or less than the MSRP.

Cash alternatives to a prize must equal the prize value, or be fully disclosed at the time of application and stated in the raffle rules.

Groups may be approved to seed a raffle prize with non-gaming funds or a non-gaming donation from a sponsor. Seeded funds cannot be revoked.

Licensed groups may be required to guarantee raffle prizes. If such a guarantee is required, the applicant must either: submit written documentation confirming that a secondary raffle bank account has been established where all gross raffle revenue will be deposited until sufficient revenue is generated to secure all prizes.

Licensed groups may be required to also provide evidence of sufficient funds in a non-gaming bank account to secure prizes; or submit sales receipt documenting that all prizes have been paid in full.

Confirmation of the prize value (e.g., an invoice from the supplier) must be retained for all prizes with an MSRP greater than \$5,000 and for all travel prizes regardless of value.

When the MSRP of a merchandise prize exceeds \$5,000, and it is a unique prize (e.g., custom built vehicle), the licensed group must submit with its application two independent third-party appraisals from qualified appraisers stating the appraised value.

Where restored or used vehicles are offered as prizes, the licensed group must submit with its application a certified vehicle inspection certificate indicating the vehicle is roadworthy. The licensed group must also submit two independent third-party appraisals from qualified appraisers stating the appraised value of the vehicle.

Where the prize is a vehicle, the licensed group must complete a transportation log detailing the date, purpose, mileage, and driver of all trips taken by the vehicle from the time the licensed group obtained the vehicle until the time the vehicle was awarded to the prize winner. The transportation log must be retained with the raffle records and be submitted to AGLC, if requested.

Where second-hand merchandise, previously-used show home furniture, collectibles, or antiques are offered as prizes, the licensed group must submit with the application two independent, third-party appraisals from qualified appraisers stating the appraised value of the prize merchandise.

Licensed groups conducting raffles with homes as a prize must submit a complete list of individual costs for appliances, furniture, and decorations in each room of the house. Additionally, the advertised value of the lot must reflect the average selling price of similar lots in the same subdivision or area at the time the application is submitted.

If the prize winner is under 18 years of age, and the prize has an MSRP of:

- \$10,000 or less, the licensed group must contact the Office of the Public Guardian and Trustee prior to dispensing the prize and must comply with the direction provided; or
- more than \$10,000, the licensed group must deliver the prize to the Office of the Public Guardian and Trustee.

Prizes must be immediately transferable without encumbrances on the title to the winner. No costs, including taxes, may be charged to the winner for the transfer of the property or title into the winner's name except for possible prize delivery transportation costs as specified in the approved raffle rules.

The licensed charitable organization must allow a minimum of three months from the date of the draw for the winner to claim the prize, except for prizes in:

- Subsection 7.1.17 of Raffle Terms and Conditions;
- bearer ticket raffles; and
- progressive raffles.

If the prize remains unclaimed after the specified time limit identified in the raffle rules, the prize or cash equivalent to the MSRP of the prize must be donated to a charitable beneficiary approved by AGLC.

Where houses, vehicles, travel package, live animals, or perishable items such as food and plants are offered as prizes, the licensed group may set a deadline for the prize winner to claim the prize. If the winner does not claim the prize within the specified time, an alternative prize must be provided. AGLC must approve the deadline and alternative prize(s) and both must be listed in the raffle rules.

Licensed groups are prohibited from offering cannabis as a raffle prize. (Cannabis means any part of a cannabis plant, including the phytocannabinoids produced by, or found in, such a plant, regardless of whether that part has been processed or not.)

The licensed group must submit a list of unclaimed prizes to AGLC with the Raffle Financial Report.

Percentage draw prizes (e.g., 50/50) must be based solely on gross ticket sales (including seeded funds, if applicable) and must be a minimum of 20 per cent and a maximum of 80 per cent of ticket sales (e.g., 20/80). Percentage draw prizes are not based on cash retained by ticket sellers.

Bearer Ticket Raffles:

The licensed charitable organization has the option to allow up to, but no more than, 30 days for the winner(s) to claim the prize. If using paper bearer tickets, the winner(s) must have a minimum of 10 minutes to claim the prize. If any ticket sales occur online, the winner(s) must have a minimum of 48 hours to claim the prize.

Progressive Raffles:

Licensed charitable organizations may offer secondary progressive prizeing that is a portion of the progressive prize. However, each draw must include the chance to win 100 per cent of the progressive prize. If ticket sales occur at the venue, where ticket purchasers are likely to be present to claim the prize, the winner must have a minimum of 10 minutes to claim the prize. If any ticket sales occur online, progressive prize selection procedures must be established.

Sports Drafts:

Standings must be based upon official statistics provided by the appropriate league office. An outside firm may be used to post and verify standings but no other involvement. Winners' names and point standings must be advertised at the end of the draft to allow for any challenge to the standings. Prizes cannot be awarded for two weeks after being advertised.

Online Prize Distribution:

Prizes distributed online must be suitable and appropriate for online distribution; this may include cash prizes, or vouchers for goods or services. Groups must provide AGLC with online prize distribution procedures at the time of application. The licensed group must ensure that the online prize distribution system has a mechanism to: a) verify that the individual to whom the prize is distributed is in fact the prize winner; and b) have the prize winner verify that he or she is 18 years of age or older.

A prize winner must be given the option of receiving their prize via an alternate method, as specified in the raffle rules.

Proceeds

The policies established by the Board for the use, disbursement, and retention of raffle proceeds are contained in the Charitable Gaming Policies Handbook which may be accessed at aglc.ca.

Licensed groups that conduct only small raffles (total ticket value (TTV) \$20,000 and less) may deposit raffle proceeds into a general non-gaming bank account.

Groups that conduct small raffles (TTV \$20,000 and less) and other types of charitable gaming (e.g., bingo or casino) must deposit raffle proceeds into an existing gaming bank account, after the last draw date, to be spent on approved use of proceeds.

For raffles with a TTV more than \$20,000, raffle proceeds may be transferred to another gaming bank account, such as a consolidated, casino or bingo account, and must be spent on approved use of proceeds.

The licensed group is required to disburse all raffle proceeds within 24 months, which begins on the date of the last draw. Gaming proceeds must not be used to cover gaming losses or expenses from other gaming licences unless approval is granted by AGLC.

Cancellation Procedures

Requests to cancel a raffle must be signed by two volunteer executive members of the licensed group and submitted in writing to AGLC stating:

- reasons for the cancellation;
- factors that affect the status of the raffle such as whether:
 - the raffle has reached the break-even point;
 - any draws have already taken place; or
 - any prizes have been awarded;
- confirmation of the number of tickets that have been sold;
- total cash received from ticket sales; and
- total expenses, including cost of prizes, incurred up to the date of the request for cancellation.

If the cancellation of a raffle is approved, the licensed group must publicly advertise that the raffle has been cancelled and that the revenues from ticket sales will be refunded.

With the exception of bearer ticket raffles, when determining if a cancellation request will be granted, AGLC will review if:

- a) the raffle has reached the break-even point; b) any draws have already taken place; or c) any prizes have been awarded.

The licensed group must refund the cost of the ticket to all ticket purchasers within three months of the raffle cancellation. The licensed charitable organization must demonstrate a reasonable effort to provide refunds to all ticket purchasers. Ticket purchasers may choose to donate the cost of the ticket to the licensed group. Proceeds that are not refunded must be documented, retained in a gaming bank account, and spent in accordance with the approved use of proceeds.

The licensed group must send a letter to AGLC signed by two volunteer executive members stating that all refunds have been made within three months of the raffle cancellation.

For raffles with a total ticket value more than \$20,000, the licensed group must provide additional reporting, including but not limited to, copies of bank statements and cheque images that show refunds have cleared the raffle account. AGLC will refund licence fees upon receipt of all required information.

Raffle Financial Reports and Records

(also refer to the Financial Reporting section of this manual)

Raffle Financial Reports

Raffles with a total ticket value (TTV) \$20,000 and less, the licensed group must submit the Financial Summary section on the face of the original licence to AGLC within 60 days following the last draw date. Additional reporting may be required as determined by AGLC.

Raffles with a TTV more than \$20,000, licensed groups are required to complete financial reports regarding the revenues, expenses, and proceeds generated during their raffle event(s). AGLC will send financial report forms to the licensed group. Yearly raffle reports will be required until the proceeds are spent or transferred to another gaming account. Licensed groups must submit the completed financial report(s) within 60 days from the mail-out date, along with the supporting documents as indicated in the report.

