



LICENSED CHARITABLE GAMING RULES

BC Gaming Policy and Enforcement Branch

MARCH 2020

Table of Contents

1.	<i>Preface: 2020 Changes to Licensed Charitable Gaming</i>	2
2.	<i>Introduction</i>	3
3.	<i>Roles and Responsibilities</i>	3
4.	<i>Gaming Event Licence Classes and Types</i>	5
5.	<i>Organization Eligibility</i>	8
6.	<i>Eligibility Reviews</i>	14
7.	<i>Use of Proceeds (UoP)</i>	15
8.	<i>Prizes</i>	19
9.	<i>Applying for a Gaming Event Licence</i>	23
10.	<i>Ticket Raffles</i>	24
11.	<i>Electronic Raffle Systems (ERS)</i>	34
12.	<i>Independent Bingos</i>	36
13.	<i>Poker (Texas Hold'em)</i>	45
14.	<i>Wheel of Fortune & Social Occasion Casino</i>	49
15.	<i>Limited Casino (Class C Only)</i>	54
16.	<i>Ineligible Gaming Events</i>	81
17.	<i>Sales and Advertising</i>	82
18.	<i>Expenses</i>	85
19.	<i>Financial Accountability</i>	86
20.	<i>Mandatory Reporting</i>	87
21.	<i>Registration Requirements</i>	88
22.	<i>Requesting an Amendment, Cancellation or Withdrawal</i>	89
23.	<i>Written Replies Regarding an Application Decision</i>	89
24.	<i>Complaints</i>	90
25.	<i>Glossary</i>	91

Note: Links have been provided for each section within the Table of Contents to efficiently navigate. You may also use the CTRL+F option to search using keywords within the Rules document.

1. PREFACE: 2020 CHANGES TO LICENSED CHARITABLE GAMING

The Licensed Charitable Gaming Program Rules have been updated and reorganized for 2020, to reflect changes to Gaming Policy and Enforcement Branch policies and to improve overall readability. All applicants are strongly encouraged to review the Licensing Rules in their entirety to ensure they understand all eligibility and application criteria.

Key changes to the 2020 Program Rules and application requirements include:

1. [Prize security requirements updated.](#)
2. [Online application submission and resources updated.](#)
3. [Class D calendar year limit has been raised from \\$10,000 to \\$20,000.](#)
4. [Annual poker limits have been raised from \\$20,000 to \\$50,000.](#)
5. [Requirements for awarding vehicles as prizes updated.](#)
6. [Restrictions regarding liquor and cannabis as prizes updated.](#)
7. [New section: member-funded societies.](#)
8. [New section: extraprovincial non-share corporations.](#)
9. [Required eligibility review documents now listed.](#)
10. [Conditional licence number requests simplified.](#)
11. [Requirements for awarding unrestricted firearms as prizes updated.](#)
12. [Change to terminology, Licensed Gaming Online vs. Electronic Raffles Systems.](#)
13. [Electronic Raffle System requirements and information simplified.](#)
14. Forms and resources have been updated in corresponding sections.
15. [Online Gaming Event Revenue Report submission and resources updated.](#)
16. [Requirements allowing minors at bingo events has been updated.](#)
17. [New section: Ineligible gaming events.](#)
18. [New section: Chase the Ace.](#)
19. [Advertising requirements simplified.](#)
20. [Requirements for awarding homes as prizes updated.](#)
21. [Process for managing and reporting lost/stolen tickets provided.](#)
22. [Community Service Organization responsibilities and admin fees updated.](#)
23. [New section: travel prize requirements.](#)
24. [New section: glossary.](#)

2. INTRODUCTION

Under [Canada's Criminal Code](#) and [British Columbia's Gaming Control Act](#), a group or organization must be licensed by the Gaming Policy and Enforcement Branch (GPEB) to operate a gaming event in British Columbia. GPEB regulates gaming and ensures its integrity, lawful conduct and management.

This document describes the process by which an eligible organization may acquire a licence to conduct and manage a gaming event in British Columbia.

Generally, for an activity to be considered gaming, the following three elements must be present:

1. **Consideration** means players must pay or exchange something of value to be eligible to participate;
2. **Prize** includes awarding money or anything of value; and
3. **Chance** means the outcome is not pre-determined or determined solely by skill.

Gaming events conducted in British Columbia must be licensed by the Gaming Policy and Enforcement Branch (GPEB), which licenses eligible community organizations to conduct and manage gaming events in accordance with Sections 207(1)(b)(c)(d) of the [Criminal Code of Canada](#).

To conduct a gaming event without a licence is unlawful.

3. ROLES AND RESPONSIBILITIES

3.1. The Gaming Policy and Enforcement Branch (GPEB)

GPEB regulates gaming in British Columbia and ensures the integrity and lawful conduct and management of gaming in the province.

This includes issuing gaming event licenses to eligible organizations and ensuring licensees comply with the [Criminal Code of Canada](#), [British Columbia's Gaming Control Act](#) and [Gaming Control Regulation](#), GPEB's public interest standards where applicable, and the conditions of their licence.

The Assistant Deputy Minister and General Manager, hereafter referred to as the General Manager, is the head of GPEB and responsible, under the direction of the Minister, for the administration of the *Act*.

3.2. Licensee Responsibilities

To comply with the Criminal Code, the *Act* places responsibility on the licensee for the proper conduct and management of gaming events for which they are licensed. The licensee is responsible for understanding how the *Gaming Control Act*, regulations and conditions of their licence impact the operation of their gaming event.

Licensees must comply with:

- [Criminal Code of Canada](#);
- [British Columbia's Gaming Control Act](#) (*the Act*);
- [Gaming Control Regulation](#);
- All other applicable federal, provincial and municipal laws; and
- Relevant rules, conditions, policies and orders issued by GPEB.

Under the conditions of a gaming event licence, a licensee must:

- Ensure the gaming event is conducted in accordance with the event's required procedures, marketing and advertising standards, with gaming activities restricted to the type authorized on the licence;
- Be accountable for the gaming proceeds; and
- Disburse the gaming event net proceeds (funds raised) in accordance with the licence approved by GPEB.

While the Board and/or Officers Responsible listed on the license are responsible for the conduct and management of the gaming event, a licensee that **could generate \$250,000 or more** in gross revenue through the gaming event licence must also ensure:

- The person responsible for running the gaming event and the person responsible for gaming event finances are separate individuals; and
- Both individuals are [Registered Gaming Workers](#) with GPEB.

Board Members and those responsible for the conduct and management of an event may not participate in the gaming events of their organization. However, at the discretion of those responsible, volunteers who assist with gaming events may only participate in events they have not assisted with.

Section 86(2) of the *Gaming Control Act (GCA)* requires all licensees to notify GPEB's Investigations and Regional Operations division without delay regarding any conduct, activity or incident that may be considered contrary to the Criminal Code of Canada, the *Gaming Control Act* or Gaming Control Regulations, or that may affect the integrity of gaming. Refer to the [Complaints](#) section for instructions.

3.3. Gaming Service Providers

Organizations may contract marketing and/or management services to assist with a gaming event, if the contractor is registered with GPEB as Gaming Service Provider.

Where Class C Limited Casinos are permitted, the event **must** be operated by a Registered Casino Gaming Service Provider. Refer to [Gaming Service Provider Restrictions](#) for more information.

3.4. Failure to Comply

Where, in the opinion of the General Manager, any of these procedures are not satisfactorily met by a licensee, the service providers or employees, the General Manager may suspend or cancel the gaming event licence; vary existing, or impose new, conditions on the gaming event

licence; freeze the gaming account and assets; impose a fine on the licensee; and/or refuse to issue the licensee another gaming event licence.