Licensed groups have the option of hiring a professional accountant to prepare raffle financial reports. Raffle proceeds may be used to pay for the preparation of these reports if prepared by a Chartered Professional Accountant (CPA) in good standing.

Raffle Records

The licensed group must keep a record of all ticket numbers. The record must show the distribution of tickets, payments, and unsold tickets. It should show enough detail to account for all tickets, payments, unsold tickets, and to reconcile totals after the raffle is completed.

All electronic entries, server data, and electronic report/records, such as ticket numbers and sales, must be backed up and stored externally from the server on durable electronic media (i.e., USB file).

All raffle records must be kept for a minimum of two years after the last draw date. Other reporting bodies may require records to be retained for longer. These records include, but are not limited to:

- bank statements;
- cheques that cleared the bank account/digital image cheques;
- invoices/receipts;
- ticket inventory control sheets;
- list of prize winners;
- all unsold tickets (if applicable);
- all ticket stubs of sold tickets or electronic entries;
- contact information of the executive members (or delegates) that witnessed the raffle draw;
- letter of agreement with a commercial outlet (if applicable);
- contract with registered raffle ticket manager (if applicable);
- letter of understanding or memorandum of agreement with other charitable group (if applicable);
- audiovisual recording of the ticket draw (if applicable);
- prize appraisals (if applicable);
- prize vehicle transportation logs (if applicable);
- payroll records (if applicable); and
- all business and financial records of any entity (including but not limited to societies, non-profit organizations, associations, community leagues, corporations, partnerships, limited partnerships, joint ventures, proprietorships, etc.) that receives any of the licensed group's gaming proceeds either directly, indirectly, or through a series of transactions.

Licensed groups, ERS administrators and registered raffle ticket managers, and their employees must ensure that AGLC inspectors have access to all records. AGLC inspectors may copy or temporarily remove records at their discretion, and will provide a receipt for any items removed at the time of removal or as soon as possible after the removal.

After an electronic raffle has concluded, the licensed group must provide the following ERS reports to AGLC upon request:

- Prizes distributed a) Raffle Drawing Report including the following information: date and time of event; date and time of the start and finish of sales; licensee identification; sales information (sales totals, refunds, voids, reprints, and sales by price point); prize(s) awarded to winning participant(s); refund totals by event; ticket numbers-in-play; winning number(s) drawn; and other reports as requested by AGLC;
- Error/Exception Report - A report outlining system exception information including, but not limited to, changes to system parameters, corrections, overrides, and voids. All error/exception reports should include date and time stamp of the event(s);
- Ticket Report - A report which includes a list of all tickets sold, including all associated ticket numbers, selling price, and RSU identifier;
- Sales by RSU - A report including the breakdown of each RSU's total sales (including ticket numbers sold) and any voided and misprinted tickets;
- Sales Online - A report including a breakdown of online sales, including ticket numbers issued and any voided or faulty tickets or reissue requests;
- Voided Ticket Number Report - A report which lists all ticket numbers that have been voided; reconciled to the system.
- RSU Event Log - A report listing all events recorded for each RSU, including the date and time, and a brief text description of the event and/or identifying code;
- RSU Corruption Log - A report listing all RSUs that are unable to be reconciled to the system, including the RSU identifier, RSU operator, and the money collected; and
- Online Corruption Log - A report listing all online transactions that were unable to be reconciled to the system.

Raffle Audit Requirements

The books and records of licensed groups are subject to review and/or audit by AGLC and must be maintained in a manner acceptable to AGLC.

In addition to the raffle records listed in Sections 10.2.3 and 10.2.5 of Raffle Terms and Conditions, the areas normally subject to audit will include, but are not limited to:

- books of original entry (including computerized records);
- inventory control forms;
- contracts, agreements or similar documents;
- tax returns;
- minutes of annual general meetings, and meetings of general membership, board and executive;
- working paper files of external accountants/auditors; and
- annual (audited) financial statements.

Electronic Raffles and Equipment

Electronic raffle means a raffle in which an electronic raffle system (ERS) is used for the sale of raffle tickets, the selection of raffle winners, and/or the distribution of raffle prizes. The ERS and electronic raffle equipment is proprietary software and equipment (including handheld devices) used to conduct an electronic raffle.

Raffles of any total ticket value (TTV) may use an ERS but the system must be preapproved and all certifications, software and equipment approvals, registration conditions, service and licensing fee requirements must be met.

All ERS software and equipment, prior to being used in a raffle, must be:

- certified by an Accredited Testing Facility (ATF);
- compliant with the Electronic Raffle Standards Document (ERSD); and
- approved by AGLC.

Licensed groups may own and operate their own ERS (which must comply with the requirements above) and not required to be registered as a gaming supplier. However, if a licensed group provides or leases its ERS to another group, it then must be registered as a gaming supplier with AGLC.

Section 3 of Raffle Terms and Conditions provides a list of requirements regarding ERS equipment approvals and registration conditions. Raffle Terms and Conditions can be found at aglc.ca or provided by the AGLC Raffle Licensing branch. Once approved, an ERS may be subject to periodic inspection by AGLC.

Gaming Suppliers, Worker Suppliers and Raffle Workers

Companies, gaming worker suppliers, raffle ticket managers, or individuals must be registered as a gaming supplier with AGLC prior to leasing, renting, or selling proprietary equipment, proprietary software, or an ERS to a licensed group.

Registered gaming suppliers and licensed groups that develop their own ERS are responsible for any costs associated with ATF testing and certification of an ERS required for AGLC approval. With AGLC approval, licensed groups conducting electronic raffles may use a data centre to distribute an ERS. Licensed groups must indicate their intent to do so at the time of licence application.

AGLC approval is required prior to installing an approved ERS into a data centre. Data centre requirements may be obtained by contacting AGLC's Regulatory Services Division. An ERS must have an uninterruptible power supply (UPS) support connected. The UPS must permit a shut-down that ensures all data stored within the ERS is retained during a power loss. An ERS server may be a component of a network that is supported by a network-wide UPS provided that the ERS server is included.

Raffle Ticket Managers

A Raffle ticket Manager (RTM) is an individual that a licensed charitable organization may choose to hire to manage a raffle. Where the authorized total ticket value (TTV) of the raffle exceeds \$20,000, a paid RTM must be registered with AGLC in order to perform all or part of these duties. An individual being paid to manage a raffle where the authorized TTV is \$20,000 or less does not require AGLC registration. Duties and responsibilities of an RTM may include, but are not limited to:

- preparation of the raffle: draft budget; develop and organize prize structure; develop and implement marketing strategy; procure prizes; and prepare documentation to obtain raffle licence including service agreements;
- coordination with the licensed charitable organization: negotiate contracts between vendors and the licensed charitable organization; attend key stakeholder meetings with, and on behalf of, the licensed charitable organization; receive and verify invoices from vendors and submit them to the licensed charitable organization for payment; monitor revenues and expenditures, and obtain prior approval from the licensed charitable organization for all expenses and changes to budget; report on banking and accounting procedures; and assist in preparing proposed amendments to the licence, if required;

- raffle ticket processing: receive ticket orders by mail, phone, online, and from vendor sales locations; process payments; issue tickets; enter ticket order data; respond to customer service inquiries; prepare bank deposits for all payment methods; balance and reconcile deposits to bank statements and data entry reports; process refunds, if necessary; and reconcile and return sold ticket stubs and unsold ticket inventory to the licensed charitable organization;
- prize draw: assist the licensed charitable organization to organize and conduct the prize draw(s); ensure all eligible ticket stubs are present in draw container; record prize draw(s); coordinate prize delivery; and catalogue and store unclaimed prizes;
- documentation and reports: cooperate with AGLC inspectors by providing documents upon request; prepare raffle documents required for the licensed charitable group; assist the licensed charitable organization in preparing the financial report regarding revenues and expenses of the raffle event for submission to AGLC.

RTM fees for service including any applicable GST cannot exceed five per cent of the actual gross raffle revenue.

The raffle management contract must specify: all services provided by and fees paid to the RTM; a business plan for the raffle; and a schedule by which the RTM must provide updates required by the licensed charitable organization related to raffle revenue and expenses.

A draft copy of the raffle management contract must be provided with the raffle application for review by AGLC. A final copy must also be submitted once the contract is ratified and signed.

Where a licensed charitable organization engages the services of an RTM pursuant to a raffle management contract, the RTM assumes joint responsibility with the licensed charitable organization for ensuring all contracted services comply with Board policies (including the Electronic Raffle Standards Document).

Eligibility to hold an RTM registration is subject to a background check conducted on the applicant. The background check ensures the integrity and lawful conduct of gaming.

The Registration Application Package for an RTM consists of the following: Personal Applicant Disclosure (Form 5561); and deposit of a specified amount to cover the cost of the background check.

Glossary

50/50 DRAW	A raffle where the prize is usually 50% of the gross raffle revenue is called a 50/50 draw. The percentage split may be other than 50%, e.g. winner may take 40% of gross raffle revenue, group 60%.
ACCOUNTANT	A professional accountant, a member in good standing of The Chartered Professional Accountants of Alberta (CPA Alberta)
ACCREDITED TESTING FACILITY (ATF)	A test facility or laboratory registered and approved by AGLC for the purpose of gaming supply testing and certification.
ACTIVE DELIVERY of a PROGRAM or SERVICE	The volunteer membership of the applicant or a licensed group establish, maintain control of and deliver the group's programs to the community.
ADVISOR (BINGO)	See Hall Advisor.
ADVISOR (CASINO)	Licensed groups hire advisors to assist them in the conduct of a casino event. Advisors are registered gaming workers directly accountable to the AGLC. They must ensure licensed groups comply with legislative, regulatory, and policy provisions related to cash cage and count room activities.
AGLC	Alberta Gaming, Liquor and Cannabis Commission

ALBERTA HEALTH SERVICES (AHS)	Alberta Health Services (AHS) is an agency of the Government of Alberta that operates and funds information, prevention and treatment services to help Albertans with alcohol, other drug and gambling problems.
ALBERTA REGISTRY AGENT	Alberta registry agents are a network of community-based service centres, offering one-stop shopping for a wide range of registration, information, and licensing services on behalf of Alberta Government Services. An eligible group obtains its raffle licence with a total ticket value of \$20,000 and less from an Alberta registry agent.
ALTERNATE GENERAL MANAGER (CASINO)	Casino volunteer position that assumes the duties of the general manager in his/her absence.
AMALGAMATOR (CASINO)	Casino volunteer position that verifies, bundles and summarizes cash and chips in the count room.
ASSOCIATION BINGO	Bingo events held in a facility where several charities are licensed. Association bingo operates more than three (3) days per week and is governed by a bingo association.

BANKER (CASINO)	Casino volunteer position that supervises the cash cage.
BINGO ALBERTA	Formally known as the Federation of Alberta Bingo Associations
BINGO ASSOCIATION	An incorporated, not-for-profit entity that represents or acts as the agent for its members, which are licensed charities. A bingo association is a Class A facility licensee and coordinates activities related to bingo and pull ticket sales (if applicable) on behalf of or as agent for all of the licensed charities conducting bingo events in its licensed facility.
BINGO ASSOCIATION EXECUTIVE	The volunteer executive members of a bingo association.
BINGO CHAIRPERSON	The Bingo Chairperson is a mandatory volunteer position and is ultimately responsible for and in control of a bingo event.
BINGO COORDINATOR	Bingo coordinator assists with the overall management of a bingo event. This position reports to the bingo chairperson.
BINGO EVENT	All bingo games and related bingo promotions or schemes conducted during a specified period of time during the day (for example, morning event, afternoon event, evening event or late night event).
BINGO FLOAT	The funds provided by the facility licensee at the beginning of a bingo event. The float must be returned to the facility immediately following the event.

BINGO GAME	A game in which the player pays to play and for which a prize is awarded if the player meets the pattern and winning criteria.
BINGO LICENSEE TERMS & CONDITIONS	The AGLC's set of policy requirements and operating guidelines that apply to bingo events held in a licensed bingo facility.
BINGO PRIZES	Cash, merchandise or other award(s) given to winning bingo players in a licensed facility in conjunction with an approved bingo program.
BINGO PROGRAM	A series of games played over the period of a bingo event.
BINGO SCHEME	A bingo related scheme in which the player may pay to participate (or it may be included in the price of the bingo cards) and be awarded a prize if the winning criteria is met.
BINGO SOCIETY	An incorporated, not-for-profit entity that represents or acts as the agent for its licensed charities, primarily to allocate bingo events among them at a designated licensed facility operated by a facility licensee.
BOARD	The Board of the Alberta Gaming, Liquor and Cannabis Commission (AGLC).
BOARD of DIRECTORS	Executive members of a charitable group, e.g. president or treasurer.
BONA FIDE MEMBER of a LICENSED CHARITY	An individual who is listed or named in the licensed charity's official records as a current member in good standing of the licensed charity. Membership is defined within a group's bylaws.

BONANZA	A special bingo game with separate card sales and involving a pre-call of bingo numbers.
BONANZA/SPECIAL GAMES CONTROLLER	Bonanza/special games controller supervises card sales for games with separate sales. This position reports to the bingo chairperson.
BROAD-BASED MEMBERSHIP	<ul style="list-style-type: none"> a. membership is open to the general public; b. membership does not depend on an individual's relationship with a particular individual or individuals; c. membership is representative of the larger community; and d. membership is not restricted by gender, ethnic, racial or cultural background.
BYLAWS	Fundamental governing rules and regulations of any society. Bylaws state how the society is to be governed and how the powers of the society are to be exercised. Also known as the constitution, charter or rules and regulations.
CALLER (BINGO)	The caller is responsible for conducting the approved bingo program. This position reports to the bingo chairperson.
CANADA CORPORATIONS ACT	Not-for-profit organizations that are national in scope and operate in many provinces may consider incorporating under this act.
CASHIER (BINGO)	A volunteer or paid position responsible for processing bingo card sales.
CASHIER (CASINO)	Casino volunteer position that works in the cash cage in a role similar to a bank teller.

CASINO FACILITY LICENSEE	The individual, partnership or corporation holding a casino facility licence which authorizes the operation of a facility in which a casino event may be conducted.
CASINO TERMS AND CONDITIONS AND OPERATING GUIDELINES	The AGLC's set of policy requirements and operating guidelines that apply to casino events held in a licensed casino facility.
CASINOTRACK	An online, real-time, data base application connected to the AGLC through a wide area network. Tracks all casino financial transactions and produces reports based on these transactions for audit control and gaming integrity.
CHARITABLE COMMUNITY BENEFIT	A benefit delivered to the community or a significant segment of the community in one of the areas recognized as charitable by the AGLC.
CHARITABLE GAMING	Bingo, casinos, raffles and pull-ticket sales conducted and managed by eligible charitable and religious groups licensed by the AGLC. The proceeds from the charitable gaming must be used for approved charitable or religious purposes.
CHARITABLE GROUP	A non-profit group determined by the AGLC to meet licensing eligibility requirements. The AGLC is not bound by the definition of "charity" used by other authorities or jurisdictions.
CHARITABLE or RELIGIOUS PURPOSE	A purpose recognized as charitable by the AGLC and includes the following <ol style="list-style-type: none"> 1. relief of poverty; 2. advancement of education; 3. advancement of religion; and 4. other purposes beneficial to the community.

CHARITY	For purposes of gaming licensing, a charity is a non-profit organization determined by the AGLC to meet licensing eligibility requirements in terms of organizational structure and in serving a charitable or religious object or purpose. A charity does not necessarily include an organization that may be recognized as charitable under other provincial or federal statutes, such as the Charitable Fund-Raising Act (Alberta) or the Income Tax Act (Canada).
CHIP RUNNER (CASINO)	Casino volunteer position that maintains and transports an inventory of chips and credits.
COMMERCIAL BINGO HANDBOOK (CBH)	The AGLC's handbook that provides information to help Facility Licensees and Licensed Charities meet AGLC requirements with regards to bingo events
COMMON LAW	The body of law developed over time and found in the opinions and principles of court decisions.
COMMUNITY BINGO	<p>Bingo events held at a non-designated bingo facility that operates three (3) days or less per week. The charitable group is issued the bingo licence.</p> <p>See the Community Bingo Terms and Conditions form (FORM 5480) for all requirements of licences issued to individual charities conducting bingo events from their own facilities.</p>

COMPANIES ACT	Part 9 of the Companies Act allows not-for-profit organizations to become incorporated. Organizations incorporated under this act are allowed to engage in business activities (The Societies Act restricts this activity.).
CONSIDERATION	The payment of anything of value to qualify to become eligible to secure a chance to win, e.g. money is exchanged for a raffle ticket.
COUNT ROOM SUPERVISOR (CASINO)	Casino volunteer position that supervises count room staff and procedures.
COUNTER (CASINO)	Casino volunteer position that counts sorted cash and chips by denomination in the count room.
CRIMINAL CODE	The federal statute which, under Section 207(1)(b), authorizes a province to issue a licence to a charitable or religious organization to conduct and manage a lottery scheme such as bingo, casino table games, raffles and pull-tickets sales, but only if the proceeds are used for a charitable or religious purpose.
CTCOG	Casino Terms & Conditions and Operating Guidelines
CURRENT USE OF PROCEEDS LIST	A current use of proceeds list specific to a group that is mailed to each group along with its licence (except for raffles with a total ticket value \$20,000 and less).
DISCOUNT TICKET	Raffle tickets typically sold in multiples at a price lower than the regular single raffle ticket price, e.g. 3 tickets for \$5.