Additional penalties may also be imposed under section 98 of the [Gaming Control Act](#).

4. GAMING EVENT LICENCE CLASSES AND TYPES

A licensee must have a separate licence for **each type** of gaming event it conducts (i.e. 50/50, Regular Raffle, Bingo, etc.). Before applying for a gaming event licence, an applicant must review the event procedures to become familiar with the rules that must be followed.

A licence may be issued for a period of up to 12 months for a series of similar gaming events.

The four types of gaming event licence classes that may be issued are:

4.1. Class A Licenses

A gaming event or series of gaming events that project more than \$20,000 in gross revenue.

Prior approval is required for any Class A licence using online gaming components. Refer to [Electronic Raffle Systems \(ERS\)](#).

Under a Class A gaming event licence, eligible groups and organizations have:

- No limit in gross revenue in a calendar year;
- No limit in gross revenue per licence;
- No limit on individual prize values; and
- No limit on price per ticket.

Applicants must submit:

- A completed Application for a Class A Gaming Event Licence;
- All required documentation as required on the application; and
- A non-refundable \$50 processing fee.

Complete applications for a Class A gaming event licence require up to **10 weeks to process** once received by the GPEB Victoria office.

Registered Raffles are considered to be a Class A licence with a projected **gross revenue** of \$250,000 or more.

All licensees of registered ticket raffles must satisfy GPEB's registration requirements. The minimum requirement is registration of the person in charge of the event and of the person in charge of financial accountability for the event. Refer to [Registration Requirements](#).

GPEB may also determine, upon review of an application, that other key individuals involved in the conduct and management of the gaming event need to be registered.

If a licensee operates two successive registered ticket raffles that lose money, GPEB will not issue a registered raffle licence to that licensee for a period of at least one year from the licence date of the second failed raffle. The ban will apply whether a licensee operates independently or with a partner(s).

4.2. Class B Licenses

For a gaming event or series of gaming events will likely generate \$20,000 or less in gross revenue.

Under a Class B gaming event licence, eligible groups and organizations have:

- No limit in gross revenue in a calendar year;
- An allowed maximum of up to \$20,000 in gross revenue per licence;
- No limit on individual prize values; and
- No limit on price per ticket.

Applicants must submit:

- A completed application for a Class B Gaming Event Licence;
- All required documentation; and
- A non-refundable \$25 processing fee.

Complete applications for a Class B licence require up to **10 business days to process** once received by the GPEB Victoria office.

4.3. Eligible Events Under a Class A or B Licence

Class A and B gaming event licenses permit a licensee to conduct one of five types of gaming events:

- [Ticket Raffles](#)
- [Independent Bingos](#)
- [Wheels of Fortune](#)
- [Social Occasion Casinos](#)
- [Pokers \(Class B Only\)](#)

4.4. Class C Licenses

For a gaming event or series of gaming events for Provincial Registered Fairs and Exhibitions only with no maximum. Refer to [Fairs and Exhibitions](#).

Applicants must submit:

- A completed application for a Class C Gaming Event Licence;
- All required documentation; and
- A non-refundable \$150 processing fee. Additional fees may apply for some licenses such as a Wheel of Fortune.

Complete applications for a Class C gaming event licence require up to **10 weeks to process** once received by the GPEB Victoria office.

4.5. Eligible Events Under a Class C Licence

Class C gaming event licenses permit a licensee to conduct one of four types of gaming events in conjunction with an approved fair or exhibition only. These gaming event types are:

- [Ticket Raffles](#)
- [Independent Bingos](#)
- [Wheels of Fortune](#)
- [Limited Casinos](#)

For Independent Bingos, Wheels of Fortune and Limited Casinos, the gaming event must be held within an appropriate area or facility on the grounds of the fair or exhibition, separate from, and not adjacent to, any commercial gaming facility (i.e. a casino, bingo hall).

Raffle tickets may be sold before or after the fair or exhibition is open but must be sold on at least one of the days the fair or exhibition is open to the public.

4.6. Class D Licenses

For a gaming event or series of gaming events to generate \$5,000 or less in gross revenue.

Class D's are intended to operate small-scale ticket raffle and bingo gaming events. These events must raise funds to benefit a community and/or third party within British Columbia, or an eligible general purpose of your group or organization that provides direct benefit to a third party or the broader community.

Your group or organization must have at least three members who will take responsibility for your licensed gaming event. One member must be the contact person for GPEB.

Your group or organization is not required to have a formal structure, provide support documents unless requested or undergo an eligibility review for a Class D licence. However, you will need to ensure that you meet all requirements set out in these Rules regarding the use of funds and the management and conduct of the gaming event.

Under a Class D gaming event licence, eligible groups and organizations are limited to:

- A maximum gross revenue of **up to \$20,000** in a calendar year;
- A maximum gross revenue of up to \$5,000 per licence;
- Individual prize values must not exceed \$500 (at fair market value);
- Purchased raffle prizes cannot exceed 50% of the projected gross revenue; and
- A maximum \$2 charge per individual ticket.

Once an organization has reached the annual limit, they will not receive further Class D licenses until the following calendar year. If eligible, an organization may apply for a Class A or Class B licence to hold additional gaming events.

Applicants must submit:

- A completed application for a Class D Gaming Event Licence;
- A non-refundable \$10 processing fee.

Complete applications for a Class D licence require up to **10 business days to process** once received by the GPEB Victoria office.

4.7. Eligible Events Under a Class D Licence

Class D gaming event licenses permit a licensee to conduct one of two types of gaming events:

- [Ticket Raffles](#)
- [Independent Bingos](#)

4.8. Implementing Gaming Events Not Listed

As stated in section 31 (a) of the [Gaming Control Act](#), *“the general manager must not implement, or permit a gaming event licensee to implement, a new type of lottery scheme that was not in operation on the date this section comes into force, without first receiving the written approval of the minister”*.

4.9. Events at Liquor Establishments

Gaming events may be conducted in an establishment licensed by the Liquor and Cannabis Regulation Branch. In such instances, there are obligations that must be met by the liquor Licensee such as ensuring purchasers of alcohol are 19 years of age or older.

5. ORGANIZATION ELIGIBILITY

An organization applying for a **Class A or B license** and intending to use the net gaming proceeds for their own purposes must meet eligibility criteria outlined below.

An organization *may* be eligible if it:

- Is operated on a not-for-profit basis and primarily for charitable or religious purposes;
- Directly delivers programs or services providing community benefit and not solely its members’ interests;
- Has a voluntary and broadly-based membership involved in the management and control of the organization and their programs;
- Generally, the voting membership of the organization must be more than double the number of board members;
- Delivers programs or services established and maintained by the volunteers;
- Can demonstrate that it has provided programs or services for a minimum of 12 months prior to application;

- Has board members that are democratically chosen by, and from within, the volunteer base;
- Has board members that do not receive remuneration or other financial benefit for their services as an executive member; and
- Has a board with at least two-thirds of its members residing in B.C. (with exceptions described in under specific organization types).

Not-for-profit organizations are not required to be provincially or federally incorporated.

An organization applying for a **Class C license** and intending to use the net gaming proceeds for their own purposes must meet eligibility criteria outlined below.

An organization *may* be eligible if it:

- Be operated as a non-profit organization for the benefit of the community;
- Have a record of successfully operating an approved fair or exhibition in its community;
- Own or control the grounds where the fair or exhibition takes place; and
- Have board members that do not receive remuneration or other financial benefit for their services as an executive member.

If an organization is unsure about whether it meets these requirements, please contact us at gaming.licensing@gov.bc.ca

An organization is ineligible if it is for-profit.