DISCREPANCY REPORT	A report prepared by the facility licensee, licensed charity, registered worker and/or volunteer regarding a breach of the terms and conditions, security breach, or any other illegal activity.
DRAW	Approved selection process by which the winner(s) are determined on a random basis.
DUE DILIGENCE	Measures or practices to prevent criminal activity, abuse, or other activity that is a detriment to gaming or the integrity of gaming in licensed facilities.
ELECTRONIC RAFFLE SYSTEM (ERS)	A proprietary software and equipment (including handheld devices) used to conduct an electronic raffle.
ENDOWMENT FUND	A fund where the principal is not normally disbursed and only the investment income, or a portion thereof, is expended.
EVENT FEE (BINGO)	The facility licensee's fee for providing the licensed charity with the space and services to conduct its bingo event.
EXPENSES	The direct costs incurred by a licensed charity to hold a gaming event. Such costs may include rent, supplies, advertising, meal costs incurred by volunteers to work at the event, etc.
EXTERNAL ENTITY	Any individual, organization or government body other than the applicant group.

EVENT MANAGEMENT SYSTEM (EMS)	The facility licensee uses the Event Management System (EMS) computer system provided by the AGLC to automate and account for business functions in licensed bingo facilities.
FACILITY LICENSEE (BINGO)	The entity that holds a bingo facility licence issued by the AGLC.
FACILITY LICENSEE (CASINO)	The entity that holds a casino facility licence issued by the AGLC.
GAMES MANAGER (CASINO)	A casino facility employee who supervises the games area in the casino.
GAMING, LIQUOR and CANNABIS ACT	The provincial statute which governs gaming, including charitable gaming, in the province.
GAMING, LIQUOR and CANNABIS REGULATION	Regulations made pursuant to the Gaming, Liquor and Cannabis Act for the governance of gaming, including charitable gaming, in the province.
GAMING ID NUMBER	An AGLC-issued unique 4- or 5-digit ID number that the AGLC uses to identify a specific charity and access its organization's records.
GAMING WORKER	A person who is paid to assist either a gaming licensee in the conduct or management of a gaming activity, or facility licensee in the operation of a licensed facility.
GECKO	Electronic bingo is way to play traditional bingo. An electronic device has the bingo card configurations in its memory. The player inputs the number that was announced by the caller, and the device will automatically mark all the corresponding numbers on the bingo cards that are being played.

GENERAL MANAGER (CASINO)	Casino volunteer position that supervises all aspects of the two-day casino event ensuring the casino is conducted according to the AGLC Casino Terms & Conditions and Operating Guidelines.
GROSS BINGO REVENUE	The funds raised from a bingo event through the sale of bingo cards or other schemes conducted with a bingo game.
GROSS RAFFLE REVENUE	Total funds raised from a raffle's ticket sales.
HALL ADVISOR	The hall advisor position is responsible for operations of the bingo event. This position works closely with, and reports to, the bingo chairperson.
HALL MANAGER	The hall manager position is responsible for assisting the bingo association with its operations.
HOUSE RULES (BINGO)	The rules governing the operation of a bingo event, adopted specifically by a facility licensee, and which must be consistent with the Bingo Terms & Conditions and Operating Guidelines.
INCORPORATION	An incorporated organization becomes a separate and distinct entity, with its own powers, right and privileges. The incorporated organization is the one liable for contracts and debts entered in or incurred in its name. Provides some protection from debt and obligations to members of incorporated organizations.
INSPECTOR	An inspector of the AGLC, police officer as defined in the Police Act, or someone designated by the AGLC as an inspector under the Gaming, Liquor and Cannabis Act.

JOINT VENTURE	Two or more groups conduct a raffle or casino event as partners. Each group must be eligible separately. One licence would be issued in the name of the groups involved.
KENO	A provincial lottery ticket gaming product where draws are held every five minutes. Players pick from one (1) to ten (10) numbers from a field of one (1) to eighty (80). Twenty (20) winning numbers are drawn and broadcast to play locations.
LICENCE	A licence issued by the AGLC to a charitable or religious group or the board of a fair or exhibition authorizing the group or board to conduct one or more gaming events.
LICENSED CHARITY	The charitable or religious organization holding a licence authorizing a gaming event within a licensed facility or other approved location.
LICENSED FACILITY	A facility in which bingo or casino events may be conducted.
LICENSEE	The charitable or religious group or the board of a fair or exhibition holding a valid licence issued by the AGLC.
LINKED GAME	A bingo game played simultaneously by participants at different locations in which the locations are linked by a communication system.
LINKED GAME CONTROLLER	"Linked Game" controller is responsible for the control and reconciliation of the Satellite game sales and reporting sales to the network studio. This position reports to the bingo chairperson.

LOONIE POT	A progressive prize scheme played with regular bingo games in a bingo program.
MINOR	A person under the age of 18 years.
NET (EVENT) REVENUE	Gross event revenue less event prizes and expenses.
NETWORK STUDIO	The studio from which linked bingo is transmitted to subscribing bingo locations.
NEVADA	Another term for pull ticket.
PAID STAFF (FACILITY)	Registered gaming workers pursuant to the Gaming, Liquor and Cannabis Regulation.
PAYMASTER (BINGO)	The paymaster is responsible for supervising the awarding of prizes. This position reports to the bingo chairperson.
PCI	Payment Card Industry
PIT (CASINO)	A group of table games organized in a configuration conducive to supervision.
PIT BOSS (CASINO)	A casino facility employee responsible for supervising no more than three types of table games. This position is responsible to the pit supervisor.
PIT SUPERVISOR (CASINO)	A casino facility employee who supervises a pit. This position is responsible to the games manager.
POOLING (CASINO and BINGO)	The collecting and disbursement of all net revenue over a specified regular period of time from events held in a licensed facility according to a pooling agreement approved by the AGLC. Note: Pooling does not exist in community bingo.

PRIZES	Cash, merchandise or other award(s) given to winners who paid to participate in a gaming event(s).
PROBLEM GAMBLING	Refers to any form of gambling behaviour that adversely affects family, personal or vocational pursuits. It is a recognized psychiatric disorder.
PROCEEDS	The gross gaming revenue less gaming prizes and expenses, and the commission paid to charities at whose licensed gaming events the AGLC conducts provincial lotteries. Includes all interest, dividends or other income earned on gaming proceeds deposited in interest accounts or held, with AGLC approval, in deposit certificates or investments made by a trustee.
PROGRESSIVE RAFFLE	A type of raffle in which tickets are sold for a random chance of winning an event prize, and where the winner of the event prize also has a chance of winning a progressive prize.
PULL TICKET	A type of instant-win ticket with sealed windows or pull tabs that open to reveal symbols, letters, or numbers that correspond to a specific prize.
PULL TICKET MANAGER	A registered position, pursuant to the Gaming, Liquor and Cannabis Regulation, responsible for the control and sale of pull tickets in a licensed bingo facility.
PULL TICKET SELLER	A pull ticket seller responsible for the sales of pull tickets from a specific location in a bingo facility. This position reports to either the pull ticket manager or hall manager.

RAFFLE	A lottery scheme where tickets are sold for a random chance of winning a prize(s).
RAFFLE SALES UNIT (RSU)	A portable/wireless device, remote hard-wired connected device, or standalone cashier station that is used as a point of sale for bearer tickets.
RAFFLE TICKET MANAGER (RTM)	An individual authorized by, and registered with, the AGLC to manage a raffle.
RANDOM	Chance, indiscriminate, without method or conscious choice.
RANDOM NUMBER GENERATOR (RNG)	A computer software designed to generate a sequence of numbers that cannot be reasonably predicted. An RNG is used to conduct an electronic draw to determine the outcome(s) of the raffle.
REGISTERED GAMING WORKER	A paid position registered with the AGLC to perform a function(s) at licensed gaming events, for example, casino dealers, bingo callers, and raffle ticket managers etc.
REGULAR TICKET	A raffle ticket at the highest price that can be sold alone or in any number.
RULES of PLAY (BINGO)	The rules of play governing the operation of bingo games and schemes that must be consistent with the Commercial Bingo Handbook.

SELF-EXCLUSION	A program developed by the AGLC and AHS that assists problem gamblers who choose to exclude themselves from a licensed gaming facility.
SELLER/CHECKER (BINGO)	Performs duties of a seller, a checker, or both, and is responsible for their float/cash procedures, selling cards and verifying winning cards. This position reports to the Bingo Chairperson.
SIGNIFICANT SEGMENT of the COMMUNITY	<ul style="list-style-type: none"> a. programs and services are reasonably available to all members of the general public who qualify and wish to participate; b. the beneficiaries are not numerically insignificant relative to the community to which the programs and services are provided; and c. membership or participation does not depend on a personal relationship to any particular individual or individuals.
SLOT MANAGER	The registered gaming worker having the responsibility of managing slot machines.
SOCIAL RESPONSIBILITY	The division responsible for the social responsibility policies and programs of the AGLC.
SOCIETIES ACT	A not-for-profit group may become incorporated under this Act.
SORTER (CASINO)	Casino volunteer position that sorts all cash and chips by denomination in the count room.

STUB	The part of a raffle ticket containing the purchaser's name, address and telephone number that is retained for the prize draw(s).
SURPLUS (BINGO)	The amount by which the event fee exceeds actual expenses.
TOTAL TICKET VALUE	Calculated by multiplying the number of tickets available to be sold (printed) by the price per ticket. Remember to add together the ticket values of both regular and discount tickets.
USE of PROCEEDS	The AGLC provides charitable groups with requirements for using proceeds pursuant to the Criminal Code dictates that say proceeds must be used for charitable or religious objects or purposes.
USE of PROFITS	Old terminology; see "Use of Proceeds."
USHER (BINGO)	Another term for the position of seller/checker.
VERIFIER (BINGO)	A device that helps verify declared bingos.
VOLUNTEER	An individual who works without remuneration for a licensed charity.

Frequently Asked Questions

Eligibility

Q? How does my organization register as a charitable or not-for-profit organization?	A. Contact Corporate Registries at 780-427-2311 -or-Toll Free 310-0000 ...ask to be connected to 427-2311. web site: servicealberta.gov.ab.ca .
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Q? What is an AGLC gaming ID?	A. The AGLC issues a unique identification number to each charitable or religious group applying for a gaming licence. This number helps the AGLC to identify a specific group among thousands on the AGLC database.
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Q? Are non-profit daycares eligible for gaming licences?	A. Yes. Non-profit, government licensed childcare groups that provide educational, health, and developmental services to children, a charitable benefit to the community may be eligible for licensing.
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Q? How does the AGLC distinguish between: <ul style="list-style-type: none">• non-profit arts groups who are eligible; and• commercial art groups?	A. Any non-profit group that delivers instructional art programs to the public on a free or cost-recovery basis is eligible. A commercial group that delivers art to the community for profit is not eligible, e.g. a group making pottery for sale to a retail outlet that generates income for the personal gain of the group's members is not eligible. However, a group that does not generate income for the personal gain of its members and does provide programs that are open to the public, may be eligible.
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Q? My ethnic group organizes cultural events in our hall for our members. Can we obtain a gaming licence?

A. Any groups organized solely to provide social or recreational activities for their members are not eligible for licensing. If your group were to allow the community reasonable access to your hall, and be involved in projects considered charitable, your group may become eligible for gaming licences.

Q? We are a “Friends of ...” group that fundraises for our local community theatre. The theatre conducts casino events. Can we obtain our own casino licence?

A. The AGLC considers your group related to the theatre group. Only one of either the principal or affiliated groups may be licensed for a bingo or casino at a time. This policy prevents affiliated groups from forming with the intent of obtaining more gaming licences.

Use of Proceeds

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| Q? Can we use bingo proceeds for the uses we were approved for on our casino licence? | A. Yes. Approval for use of gaming proceeds is given at the group or organization level and is not licence specific. |
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| Q? Why does the AGLC allow groups to donate gaming funds to others outside of Canada? | A. For many Albertans, the practice of donating to international projects in the developing world is consistent with their values. |
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| Q? Why do we have to use our gaming proceeds within two years? | A. Three reasons:
<ol style="list-style-type: none">1. To ensure that groups do not accumulate gaming funds and continue to obtain gaming licences unless there are valid reasons for accumulating funds.2. To ensure gaming funds are spent on the charitable programs and services for which groups were found eligible.3. To maximize the opportunity for all eligible groups to access gaming events and funds. Written requests to hold gaming funds for longer than two years may be approved by the AGLC. |
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| Q? Calling and coordinating bingo volunteers can be time consuming. Can we pay someone an honorarium from our bingo proceeds to do this for our group's bingos? | A. No. Paying someone to call/coordinate volunteers for a bingo event is not an approved use of proceeds. Groups who have bingo licences are made up of volunteers; preparing for the bingo event must also be coordinated by volunteers. According to the CBH, bingo events must be run by volunteers; therefore, a person cannot be paid from gaming funds or any other funds to aid in a bingo event. |

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| <p>Q? Another group regularly supplies bingo volunteers for our group's bingos. Can we make a donation to them? Can we use gaming funds to cover costs of members attending a convention? We drive volunteers to the bingo hall. Can we cover the resulting expenses with gaming funds?</p> | <p>A. No. Volunteers cannot be paid cash or cash equivalent for working a bingo event. Groups who have difficulty securing enough volunteers for their bingo events should consider the option of working a bingo event with another group in their bingo association. Groups must ensure volunteers are known to members of the group and must not make a donation in lieu of volunteering.</p> |
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| <p>Q? Can we use gaming funds to cover costs of members attending a convention?</p> | <p>A. Yes, if there is an educational component involved. No, if the convention is administrative or fraternal in nature.</p> |
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| <p>Q? We drive volunteers to the bingo hall. Can we cover the resulting expenses with gaming funds?</p> | <p>A. Yes, if this is an expense like taxi fare or babysitting services incurred in order to volunteer. This is considered a post-event expense. Written approval is not required. Receipts must be submitted in order to receive the reimbursement.</p> |
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| <p>Q? When the AGLC refers to "annual" for approving use of proceeds, which 12-month timeframe is it using?</p> | <p>A. The AGLC is referring to the calendar year.</p> |
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| <p>Q? Rural libraries seem to struggle more financially than urban libraries. Why not expand their eligible uses of proceeds to include things like operating or capital budgets?</p> | <p>A. Libraries operating outside the Libraries Act may be able to cover the costs of various operations with gaming proceeds. However, libraries generally operate under the Libraries Act, and so are considered an arm or institute of the government. Government is not considered a charitable purpose and any part of a government is ineligible for gaming proceeds.</p> |
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| <p>Q? How can one group be approved to use gaming funds for a specific purpose while another similar group is refused for the same purpose?</p> | <p>A. While requests from groups may appear similar, the details accompanying each request can vary. Each request to use gaming funds is considered individually, on its own merit. Generally, in situations like this, not enough detailed information was provided by the refused group. Supply plenty of detailed information with supporting documents when requesting approval. Remember, the AGLC's decision can be appealed in writing. An appeal must clearly explain how your group's request complies with AGLC policies.</p> |
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| <p>Q? Can we use gaming funds to pay administrative staff?</p> | <p>A. No. Administrative staff salaries are not an eligible use of gaming funds with one exception. You may pay a professional accountant to prepare your gaming financial reports.</p> |
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| <p>Q? Can we use gaming funds to pay for other administrative costs?</p> | <p>A. Administrative costs related to the internal administrative activities of the group are not eligible uses of gaming proceeds, e.g. legal fees, salaries, wages, honorariums for performing administrative duties; non.gaming accounting fees.</p> |
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Administrative costs that are necessary for the group's program or services may be eligible. Approved administrative costs are limited to a maximum cumulative total of 10% of gaming proceeds earned the previous calendar year.