Organizations applying for a **Class D license** please refer to [Section 4.6](#)

5.1. Restricted Memberships and Appointed Boards

Generally, an organization must not have a restricted membership or appointed board.

Organizations not meeting either or both requirements but can adequately demonstrate that a restricted membership and/or an appointed board is essential for effectively delivering their programs or provide their services, *may* be issued gaming event licenses at the discretion of the General Manager.

5.2. Arts and Culture

Organizations that deliver programs that provide public access to and/or preservation of the arts, heritage or culture.

Examples of eligible Arts and Culture uses *may* include:

- Performing arts (i.e. theatre, music, dance);
- Visual and media arts (i.e. film, video, sound, painting, drawing, community radio, art councils);
- Literature;
- Children and youth art programming;
- Reoccurring community and agricultural fairs and festivals;
- Heritage preservation (i.e. community museums, archives, historical displays); or

- Indigenous and other cultural activities/events (i.e. sharing culture with the broader community).

5.3. Sports

Organizations that deliver adult, youth and/or amateur sports programs that provide opportunities for all people to participate in organized, competitive physical activities.

Examples of eligible Sport uses *may* include:

- Youth and adult sports (i.e. soccer, swimming, hockey, skating, basketball, baseball, biking, rowing/paddling, sailing, martial arts, skiing, etc.).
- Special Olympics.
- Seniors Games.

Upon review, Sports Associations and Clubs may be eligible to apply for Class A, B or D licenses if required eligibility criteria is met to align with each class. These groups may disburse gaming funds to sports teams that are part of their programming.

Sports teams are eligible to apply for their own purposes on Class D licenses only.

If a sports association is applying on behalf of a sports team, the responsibility to educate teams, disburse gaming funds and submit required reports remains with the association.

5.4. Environment

Organizations that deliver programs that revitalize, protect or provide education about British Columbia's ecosystems and environment or that address animal welfare. Programs that primarily support research, lobbying or political action are not eligible.

Examples of eligible Environment uses *may* include:

- Ecosystem conservation (i.e. land stewardship, invasive species removal, greenbelt and watershed protection/maintenance, garbage clean-up, etc.);
- Public education;
- Climate action (i.e. awareness, emissions reduction, alternative energy, etc.);
- Promotion of agriculture, food production and local food systems; or
- Wildlife rescue and rehabilitation.

5.5. Human and Social Services

Organizations that deliver programs that improve the quality of life in a community by supporting the wellbeing of children, youth, families and/or seniors; by addressing equality issues (i.e. gender, LGBTQ2S+, race, etc.); by addressing the unmet needs of under-served groups; or, by providing public outreach and education regarding important social issues.

Examples of eligible Human and Social Services uses *may* include:

- Child and youth care and support (i.e. child care, kids' camps, after school programming, Scouts, Cadets, 4-H, etc.);

- Services for people living with a disability or health condition;
- Poverty reduction, food security and short-term housing (i.e. food banks, emergency shelters, transition housing, life skills, etc.);
- Mental health and counselling services (i.e. public education, outreach, substance use treatment, crisis services, etc.);
- Community building (i.e. neighborhood houses, seniors' centres, services for newcomers, etc.); or
- Indigenous wellness and community services (i.e. youth-elder programs, Friendship Centre programming, etc.).

5.6. Public Safety

Organizations that deliver programs that enhance and support the safety of the community.

Examples of eligible Public Safety uses may include:

- Volunteer firefighting;
- Land or marine search and rescue;
- Amateur emergency radio;
- Trail and outdoor recreation safety (i.e. hiking, biking or snow trail education and maintenance);
- Disaster relief and emergency preparedness;
- Anti-racism programs (i.e. community-based Resilience BC Anti-Racism Network programs);
- Community crime prevention; or
- Restorative justice initiatives.

5.7. Community Service Organizations (CSO)

Community Service Organizations (CSO) are defined as groups whose main purpose is to raise funds on behalf of other eligible community organizations. Examples of Community Service Organizations include, but are not limited to Legions, Rotaries, Elks, Shriners, etc.

CSO may apply for a gaming event licence to generate funds for donation to organizations that have been deemed eligible by GPEB before disbursement. CSO's may also generate funds for donation to eligible scholarships and bursaries if disbursed as stated under [Eligible Disbursements](#).

One-time donations are permitted to an individual or family within the service organization's community, only when the donation will provide emergency assistance or relieve an exceptional condition or circumstance, such as the recent loss of their home and/or belongings. **The criteria for such disbursements are to be made at the discretion of the CSO board.**

CSO Responsibilities:

- Confirming a recipient organizations eligibility with GPEB and disbursing gaming proceeds. Requests to confirm eligibility should be submitted to gaming.licensing@gov.bc.ca including the organizations legal name and L&G file number, if available. Recipient organizations not previously reviewed will be required to undergo an [Eligibility Review](#);

- [Major Capital Projects](#) must be submitted by the eligible organization responsible for the overall project and pre-approved by GPEB before gaming proceeds are disbursed;
- May use gaming proceeds for their own programs only where GPEB has provided written approval;
- Cannot receive gaming donations from, or donate gaming proceeds to, another Community Service Organization or [Community Fundraising Group](#).

Administration Fees

Administration fees are defined as operational and maintenance costs for CSO groups which are typically not covered by the use of proceeds listed on an application.

CSO may retain up to 15% of the net proceeds from each licence to be used towards administration fees.

Examples of eligible uses for administration fees include, but not are limited to:

- general maintenance and upkeep of the building used to run the organization;
- utilities;
- first aid kits;
- point of sale machine; and
- administrative supplies.

5.8. Community Fundraising Groups (CFG)

Community Fundraising Groups (CFG) may only apply for Class B Ticket Raffles and Class D Ticket Raffles and Bingos.

A CFG is a group that may not be eligible itself but fundraises to assist an organization that is eligible. All funds raised by a community fundraising group must be donated to the eligible organization.

Each Class B application from a CFG must have an accompanying a letter from the eligible recipient organization that acknowledges the event, agrees to accept the proceeds and use them for eligible purposes. This letter must be submitted to gaming.licensing@gov.bc.ca.

5.9. Foundations

An organization such as a hospital or healthcare foundation or auxiliary, university or college foundation, or “Friends of” group may be eligible for a gaming event licence if:

- Fundraising for the institutions(s) as one of its primary purposes;
- Operated on a not-for-profit basis; and
- Governed by a Board of Directors whose members do not receive remuneration for their services on the board, and the majority of the board’s members are not appointed by any other organization or level of government.

All gaming proceeds must remain under the control and management of the foundation. Gaming proceeds may not be used by, or transferred to, a publicly funded institution.

Net gaming proceeds may be used only to directly benefit the client group of the institution supported by the foundation. Example of disbursements that *may* be eligible include:

- Equipment and patient comforts for a hospital;
- Bursaries or scholarships for students at a post-secondary institution; and
- Specialty items for patrons of a library or museum such as tables, chairs or decor.

Gaming funds may not be used to acquire items that a publicly funded institution is required to provide under statute.

5.10. Fairs and Exhibitions (Class C Only)

Before applying for a Class C gaming event licence, the Board of the fair or exhibition must submit a Fair or Exhibition Approval Request Form to the General Manager. The General Manager may approve, approve with conditions, or reject a fair or exhibition.

Upon receipt of the General Manager's written approval, the Board may apply for a Class C Gaming Event Licence for the types of gaming events permitted for that fair or exhibition.

To be considered for approval, a fair or exhibition must:

- Be open to the public;
- Be presented annually;
- Be of at least three days duration; and
- Include numerous competitions or displays of public interest, such as those related to agricultural, livestock, and horticultural events, or creative living contests.

5.11. Extraprovincial Non-Share Corporations

Extra-provincial non-share corporations may be eligible for licensing to support the delivery of their programs and services in British Columbia, for the benefit of British Columbians.

All extraprovincial non-share corporations must meet the organization eligibility requirements set under [Organization Eligibility](#) and [Eligibility Reviews](#), with the following exceptions:

- All extraprovincial non-share corporations must have a governing body specific to B.C. or the local community, which has members who reside in B.C. and who do not receive remuneration or other financial benefit for their services as executive members.
- If the governing body specific to B.C. or the local community is appointed, an extraprovincial non-share corporation may be considered to meet the requirement of having a democratically chosen board if it has a single, authoritative Board of Directors at the highest level of organization governance, which is democratically chosen by its voting membership.

A local/provincial chapter of an extraprovincial non-share corporation, that has autonomous governance and meets the general eligibility requirements must only meet the general criteria under [Organization Eligibility](#).

Gaming funds must remain under the management and control of the governing body specific to British Columbia.

5.12. Member-Funded Societies

Member-funded societies may be eligible; however, eligibility is determined on a case-by-case basis. Eligible member-funded societies must meet all [criteria](#) outlined.

In the event of dissolution, assets derived from gaming activities may not be distributed to members and must be distributed to an eligible charity in British Columbia. Requests to confirm recipient organization eligibility and advise of dissolution should be submitted to gaming.licensing@gov.bc.ca

5.13. Ineligible Groups and Organizations

An organization is **ineligible** if it:

- Is for-profit;
- Is a not-for-profit business or an ancillary group sustaining a for-profit business;
- Is a political party, political action group or lobby group;
- Is an agency of federal, provincial, regional, municipal, or other local government;
- Is a hospital, medical or health care facility;
- Is an educational institution, school or school authority;
- Is a penal institution or correction centre;
- Is a government operated library, museum, gallery, recreation centre or other facility;
- Has objectives, programs, or expenditures that do not conform with all laws, regulations and the public policies of the Province of British Columbia;
- Has programs that promote racial or ethnic superiority, religious intolerance, persecution or social change through unlawful action; or
- Has political, partisan or commercial activities as one of their purposes.

Organizations that provide services exclusively to their own membership may also be ineligible.

6. ELIGIBILITY REVIEWS

An eligibility review is required for all first-time applicants on Class A and B applications who wish to raise funds for their own purposes. Organizations may be required to be reassessed every five years or sooner at the discretion of GPEB.

An eligibility review is not required for a Class D licence.

Licensees are required to notify GPEB of any changes or updates that have since taken effect in their organization. These documents should be attached or emailed as support to an application review.

Required Eligibility Documents:

1. **Constitution and Bylaws**, outlining the organization purpose and including any special resolutions;
2. **Financial statements**, reflecting all sources of funding and clearly demonstrating the costs of running programs and/or services for the most recent fiscal year end;
3. **AGM minutes**, recording the most recent democratic election;
4. **Board of Directors list**, for the current board including; the name, and position each member holds on the board; and
5. **A description of the organization's programs and services.**

Class A applicants must: provide a void cheque for the gaming account with the organization's legal name and the words "Gaming Account" imprinted.

Eligibility is determined by GPEB upon review of the eligibility documents provided.

Organizations that are incorporated or federally registered are not exempt from submitting the eligibility documents.

7. USE OF PROCEEDS (UOP)

7.1. Eligible Disbursements

Net gaming proceeds must be used for eligible disbursements related to the direct delivery of programs and services within British Columbia.

Organizations must spend the net proceeds of your gaming event within 12 months of the end of licence period.

Eligible disbursements include, but are not limited to:

- Operational costs and items such as:
 - Wages (excluding Board Members);
 - Utilities;
 - Facility rental;
 - Supplies, etc.
- Rental or purchase of equipment essential for the delivery of programs and services;
- Travel essential to the **direct delivery** of an eligible organization's programs. Refer to [Special Approval: Out-of-Province Travel](#);
- Membership fees in any BC organization that represents the licensee's interests;
- Capital acquisitions required for the delivery of an eligible organization's program and services, such as:
 - Computers;
 - Playground equipment;
 - Furniture; or
 - Vehicles.

- Housing projects that benefit specific groups, including community housing for seniors, supportive housing for people with a disability, various stages of transition housing for both women and men, and emergency housing for crisis situations. Some conditions include:
 - The housing complex must be operated by the non-profit society that is fundraising through licensed gaming events;
 - The housing complex must not be turned over to the local health authority, Canadian Mental Health Association or local government after it is built;
 - There must be a written plan to deliver programming suitable to the residents in the complex;
 - The organization must either own the land for the project or have property on a long-term lease from an eligible organization, local government or public land (as is required for major capital project grants);
 - In the case of a new housing complex, there must be a design or plan in place to determine the gross costs, prior to a license being issued;
 - Any funds raised through licensed gaming events must be spent on the project within three years;
 - Net proceeds from a gaming event may not be used to support housing that benefits individuals or members, such as a co-op housing unit.
- Capital projects include construction of new facilities, renovation or maintenance of existing facilities, and property development. For projects with an overall cost exceeding \$20,000. Refer to [Special Approval: Major Capital Projects](#);
- Scholarships and bursaries are eligible where a scholarship/bursary program is offered by an eligible organization whose Board determines the selection criteria and award procedure.
 - The organization must pay the scholarship/bursary directly to the award recipient, transfer through an eligible conduit organization that acts according to the donor's criteria or directly in to the student account at the educational institution.
 - If a conduit organization administers the scholarship/bursary program, the program must be open to post-secondary school applicants in the broader community, not just to members of the conduit organization).
 - Scholarships must not be created with the intent of donating funds to a specific person or with one person in mind.
- Medical research grants where a grant agreement is in place and as part of the gaming records and can be demonstrated that the gaming proceeds will be used only for medical research conducted within BC.

7.2. Class D Disbursements

A Class D licence allows a group or organization to spend net gaming proceeds for community or third-party benefit, or to assist the general purpose of your group or organization, for purposes specified and approved by GPEB at the time of licensing.

As examples, you may hold a Class D licensed gaming event to raise funds:

- For community purposes, such as events open to the public;

- To help an individual or family facing an exceptionally unfortunate circumstance, such as the recent loss of their home and/or belongings;
- To support the general functioning of your group or organization, such as the purchase or repair of furniture or equipment needed to run your programs; or
- Travel essential to the direct delivery of an eligible organization's programs may be eligible.

Ineligible uses of proceeds as listed in [Ineligible Uses of Proceeds](#) also applies to Class D licenses.

7.3. Parent Advisory Council (PAC) Disbursements

For PACs, gaming proceeds must be used for disbursements within BC and must have a direct benefit to BC students by enhancing their extracurricular opportunities.

For PACs, eligible disbursements include, but are not limited to:

- Student publications: newsletters, yearbooks;
- Student competitions: writing, debating, chess, music;
- Student societies: drama club, student society;
- Student ceremonies: graduation, dry grad;
- Student conferences or educational field trips within BC;
- Uniforms and equipment for extracurricular activities;
- Sports equipment;
- Capital acquisitions directly benefiting students, such as playground equipment or student computers used for extra-curricular groups or activities; and
- Capital projects directly benefiting students (excluding school maintenance or construction);
- Awards and trophies;
- Scholarships and bursaries;
- Student transportation and travel within BC;
- Student transportation and travel outside of BC, as listed in [Special Approval: Out-of-Province Travel](#).