Approved administrative costs include:

- Telephone, stationery, postage, newsletters and web site costs to communicate information on the group's program and services to the public;
- Space rental for membership meetings and storage (except when belonging to a member);
- Liability insurance fees for a group's board of directors.

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- Q?** Volunteers regularly make smaller purchases of items. How can we easily pay these costs from gaming accounts?
- A.** Here are a few suggestions:
- Plan ahead. Purchase supplies in larger amounts that will cover your group's needs for the next few months. Pay with one gaming account approved method of payment.
 - Set up accounts with your regular suppliers and ask them to bill the group directly so you may pay with a gaming account cheque.
 - If an individual purchases items for an approved expense, a cheque may be issued from the appropriate gaming account to reimburse the individual. Receipts must be submitted in order to receive the reimbursement.
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- Q?** Can we use gaming funds to purchase new computers for our group?
- A.** Yes, if the computers are essential to your group's charitable program or service delivery.
- Computer costs related to the internal administrative activities of the group are not an eligible use of proceeds.
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- Q?** Some gaming funds are currently generating interest for our group. Is the interest considered gaming money?
- A.** Yes. All interest, dividends or other income earned on gaming funds becomes part of gaming proceeds. It must be used as per your group's approved use of proceeds.
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- Q?** Can we pay for the expenses for an upcoming fundraiser using gaming funds?
- A.** No. Gaming proceeds cannot be used to subsidize the cost of fundraising activities.
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- Q?** Can we use gaming funds to cover a bursary to send someone to Bible school? What about scholarships?
- A.** Typically, scholarships and bursaries are administered by a post-secondary institution. With charities, there must be a process and criteria in place to determine eligibility. Scholarships are based on achievement, bursaries on financial need. Bursaries or scholarships must be available to all qualified individuals, not just family members. If a scholarship or bursary is only available to members' relatives, this is not an eligible use of funds. A written policy must be submitted with the request.
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Q? Our service club offers bursaries and scholarships to students meeting our set of criteria. Can we make the cheque for the tuition payable to the student?

A. Yes, if the student meets your selection criteria and your group has proof the student is attending a recognized educational institution, e.g. tuition receipt.

Q? We are a youth group. Can we buy uniforms with gaming funds?

A. Yes, if the uniforms are essential to the delivery of your programs or services. The uniforms may not be personalized and must remain the property of the group. A written policy for uniform use is required.

Q? Can we use gaming funds to pay for our group's annual summer barbeque?

A. No. Gaming proceeds cannot be used to pay for social events with one exception. Seniors' entertainment, including meals but excluding liquor, may be eligible if:

- there is broad-based community involvement with activities not limited to the group's members;
- a minimum of 75% of those participating are seniors; and
- expenses are paid are on a cost-recovery basis only.

Q? What happens if we spend gaming funds for something not yet approved by the AGLC?

A. All uses of gaming proceeds require written approval from the AGLC prior to disbursement. In the event gaming proceeds were spent without approval, your group may be required to redeposit the funds to the Gaming account. Groups need to be aware the practice of post-approval is usually unacceptable and they may be rejected for future similar requests.

Financial Reporting

Q? We've transferred some funds between our gaming account and general operating account. Why shouldn't we do this?

A. To comply with AGLC policies, all approved disbursements of proceeds are to be made from a gaming account by cheque signed by two current members of the group's executive and are to be supported by receipts or vouchers.

If you transfer revenue between gaming and non-gaming accounts, the non-gaming account becomes open to the AGLC for inspection.

Q? I know purchases made with gaming funds must be approved prior to purchase and that cheques are the required payment method. What do I do when a vendor does not accept cheques?

A. Groups who ensure all approved purchases are paid by cheque have created a very clear paper trail. In those cases where cheques are not accepted for payment, contact Financial Review for advice.

Q? Can you explain what is meant by not mixing gaming funds?


A. Groups are required to open a separate gaming bank account in the name of each of their gaming licences. These accounts are needed at the event level for deposits and withdrawals. For example, if a group has a casino licence, a bingo association licence, and a raffle for a total ticket value more than \$20,000 licence, the group will require a casino gaming bank account, a bingo association gaming bank account, and a raffle total ticket value more than \$20,000 gaming bank account.

Raffles total ticket value \$20,000 and less do not require a gaming bank account. This is the only licence where groups can use their general account to manage gaming revenue.

All bank accounts must provide monthly bank statements and cancelled cheques (photocopies are acceptable).

- Q?** Will my group receive a financial report for each gaming licence?
- A.** Yes. Groups will receive a financial report from the AGLC for each of its gaming licences, except for raffles total ticket value \$20,000 and less. The financial reporting requirements for raffles total ticket value \$20,000 and less are indicated on the raffle licence and must be sent to the AGLC within 60 days of the final draw. See page 209 for more information.

Bingo

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| Q? The bingo section in this manual primarily refers to bingo associations. Where can I get information regarding community bingo? | A. The <i>Commercial Bingo Handbook (CBH)</i> will provide information about all licence types. This document can be viewed on the AGLC's website. Groups can also speak with a bingo licensing clerk for more information. |
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| Q? How many volunteers are needed at a bingo event? | A. It depends. All bingo associations require different numbers of volunteers, which will vary from day to day and event to event. Your bingo association will provide you with specific training about their policies and procedures. The AGLC approves each bingo association's bingo program, including the minimum number of volunteers required. Your group should be prepared to have between 12-18 volunteers depending on the event that day. When a bingo hall has a special event, a greater number of volunteers will be required, i.e. 18-22. |
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| Q? Can minors play bingo? | A. The legal age for participating in the gaming activities is 18 years of age. On November 1, 2000, the AGLC (in response to a recommendation from the Bingo Review Committee) adjusted its policies to allow some small non-association bingo licensees to apply for an exemption from current policy to allow minors, accompanied by an adult, to play bingo for small cash prizes (no more than \$50). Details of the policy change are available on the web site. Minors are prohibited in facilities that have electronic gaming. |
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- July 2021 Edition*

Q? What is electronic bingo?

A. Electronic bingo is another way to play multiple bingo cards. An electronic device has the bingo card configurations in its memory. The player inputs the number that was announced by the caller, and the device will automatically mark all the corresponding numbers on the bingo cards that are being played. Electronic bingo in Alberta is called GECKO bingo.

Q? How much will charities receive from GECKO Bingo?

A. Electronic bingo is operated by the AGLC under Section 207(1) (a) of the Criminal Code. As such, net sales revenue (after prizes, commissions, and expenses are paid) must flow through the General Revenue Fund. As with other forms of electronic gaming (like slot machines), the retailer (bingo facility licensee) receives a commission of 15% and the charity working the event 15%. The balance of proceeds from electronic bingo, less operational costs, is returned to the bingo association groups through special grants from the General Revenue Fund.

Q? What is "Linked Game" bingo? Is it available at community bingo events as well as bingo association events?

A. "Linked Game" Bingo is a game linked with participating bingo association halls and community bingos across Alberta. The caller and equipment are at one location and are linked to all other locations.

Q? What is Keno?

A. Keno is played on a "board" of 80 numbers. One to ten numbers are picked by the player and twenty numbers are selected at random by the central computer system. Bets can vary between \$1 and \$10 per game. Winnings are distributed based on the number of matches between the player's picks and the twenty random selections. The top prize is capped at \$100,000. Draws occur every five minutes.

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| <p>Q? How much do charities receive from Keno?</p> | <p>A. The retailer (bingo association) receives a standard commission of 5% of gross sales, and 2% commission on the value of prize redemptions, identical to other ticket lottery retailers. An additional 5% of gross sales is distributed to the charities working bingo events through pooling agreements on a weekly basis. The remainder of the net proceeds (after the deduction of direct expenses) will be distributed through pooling to charities working bingo events once prizes have been fully reconciled.</p> |
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| <p>Q? Can bingo halls with Keno and GECKO have volunteers who are minors working bingo events?</p> | <p>A. Consistent with the recommendations from the Gaming Licensing Policy Review, Keno and electronic bingo are only being offered to bingo halls that maintain an age-controlled environment.</p> |
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| <p>Q? Can we pay volunteers or groups to work our bingo events?</p> | <p>A. No. Alberta's charitable gaming model requires that gaming events are conducted and managed by volunteers. Some groups who have difficulty recruiting enough volunteers to work gaming events may consider a credit/point system or a shared event. See pages 33 and 90-91, for more information.</p> |
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| <p>Q? We drive volunteers to the bingo hall. Can we cover the resulting expenses with gaming funds?</p> | <p>A. Yes, if this is an expense like taxi fare or babysitting services incurred in order to volunteer. This is considered a post-event expense. Written approval is not required. Receipts must be submitted in order to receive the reimbursement.</p> |
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Casino

Q? Are there waiting lists to conduct casinos in Alberta?