All gaming proceeds must remain under the control and management of the PAC, whose membership is comprised of parents or guardians of students attending the school. Gaming proceeds cannot be used for, or transferred to, curricular purposes, directly to the school or school districts or any of their activities or programs.

7.4. Disaster or Emergency Relief Outside of British Columbia

In some instances, the General Manager may approve an organization's use of net gaming proceeds to assist with relief efforts for victims of disasters and emergencies that have occurred outside of British Columbia.

To be eligible to use net gaming proceeds for this purpose, an organization must:

- Meet eligibility requirements and be deemed eligible by GPEB;
- Have the provision of international disaster or emergency relief as one of the purposes;
- Be actively engaged in international relief efforts; and

- Maintain a clearly identifiable fund to which monies are contributed to assist with a specific disaster or emergency.

For each disaster or emergency that the eligible organization wishes to use net proceeds, the organization must:

- Ensure the disaster or emergency has been authorized by the General Manager to receive proceeds from licensed gaming, and;
- Maintain a gaming account into which net gaming proceeds or donations of net gaming proceeds are deposited. A gaming account cheque may then be written to the organization's fund for eventual disbursement towards the disaster or emergency relief effort.

7.5. Special Approval: Out-of-Province Travel

Where travel will be out-of-province, a special approval for out-of-province travel must be applied for using the [Gaming Online Service](#). This will be approved only in exceptional circumstances, such as:

- Representing the province as a result of merit achieved through organized competition;
- Regional amateur competition in a recognized league that involves cross border travel;
- Medical treatment that is unavailable in the province; or
- Student transportation and travel outside of BC, where the student group:
 - Is representing the school as a result of merit;
 - Is participating in an extra-curricular sport or activity that involves cross border travel;
 - Has been selected because of a level of creative achievement or success; or
 - Is entered in a recognized competition in which there is a formal evaluation or adjudication process.

7.6. Special Approval: Major Capital Projects

Capital projects include construction of new facilities, renovation or maintenance of existing facilities, and property development.

If an organization wishes to use gaming proceeds towards a Major Capital Project valued at \$20,000 or more, a Request for Capital Project Approval form must also be submitted using the [Gaming Online Service](#). The organization submitting the special request form must be the entity responsible for the overall project/build and meet the eligibility criteria as listed in [Organization Eligibility](#).

Applicants must provide the following information and documentation within the relevant sections of the special approval application:

- The organization must either own the land for the project or have property on a long-term lease from an eligible organization, local government or public land;
- The property must not be turned over to a level of government after it is built;
- Why the Major Capital Project is required;

- How the project is essential to the delivery of the organization's eligible program(s); and
- Quotes or estimates for all project costs.

Any funds raised through licensed gaming events must be spent on the project within three years. Approval to retain funds beyond three years must be provided in writing by GPEB.

7.7. Ineligible Uses of Proceeds

Net gaming proceeds cannot be disbursed outside of the province without prior written approval from GPEB.

Gaming proceeds may not be used for:

- Personal gain;
- Costs not related to the direct delivery of an eligible organization's program and services;
- Travel that is social, recreational or invitational in nature or travel for Annual General Meetings, Board meetings, retreats, or conferences;
- Out-of-province or out-of-country aid, except as permitted in [Disaster or Emergency Relief Outside of British Columbia](#);
- National or international organizations without a BC location, except as permitted in [Extraprovincial Non-Share Corporations](#);
- Past debt, loan or interest payments;
- Sustaining or endowment funds;
- Professional development of staff;
- Subsidizing of a contract or for subsidizing services for which the organization is contracted and/or funded;
- Programs or services receiving funding from a level of government; or
- Subsidized housing programs.

7.8. Disbursing Gaming Funds

Gaming proceeds must be disbursed within 12 months of the end of the licence period. If an organization cannot disburse its funds within the required timeline, a request to extend the timeline must be submitted to gaming.licensing@gov.bc.ca.

The request must be from an individual listed on the application or a board member of your organization. Requests may take up to 10 business days to process. Licensees unable to disburse their gaming proceeds within the required timelines may request to make a one-time donation to an organization deemed eligible by GPEB.

8. PRIZES

No costs, including taxes, may be charged to the winner(s) or claimed as an expense for the transfer of property or title into the winner's name. All taxes are included in the cost of prizes.

For event or class specific prize limitations, please refer to the corresponding gaming event section:

- [Class A](#)
- [Class B](#)
- [Class C](#)
- [Class D](#)
- [Poker](#)

Cash prize alternatives may be provided to a winner for an equal or higher value of the original prize. When offering a cash prize alternative, relevant information must be provided and advertised as approved on the corresponding gaming event licence.

8.1. Ineligible Prizes

The following outlines the types of prizes that are not permitted on a gaming licence.

- Liquor or alcohol of any kind (wine, beer, spirits, etc.)
- Live animals;
- Cannabis products or paraphernalia; and
- Prohibited or restricted firearms as defined in the *Firearms Act* (Canada).

Firearm, Liquor and Cannabis Exceptions

- Non-restricted firearms as prizes require a completed [Restricted Prizes Form](#) submitted to gaming.licensing@gov.bc.ca
- Gifts cards for alcohol and cannabis products from a provincially licensed establishment, may be eligible (Minors excluded).

8.2. Prize Home Requirements

Documents to support a prize home vary depending on the status of the home when the application is being processed (i.e. built vs. unbuilt).

Built Homes

An occupancy permit must be provided in support of the application. Occupancy permits may be attached to the application or submitted via email.

Unbuilt Homes

Where a prize home will not be completed before the licence is issued, a letter must be provided outlining terms between the developer and licensee which includes:

- Description of the licenced gaming event;
- Description of home including enough detail for the winner to make an informed decision;
- Completion date;
- Value of the home as agreed upon by developer and licensee; and

- Details of the home that are consistent with the advertising of the prize.

8.3. Travel Prizes

Travel prizes or vouchers may be awarded with all additional taxes and fees covered by the flight company or licensee.

This can be done by including with the voucher, a cheque from the gaming account to cover an estimated cost based on the highest potential for fees and/or taxes.

It is recommended that the winner sign a waiver provided by the Licensee acknowledging the purpose and amount of this cheque.

8.4. Vehicle Prizes

Vehicles may be awarded as prizes. It is recommended that the Organization provide or obtain a letter outlining the terms of the prize or person donating the vehicle:

- Description of the charitable event;
- Acknowledgment that the vehicle is being donated;
- Description of the vehicle which includes: year, make, model, colour, fair market value and VIN # of vehicle being donated

The Licensee must confirm that the details of the vehicle are consistent with advertising and provide a mitigation plan in the event of unforeseen circumstances (i.e. the exact vehicle is not able to be awarded). Such support documents should be submitted in support of an application to gaming.licensing@gov.bc.ca

8.5. Securing Prizes

A list of prizes and prize values for the gaming event must be provided with an application for a gaming licence. An organization may be asked to provide additional information to prove the value of a prize or that prizes are available to award.

An independent third-party appraisal may be requested for any prize that is handcrafted, a collectible or an antique prize purchased by or donated to the applicant.

For percentage-based gaming events, which includes, for example, ticket raffles and bingos, prizes are paid from the gross revenue generated at the event and do not need to be secured.

Guaranteed Investment Certificates' (GIC) and Letters of Credit (LoC) are no longer accepted or required to secure a prize.

8.6. Guaranteeing a Prize Pot

Organizations are permitted to guarantee a pot for a ticket raffle but are not permitted to “seed” it. **Gaming funds may not be used for this purpose.**

For example, an organization or sponsor(s) can guarantee a minimum prize amount of \$25,000. If ticket sales reach \$50,000 on a Percentage Raffle (50/50), the prize would be \$25,000 and the organization or sponsor(s) would not contribute any funds.

If ticket sales reach \$40,000 the prize would only be \$20,000 creating the need for the organization or sponsor(s) to contribute \$5,000 to meet the guaranteed prize pot

8.7. Disbursing Prizes

The licensee must award all prizes and pay all winnings to the players in connection with the conduct and management of licensed gaming events.

Prizes and winnings must be distributed to players as soon as possible once the event and/or game has concluded.

8.8. Unclaimed Prizes

Where sales exceed one day - a list of unclaimed prizes must be retained with the gaming records for the raffle. The list of unclaimed prizes must be submitted along with the Gaming Event Revenue Report for that licence.

Unclaimed prizes must be secured or placed in safekeeping for a period of one year from the date of the draw.

If at that time the prize has not been claimed, the prize or cash equivalent to the fair market value of the prize may be donated to an eligible organization or used towards a similar, future draw when approved by GPEB.

For single-day raffles using bearer tickets, the draw must occur when ticket buyers are likely to be present to claim the prize. If a winning ticket holder cannot be identified:

- Additional tickets must be drawn at the event until a winner is identified; or
- Unclaimed prizes must be awarded during another licensed draw on another date within a 12-month period. This could be a “bonus” draw where the unclaimed prize(s) are added to the prize of another, similar draw conducted when the same purchasers might be present.

Requests for proposed uses of unclaimed prizes may be submitted for approval via email to gaming.licensing@gov.bc.ca

8.9. Prize Costs

Prize costs are deducted from the gross revenue generated at a gaming event but are not considered an expense of that event.

Prize costs consist of:

- The fair market value of the prize, including taxes;
- Costs incurred to deliver the prize to the licensee; and
- Costs related to security of prizes and ultimate distribution to winners.

Recoveries of applicable taxes on prizes may be deducted from prize costs.

9. APPLYING FOR A GAMING EVENT LICENCE

9.1. Submitting an Application

All applications must be submitted online using the "*Online Service*" link on the GPEB website at: <https://www.gaming.gov.bc.ca/gaming/common/Welcome.do?start=true>

In some instances, additional information may be requested before a licence can be issued. If approved, the licence will be emailed to the licensee using the email provided in the "*Delivery Method*" section of the online application.

To assist, step-by-step Guides are available on the GPEB website at:

<https://www2.gov.bc.ca/gov/content/sports-culture/gambling-fundraising/gambling-licence-fundraising/documents-forms>

A Service BC office may also assist with the application process in person.

Please note, all application processing fees are non-refundable and non-transferrable. NSF cheques are subject to a \$30 handling fee.

When applying and selecting the event start date, the processing time specific to the class of licence selected should be considered.

If additional information is required to assess an application, the application is considered incomplete until such information is received; this may impact processing time.

9.2. Required Information When Applying

Information you'll be required to provide on a gaming event licence application includes:

- Any [eligibility documents](#), if applicable;
- The full name and address of your group or organization and its general purpose;
- All gaming event location(s), date(s) and time(s);
- Type of gaming event (i.e. ticket raffle, bingo) and the amount of tickets for sale, pricing and prize details;
- How the net proceeds (funds) will be used to benefit the community, a specified third party, or the group or organization;
- The name and address of the correct number of members of the organization;

- It is strongly recommended that a day-time telephone number is provided for the contact person listed on the application.

A licence cannot be processed and approved if this information has not been provided.

9.3. Application Status Report

To check the status of an application once submitted, please see the [Application Status Reports](#).

10. TICKET RAFFLES

Tickets for an individual draw must be sold and drawn within a six-month period. Multiple ticket raffles *may* be authorized under a single licence, although all ticket sales and draws for all the raffles must be completed within a 12-month period and no single raffle may exceed 6 months.

Certain duties associated with a ticket raffles cannot be delegated to other parties. At a minimum, the volunteer Board of the licensee must perform the following duties:

- Be accountable for the proper conduct and management of all draws for all prizes. The Board may provide written delegation for a volunteer from the organization to provide oversight for prize draws valued at \$1,000 or less. A Board member must oversee all draws for prizes valued at more than \$1,000; and
- **Class A, C and D Ticket Raffles:** Licensees must ensure ticket purchasers are 19 years of age or older and must take appropriate action, per the rules in this document, to inform ticket purchasers that if a winning ticket bears a minor's name, the prize will be lawfully delivered on behalf of the minor to the minor's parent, legal guardian or trustee.

A gaming event licence may be issued for the following types of ticket raffles. Other types of raffles may be licensed if GPEB is confident the gaming event complies with requirements and the integrity and accountability of the gaming event will be maintained.

10.1. Regular Ticket Raffles

The most common type of ticket raffle is a regular ticket raffle. For this type of raffle, prize winners are determined through the drawing of counterfoils/ticket stubs from a draw container.

Paper ticket stubs must be identical in size, weight and shape. Electronic ticket stubs must also meet requirements outlined under [Raffle Ticket Requirements](#).

Regular raffles include reverse or elimination draws, in which the prize winners are the last tickets to be drawn, rather than the first.

10.2. Percentage Raffles

These types of raffle are also known as 50/50s. Prize winners are determined through the drawing of counterfoils/ticket stubs from a draw container.

A number of tickets are sold, and a predetermined percentage of sales is identified as the prize(s). Paper ticket stubs must be identical in size, weight and shape. Electronic ticket stubs must also meet requirements outlined under [Raffle Ticket Requirements](#). Percentage raffles may also split in alternate ways (i.e. 60/40, 70/30, etc.).

10.3. Single Day Raffles

For these types of raffles, ticket sales and the draw take place on a single day at a single location. A series of draws may be held on each draw date.

Bearer tickets may be used for these types of raffles, see [Bearer Tickets \(Commercially Pre-Printed Ticket Rolls\)](#).

10.4. Token Raffles

Examples of token raffles often include but are not limited to rubber duck races, heads or tails, cake walks and more.

A token raffle is where the number of each sold ticket corresponds to a number on an object or token used to determine the winners. Generally, a ticket is comprised of three parts:

- The ticket retained by the participant,
- The counterfoil or ticket stub retained by the ticket seller, and
- A corresponding token used to determine the winner. Tokens must be identical in size, weight, shape and be uniquely identified by a number corresponding to the sold ticket.

Before a licence will be issued for this type of raffle, organizations must:

- Provide a detailed description of the tokens; and
- Provide detailed description of the method of determining winners and how fairness will be ensured, including the process to be used to deal with ties or other disputed results.

There may be token raffle event types that do not require a “token” to determine the outcome of the event (i.e. “Heads or Tails”). However, all tickets used must meet the [Raffle Ticket Requirements](#).

10.5. Payroll Deduction Raffles

For a payroll deduction raffle, employees consent to have an approved value of each pay cheque deducted; one participant wins a percentage of the total money deducted. For this type of raffle, accountability requirements include documentation demonstrating the employee’s consent to the wage deduction for a specified period.

Employees entered in the raffle must be advised of the raffle's licence number and of the start and end dates. Employees must have the option to withdraw or participate in the gaming event at any time during the licence period. Permission from the employer is required before such a raffle may be held.

A sample employee consent form must be submitted to gaming.licensing@gov.bc.ca at the time of application. A sample employee consent form can be found at: <https://www2.gov.bc.ca/gov/content/sports-culture/gambling-fundraising/gambling-licence-fundraising/documents-forms>

10.6. Calendar Raffles

A calendar raffle requires:

- Sequentially numbered tickets or calendars numbered as tickets.;
- Calendars are sold with various dates designated as prize days during the calendar year;
- All winning numbers are drawn on a specified date on or before the first prize day; and
- Prize winners are announced and notified on designated prize days.