A. Yes. The current demand for casinos exceeds available casino slots. The length of the waiting list is different for each location and will fluctuate over time. Factors influencing this include the number of licensed casino facilities, the number of groups eligible for casinos, and the location of the group and their program delivery.

Q? How does licensing a new casino facility affect casino slots availability?

A. A new traditional casino in any area would allow up to 180 charity casino events each year. This would reduce waiting lists and allow more charities to benefit from gaming revenue for their programs.

Q? How many advisors do we need to hire for our casino?

A. Most casinos require that you hire two advisors, one to work in the cash cage, and a second to work in the count room. The AGLC has a list of licensed advisors for your area. Groups choose the advisors they want for their event.

In minor casinos, you may require only one advisor with dual registrations in both the cash cage and count room.

Q? How much money should be in our bank account before we receive our casino money?

A. You may need to have some funds in your casino bank account before your casino event. The hospitality and advisor(s) fees must be paid at the end of the last day of the event. Table game revenue will be deposited into the Casino operator clearing account. Then at the end of the two day event, the operator will reimburse the charities for hospitality and advisor(s) fees (see pages 162-163) by cheque or wire transfer. Consult with the advisor as to any other event expenses the group may incur.

- Q?** Do the charities get any money from the slot machines?
- A.** Charities receive 15% of the net sales from slot machines. Slot machine funds are pooled on a regional basis for the same quarter in which the casino event occurs. The funds from slot machines are sent by the trustee separately from the funds from the casino table game pooling trustee.
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- Q?** What documents do we need to bring to our casino?
- A.** You will need to bring your:
- Casino Licence;
 - “Worker Sign-In” sheets; and
 - cheques and a deposit book from your approved casino bank account.
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- Q?** How many cheques do we need to bring to our casino?
- A.** Cheques written at the end of the second night of the casino event must come from your casino bank account. The number of cheques you will need varies from casino to casino. Check with your advisor for the number of cheques you should bring. The cheques need to be signed by all authorized people at the end of the second night. Be sure you have the required signatures. Be sure to bring a deposit book for your casino bank account.

Q? Can volunteers change jobs on different shifts?

A. Once a volunteer has signed in and worked a shift, he or she **cannot** change jobs. If a volunteer will be working two shifts (on the same day or different days), he/she must do the same job. Volunteers cannot work in both the cash cage and the count room. There are two exceptions:

1. The general manager may assign a count room volunteer to witness table closing chip counts. This must not interfere with count room duties.
2. In minor casinos outside of Edmonton, Calgary and St. Albert, the individuals assuming the positions of banker, cashier(s) and chip runner may, once their cash cage duties are finished, also work in the various count room positions. An exception is the banker, who cannot take over the count room supervisor position.

If you have questions about this, speak with your advisor. See page 161.

Q? Can volunteers gamble before or after a working shift?

A. No. Volunteers cannot gamble at tables, slots or VLTs at any time for the duration of their licensed two-day casino event.

- Q?** How does casino pooling work?
- A.** Pooling of casino profits (and losses) is mandatory. Pooling is done by city/region on a quarterly basis. All groups licensed in the same city pool proceeds with other groups in the same quarter. Pooled money is held by an independent trustee.

Quarter Time Period:

1. First Quarter — January to March
2. Second Quarter — April to June
3. Third Quarter — July to September
4. Fourth Quarter — October to December

At the end of the pooling period, the AGLC releases funds to the individual groups. The amount received by a group is an equal share of the pool less licence fees and GST.

- Q?** When do groups get funds from the casino pool?
- A.** The pool trustees issue funds only after approval from the AGLC. The time from the close of the pooling period to the receipt of funds is usually six to eight weeks. The money received from the Trustee must be deposited into the group's approved casino bank account.

- Q?** How are the proceeds dealt with in Alberta casinos?
- A.** The licensed group receives all table game net sales revenue and pays the facility operator a fixed fee that reflects space and services provided. The group also receives 15% of slot machine revenue. Refer to pages 152-153 for more information.

- Q?** We are scheduled for a casino event. Can we apply now for our next one?
- A.** No. A group is eligible for only one casino licence at a time. Your group cannot request a future casino event until the current casino event is completed.

- Q?** Our group still has funds in our casino account from our last casino. Do we need a new bank account for our next casino?
- A.** No. Continue to use the existing casino gaming account from previous casinos. Remember to request approval for an extension if any gaming revenue is left more than 24 months after it was received.


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| Q? Does our group have to apply to the AGLC every time we want to have a casino? | A. Yes. If a group has held a casino and wants to hold subsequent events, the group must complete and submit a “Request for Casino Licence” form after its event. |
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| Q? How long does it take to get a casino from the time of application to an actual event? | A. It may take several months from the time the application is submitted to the time a group is slotted for a casino event in a particular quarter and year. After that, it may take from one to three years for a group to reach its casino event dates, depending on the wait list in a particular region of the province. |
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| Q? Where can I get information about potential new casino facilities in my area? | A. Visit the AGLC web site at aglc.ca , where you can read about the status of all potential new casino facility applications as well as requests for expansions and relocations of existing casino facilities. |
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| Q? Some casino facilities are more luxurious than others. Is the percentage of proceeds to either the charities or General Revenue Fund reduced because money goes back into upgrading the casino building? | A. No. Casinos are completely owned and maintained by private, independent operators. |
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Pull Ticket

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| Q? How long does someone have to redeem a pull ticket? | A. There is no time limit, as long as the winning pull ticket is redeemed at the facility from which it was sold. |
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| Q? How long must our group keep the redeemed pull tickets? | A. If all tickets in a unit are sold, and the seller has balanced, winning tickets can be destroyed. Groups must ensure they fill out the “Pull Ticket Inventory Reconciliation” form and “Record of Sales” form. |
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| Q? I am a pull ticket seller. Can I purchase pull tickets after my shift? | A. Yes, if your group’s pull ticket licence is not in conjunction with a bingo association, and as long as you do not purchase a pull ticket from your unit or any other unit of which you know the status. If you are a pull ticket seller at a bingo association event, you cannot purchase pull tickets after your shift. |

Raffle

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| Q? What is a raffle? | <p>A. A raffle is a lottery scheme where someone is paying for the opportunity to win a prize. A raffle consists of three elements:</p> <ol style="list-style-type: none"> 1. consideration; 2. chance; and 3. prize. <p>If all these elements are present, a group must obtain a licence.</p> |
| Q? How many raffle tickets can we print to sell? | <p>A. The group licensed to conduct the raffle decides how many tickets to sell. Total ticket value is calculated by multiplying the price per ticket by the number of tickets for sale. The AGLC reserves the right to restrict the total ticket value of any raffle prior to issuing a licence.</p> |
| Q? We have a gaming bank account that we used for our casino. Can we use this account for our raffle? | <p>A. No. You require a separate bank account for each kind of gaming activity, i.e. one for casino, and another for a raffle with total ticket value of more than \$20,000. For a raffle total ticket value \$20,000 and less, you are not required to open a raffle gaming account and may use your general operating account.</p> |
| Q? If our raffle prizes are donated, do we still need to reserve money in our raffle account for prizes? | <p>A. No. You need to secure enough funds in your raffle gaming account to cover any required payment for raffle prizes. If all prizes were donated, no payment is due.</p> |
| Q? We have an unclaimed prize from our last raffle. What should we do? | <p>A. Your group has a choice. You can donate the prize or money equivalent to the fair market value of the prize to a charity approved by the AGLC. Alternatively, with AGLC approval, you may make the donation to your group.</p> |