A draw schedule must be attached to the application, this must also stipulate which days specific prizes will be awarded.

10.7. Event Pools, Sports Pools & Player Drafts

An event pool is where each ticket includes a pre-selected result of an upcoming event, or in the case of sports pools, a series of sporting events. The winner is determined by having the ticket with the selection closest to the actual event results.

Before a licence will be issued for this type of raffle, organizations must submit the house rules for the event. House Rules must include, at a minimum:

- The period or series of sport events covered by the pool. Sports pools cannot be based on the outcome of a single sporting event;
- The ticket sales period and deadline entries cut-off date must be clearly stated and received prior to the start of the event pool/draft.
- The source of information or judge of the official result;
- How winners will be determined and the prizes that will be awarded. For sports pools, this would include how points accumulate;
- The process to be used to deal with ties (i.e. no ticket matching the winning result or other disputed results). Tie breakers must be based on the entry and not a random event; and
- A sample entry form demonstrating the predicted result is clearly stated.

Sample forms can be found on our website at: <https://www2.gov.bc.ca/gov/content/sports-culture/gambling-fundraising/gambling-licence-fundraising/documents-forms>

10.8. Multiple Event Licenses

A single licence may be issued authorizing multiple events, or a series of events over a period not exceeding 12 months if the organization identifies the location of each event and the events are similar (i.e. all regular raffles).

For a series of ticket raffles, each of which has a selling period exceeding one day, a single licence *may* be approved when submitting an “*Annual – Regular Series*” application if:

- Each raffle is of the same type (all regular raffles) and has similar selling periods, which cannot exceed six months;
- All prizes are secured and available for awarding at time of application; and
- The time and location of all draws is indicated.

For a series of ticket raffles where all ticket sales and draws occur on the same day, a single licence *may* be approved when submitting an “*One Day – Regular Series*” application if:

- All ticket sales and draws take place on the one date listed on the licence;
- The raffles are of the same type (all regular raffles); and
- All prizes are secured and available for awarding at the time of application.

Although multiple events may be approved on one [Percentage Raffle](#) licence; if two or more draws are intended to take place in separate locations at the same time, separate licenses are required.

10.9. Partnership Raffles

Partnerships between organizations may be considered if each partner has been deemed as an eligible organization that will use their net gaming proceeds for eligible purposes. Only one of the partner organizations will be issued the gaming event licence, and that organization retains full responsibility for the conduct and management of the gaming event.

A written agreement between both organizations must be submitted with the corresponding application. This agreement should include:

- Organization names;
- Licence period;
- How the organizations plan to divide the gaming funds; and
- Signatures of agreement by both parties.

10.10. Raffle Ticket Requirements

Bearer Tickets (Commercially Pre-Printed Ticket Rolls)

Bearer tickets or commercially printed tickets are usually rolls of double-printed tickets in varying colours.

Bearer tickets are permitted under the following circumstances only:

- Tickets are sold, and the draw is conducted on the same day at a single location; and
- Ticket buyers are present to claim their prize.

If a ticket holder is not present to claim the prize during the draw, additional ticket stubs or counterfoils must be drawn until the prize can be awarded.

If a series of draws are conducted on a single day, the tickets sold for each draw must be uniquely identifiable by colour or number sequence from tickets sold for other draws conducted on the same day.

Custom Printed Tickets

Custom printed tickets are required where any ticket sales period exceeds one day.

- A sample ticket must be submitted with each application, for review, when the gross projected sales are \$100,000 or more.

Each printed ticket must have two separate parts, each detachable from the other.

Part 1 is retained by the ticket purchaser and Part 2 is retained by the ticket seller.

[Token raffles](#) typically require a third part for each ticket (or the “token”) used to determine the raffle winner.

Part 1 of the printed ticket must include:

- Name and email/ mailing address of the licensee and year-round contact phone number;
- Gaming event licence number, to be shown as “BC Gaming Event Licence # _____”;
- Location, date and time of all draws, including early bird draws;
- Sequential number of the ticket;
- Number of tickets printed in each price category;
- Price of the ticket;
- Statement of required presence at the draw as a condition of winning, if applicable;
- Statement of participants’ responsibility for the cost of prize delivery, if applicable; and
- The words “Winners consent to the release of their names by the licensee.”
- Class A and C Licenses only: The statement, “Ticket purchasers must be 19 years of age or older. If a winning ticket bears a minor’s name, the prize will be lawfully delivered on behalf of the minor to the minor’s parent, legal guardian or trustee.”

Part 2 of the printed ticket (counterfoil) must include:

- Place for the name, email/ mailing address and telephone number of the ticket purchaser;
- Gaming event licence number, to be shown as “BC Gaming Event Licence # _____”; and
- Sequential number of the ticket.

Tickets may be printed in any language, if approved by GPEB before the gaming event licence is issued. For pre-approval, an English translation by a certified member of the Society of Translators and Interpreters of British Columbia must be submitted.

A sample version of a custom printed ticket is provided on our website at <https://www2.gov.bc.ca/gov/content/sports-culture/gambling-fundraising/gambling-licence-fundraising/documents-forms>

10.11. Multi-Series Tickets

Where a series of raffles is conducted under a single licence, these tickets must be:

- A different ticket colour for each price category; or
- A separate series of sequential numbers for each price category.

10.12. Discounted Tickets

Discounted tickets are tickets that are sold in groups or price categories (i.e. 1 for \$2, 3 for \$5, 10 for \$10) within the same raffle.

To ensure financial accountability is maintained, these tickets must be:

- A different ticket colour for each price category; or
- A separate series of sequential numbers for each price category.

Registered Raffles (proposed revenue of \$250,000 or more in gross sales)

Prior to applying, the licensee may request approval to sell any ticket at either the discounted price or the single ticket price. When approved by GPEB this option must be reflected in all advertising and tickets. This may include a statement to the effect that the number of tickets in each price range may change, but the total number of tickets for sale will not change. Registered raffle licensees must state in their request the maximum potential gross revenues of the raffle. Licensees also must maintain a written reconciliation, by selling price, of tickets sold.

Non-Registered Raffles

Discounted tickets cannot be split and sold separately. Single tickets must be sold for the price indicated on the ticket and licence and cannot be sold as discounted tickets. Licensees must maintain a written reconciliation, by selling price, of tickets sold.

10.13. In-Person and Online Ticket Sales

In relation to [Electronic Raffle Systems \(ERS\)](#), in-person and online tickets are permitted to be sold simultaneously for the same raffle.

When offering in-person **and** online tickets sales, the ticket information must align with the required ticket information as listed in [Raffle Ticket Requirements](#) and appropriate purchaser information must be collected.

10.14. House Rules for Ticket Raffles

A copy of the approved licence, amendments and the house rules for the gaming event must be posted or available at all locations where entry into a gaming event may be purchased or where a gaming event takes place.

Information Required:

- The cost of tickets, where and when to present a winning ticket;
- The procedure that will be followed if there is a tie or prize split (i.e. a drawn ticket contains two numbers);
- A procedure to deal with any situation that causes a delay or prevents a draw from occurring. This procedure must indicate when the substitute draw will take place, how ticket buyers will be notified, how refunds can be obtained etc.;
- A procedure for dealing with complaints;
- An indication that ticket buyers must be 19 years or older to participate, if applicable;
- If presence at the draw is a condition of claiming a prize; and
- If it is a participants' responsibility for the cost of prize delivery.