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| Q? How many different raffles can be held under one raffle licence? | A. There is not a blanket licence to cover different types of raffles. If one ticket that a purchaser buys makes him/her eligible for multiple draws, then one licence is required to cover all those draws. If a ticket purchaser must purchase a ticket for each draw to be eligible, then a separate licence is required for each draw. For percentage draws, a group may obtain one licence to cover multiple draws. |
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| Q? Why are different colours or series numbers required for regular versus discounted raffle tickets? | A. Tickets of different colours or series numbers help to differentiate between tickets of different prices (regular and discount) which aids in keeping these tickets separate during sales, reconciliation, and record keeping. |
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| Q? Our group runs a raffle each year. At the time of program registration, each individual receives a book of raffle tickets to sell. They must pay for book of tickets then recoup their money by selling the tickets. Is this type of forced ticket sales allowed? | A. No. The Raffle Terms & Conditions indicate that, “unsolicited tickets shall not be distributed to the public.” A group cannot make it mandatory for its members or others to sell the raffle tickets to register for a program. Participation in selling raffle tickets must be on a voluntary basis. |
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| Q? How do we arrive at the value of a handmade donated prize for a raffle? | A. When secondhand merchandise, collectibles, or antiques are offered as prizes, the group must submit with its application two independent appraisals from qualified appraisers stating the value of the prize. When the retail value of a merchandise prize exceeds \$5,000, independent confirmation of the prize value acceptable to the AGLC must be provided. |
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- July 2021 Edition*

Q?	I live in a seniors' lodge. Do we need a licence to conduct a raffle?	A.	Seniors' residences may stage a raffle of up to \$1,000 in house without a licence as long raffle tickets are sold only to residents and guests. Tickets may not be sold to the public.
Q?	How do we correctly calculate the odds of winning a prize?	A.	<p>To advertise the odds of winning, the odds must be calculated by a qualified person, e.g. accountant, actuary, math professor.</p> <p>Submit the following information with your raffle application to the AGLC for approval:</p> <ul style="list-style-type: none"> • name of the person; • his or her qualifications; and • the process used to calculate the odds.
Q?	Do I need a raffle licence for a 50/50 draw?	A.	Yes. Your group must first be found eligible for a gaming licence by the AGLC. If your group is found eligible, the licence is issued based on the anticipated total ticket value of the 50/50 draw. Typically, 50/50 draws fall into the raffle category of total ticket value of \$20,000 and less and may be obtained at any local Alberta registry agent or online with an AGLC Internet Account.
Q?	Can we get a raffle licence to cover several 50/50 draws?	A.	Yes. Percentage draws are licensed for either a specific event or a series of events such as a hockey or football season.
Q?	If my raffle is very small, do I still need a licence?	A.	Yes. You must obtain a licence regardless of the total ticket value, size of the prize, or anticipated sales.
Q?	Can a private company obtain a raffle licence?	A.	No. Only eligible charitable or religious organizations may obtain a raffle licence.
Q?	My family wants to conduct a raffle at our large family reunion. Can we get a raffle licence?	A.	No. Only eligible charitable or religious groups may obtain a raffle licence.

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| Q? Do I need a licence for a silent auction? | A. You do not require a licence for the silent auction event because the three elements (consideration, chance, and prize) are not present. However, if you are holding a raffle event at the silent auction, a licence is required for the raffle event. |
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| Q? Can my group conduct more than one raffle at a time? | A. Yes, as long as each raffle meets the relevant “Raffle Terms & Conditions.” Each raffle of more than \$20,000 total ticket value must have its own dedicated raffle gaming bank account. |
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| Q? Why must my group prove one year of program delivery for a raffle licence? | A. This is required for a licence for a raffle with a total ticket value more than \$100,000. The requirement helps ensure that only established charitable groups are licensed for this type of gaming activity. |
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| Q? What do we do if a raffle seller loses a book of tickets? | A. You need to report this in writing to the AGLC immediately. Describe how the tickets were lost and provide a police file number, if applicable. Your next steps depend on the stage of the raffle. Refer to the procedures for Lost/Stolen tickets/stubs in the “Raffle” section of this manual (pages 220- 221). The procedures are the same for both types of raffle licences. |
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| Q? Our group has sold out of raffle tickets. Can we print some more? | A. No. Your raffle is approved and issued based on a pre-determined number of tickets. |
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| Q? Our tickets sales are lower than we expected. Can we extend the draw date? | A. Apply in writing to the AGLC for a draw date extension. The draw date can only be extended due to extraordinary circumstances. |
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| Q? Do we have to publish a list of prize winners? | A. No. Advertising a list of prize winners is not required. However, you must retain a list of winners with the raffle records. Also, you must provide a list of prize winners to any ticketholder who requests it. |
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Q? Can my group "seed" a raffle prize?

A. Charitable groups may be approved to "seed" a raffle prize with non-gaming funds or non-gaming donation funds from a sponsor. The "seed" funds cannot be reimbursed and must stay as part of the raffle prize.

Q? What is the difference between a 50/50 and a Cash Raffle?

A. A true 50/50 raffle is also known as a bearer ticket raffle. It start and ends with the group's one day event and the draw is on the same date the tickets are sold. The winner receives 50% of ticket sales.

A cash raffle means tickets are sold over a period of days/ weeks/months prior to a draw being made. If this raffle is advertised as a 50/50 and the tickets are sold over a period time, a two part ticket must be used when selling cash raffle tickets.

Q? What is the difference between an Online Raffle and an Electronic Raffle?

A. Online raffles do not use a random number generator or any other electronic component. Buyer information is collected online or by phone (name, address, phone number). Buyers then pay for tickets by the way of a PCI device. The group must deliver a physical ticket to the buyer (mail, delivery, etc.). A paper ticket stub is placed into a draw and the winning ticket is physically drawn.

An Electronic Raffle uses an Electronic Raffle System (ERS) for the sale of raffle tickets, the selection of the winner(s) and for the distribution of the prize(s). All ERS software and equipment must be certified by an Accredited Testing Facility (ATF), compliant with the Electronic Raffle Standards Document (ERSD); and approved by AGLC prior to being used in a raffle.

General

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| <p>Q? Are there problem-gambling services available in Alberta?</p> | <p>A. Yes. Call AHS's problem gambling toll-free help line at:
 1-866-332-2322
 or visit the AHS website at:
 www.albertahealthservices.ca</p> |
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| <p>Q? What is GameSense and what information does it provide?</p> | <p>A. GameSense is an important part of our ongoing commitment to promote responsible gambling in Alberta. The GameSense Info Centres and gamesenseab.ca website provide valuable information about gambling so that you can make informed decisions when participating in gambling activities whether it is slot machines, table games, vlts, bingo or lottery.</p> |
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| <p>Q? I have questions about the lottery tickets I buy, for example, Lotto 649 and Lotto Max. Who do I contact?</p> | <p>A. Contact the Western Canada Lottery Corporation at:
 1-800-665-3313 (Canada only)
 -or-
 www.wclc.com</p> |
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| <p>Q? Can our group use the gaming proceeds raised through charitable gaming as our share of funding for a matching General Revenue Fund grant?</p> | <p>A. Yes, if the project meets the AGLC's use of proceeds policies, the group has received written approval from the AGLC for the project, and the grant program guidelines allow this source of matching funding. For example, charitable gaming proceeds are an acceptable revenue source for the Community Facility Enhancement Program (CFEP) and the Community Initiatives Program (CIP) grants.</p> |
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| Q? Can I give a volunteer or a group (of volunteers) a “donation” for volunteering at our group’s gaming events? | A. No. Volunteers cannot be paid, or given a donation for their services. This includes, for example, giving a group a donation for sending volunteers to your gaming event. |
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| Q? If I can’t give volunteers cash to work our gaming events, why is it okay to give them credits? | A. Credits are never redeemable for cash. If the licensed group has an approved charitable program that charges participants money to take part (e.g. competition, registration, or travel fees), that group can establish a credit system to help offset the cost. See pages 90-91 for more information. |
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| Q? Our group is thinking of conducting a raffle, but we are not sure if we will have enough people in our group to sell tickets. What should we do? | A. Your group may consider a joint venture. The AGLC has a joint venture licence for community bingos, casinos, and raffles. Two or more groups are licensed together and an agreement is established. See pages 33-34 for more information. Bingo associations offer shared events as well. Contact your bingo association for details. |
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| Q? What type of penalties does the AGLC give for gaming infractions? | A. Penalties for gaming infractions cover a broad scope from documented warnings to monetary fines that must be paid from non-gaming funds to a group losing its right to conduct gaming events. A history of liquor and gaming disciplinary board decisions and specified penalties is available on the AGLC web site at aglc.ca . |
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