If an organizations House Rules conflict with GPEB's Rules, it is the GPEB Rule that must be followed.

10.15. Selling Raffle Tickets

Raffle tickets may not be sold until the organization has been issued a gaming event licence for that raffle and all other requirements are met, including requirements for [Electronic Raffle Systems \(ERS\)](#).

The following requirements must be followed:

- Raffle tickets must be sold for the price indicated on the ticket and approved on the gaming event licence;
- Selling tickets by an arm's length is not permitted;
- A copy of the gaming event licence including amendments and the House Rules for the raffle must be posted or available during all ticket sales and at each selling venue;
- Tickets may be paid for using cash, eTransfer, credit card, certified cheque, Interac or money order. Ticket stubs or counterfoils cannot be included in any draw until the payment clears; and
- Each ticket purchased by a draw cut-off date must have the same chance to win in the final draw.

Tickets must not be distributed to persons who have not agreed to sell or buy them.

Members of the organization responsible for the conduct and management of the ticket raffle and employees of contracted gaming services providers are not permitted to purchase tickets for that raffle. Refer to [Licensee Responsibilities](#).

10.16. Early Bird Draws

Early bird draws, if approved on gaming event licence, may take place. Tickets drawn as part of an early bird must be placed back into the draw for an equal chance to win in future draws within the same licence.

All early bird draw dates, times and location must be included and approved on the licence.

10.17. Maintaining Ticket Inventory

Organizations must be able to account for all tickets, whether sold or unsold. As part of the gaming records, which must be retained for **five years**, organizations must retain:

- A purchase invoice for all tickets. If tickets are obtained from a printing company, the invoice must specify the first and last of the sequential numbers of the tickets for each series of tickets;
- A record by ticket number and series of all sold and unsold tickets; and
- A record of tickets distributed for sale and returned.

Tickets must be retained as follows:

- All custom printed ticket stubs or counterfoils, and unsold tickets.
- Bearer tickets and stubs need not be retained, except for winning tickets.

10.18. Drawing Winners and Awarding Prizes

Draws may only be held at the locations, and on the dates and times specified on the gaming event licence.

All prizes offered in the ticket raffle must be awarded as advertised and approved on the gaming event licence. The total number of prizes advertised and awarded must be the same as the total number of winning tickets drawn.

Before conducting the draw, the organization must:

- Ensure each sold ticket forms part of the draw;
- Reconcile the number of sold, voided and unsold tickets with the number in the draw container, to ensure that only eligible tickets form part of the draw; and
- The sequence of drawing to award prizes must be announced before the draw starts.

Where the method of selecting the winner is by drawing a counterfoil from some form of container, the following requirements must be met by the person responsible for selecting winning counterfoils:

- Must be 19 years of age or older;
- Cannot own a ticket or own a share of a ticket in the draw;
- Must not wear jewelry or clothing on the arm reaching into the container (arm must be bare from the elbow to the hand);
- Must not be able to see the printed information on counterfoils in the container; and
- Must select the counterfoils in a manner in which the witnesses are satisfied that the person is not influencing the outcome of the draw.

Immediately before the draw commences, the counterfoils must be mixed thoroughly in a random manner.

The container must meet the following requirements:

- Must be well maintained and in good working order;
- Must be of adequate size to accommodate the volume of tickets and to allow thorough mixing of the tickets; and
- **For ticket raffles where projected gross sales are \$100,000 or more**, the draw container must be transparent or so that tickets can be seen from the outside.

Counterfoils must be drawn, one at a time. If a previously drawn counterfoil is returned for a chance at other prizes, it must be replaced in the container and mixed thoroughly.

Otherwise, the counterfoils must be mixed – at a minimum – after 10 counterfoils have been drawn. **All draws must be open to all ticket holders, who wish to be present at the draw without additional charge.**

Winning counterfoils or tokens must be exhibited to the witnesses and be held open for inspection until the end of the draw or until verified and returned to the draw container to be eligible for additional prizes.

Winners cannot be determined on or through a computer or by other electronic means, such as random number generators unless the licensee has met the requirements established for [Electronic Raffle Systems \(ERS\)](#).

10.19. Recording Prize Winners

At the time of the draw(s), a list of winners must be completed, signed and witnessed by at least two volunteers; one of whom is a board member or delegate from the organization.

The list must contain the:

- Date and time of the draw;
- Record of each ticket stub or counterfoil drawn;
- Ticket serial number; and
- Name, email/ mailing address and telephone number of the prize winner.

This list must be retained as part of the organization's gaming records.

Winners must provide a signature before claiming prizes for:

- **Registered Raffles** when the fair market value is greater than \$1,000;
- **All other raffles** when the fair market value is greater than \$100.

10.20. Notifying Prize Winners

Organizations are responsible for contacting, and must make every effort to notify, prize winners.

Within 10 days of the selection of prize winners, *excluding calendar and single day raffles*, the organization must:

- Notify prize winners of the results, this notice must explain how the prize can be claimed; and
- Make public the winners' names, ticket number(s) and prizes won.

Calendar Raffles Only:

Winners are drawn on single, specified dates and prize winners are subsequently announced on prize days designated within the calendar over the course of the year.

Within 10 days of each specified prize day, the organization must:

- Notify the prize winner in person, by telephone or by email/mail. This notice must explain how the prize can be claimed; and
- Make public the winner's name, calendar number(s) and prizes won.

Single-Day Raffles using Bearer Tickets:

A draw must occur when ticket buyers are likely to be present to claim the prize. The licensee must make public the winner's name, ticket number(s) and prizes won.

If a winning ticket holder is not present or identified during the allotted time for the draw, additional tickets must be drawn in one of two ways:

- Additional tickets are drawn at the event until a winner is identified, or
- When pre-approved by GPEB, additional tickets are drawn at the original draw location during another licensed draw within a 12-month period. This could be a "bonus" draw at which the unclaimed prize(s) are added to the prize of another, similar draw.

When making winner information public, this documentation must include the specified prize day, the organization's name and the BC Gaming Event Licence number. This information must also be made available to any member of the public upon request.

When a winner is determined to be under the age of 19, the licensee must ensure the prize is lawfully delivered on behalf of the minor to the minor's parent, legal guardian or trustee.

10.21. Ticket Raffle Expenses

Expenses must not be calculated as a percentage of ticket sales revenue.

Registered raffles (anticipated gross revenue of \$250,000 or more): There is no limit on the amount paid for expenses.

However, if a licensee operates two successive registered ticket raffles that lose money, GPEB will not issue a registered raffle licence to that licensee for a period of at least one year from the licence date of the second failed raffle.

The ban will apply whether a licensee operates independently or with a partner(s).

All raffles other than registered raffles: Expenses must not exceed 25% of the actual gross revenue of the ticket raffle. Prize costs are not included in expense calculations.

10.22. Lost or Stolen Tickets

Where lost or stolen tickets occur, the ticket numbers for those lost or stolen must be voided as part of the ticket reconciliation. To allow maximum sales, the sequence of numbers may be extended by issuing new tickets to account for those lost or stolen within the approved licence limits.

If the counterfoil of a purchased ticket lost is by the organization, the organization must contact the purchaser to notify them and issue a new ticket number to be included in the draw. The lost ticket number(s) should then be voided.

GPEB must be notified if tickets are lost or stolen, further action may be required from the licensee upon review. Notifications should be emailed to gaming.licensing@gov.bc.ca

11. ELECTRONIC RAFFLE SYSTEMS (ERS)

Electronic Raffles Systems were previously known as Licensed Gaming Online or LGO. Organizations that are eligible for Class A licenses may apply to use an Electronic Raffle System (ERS) to conduct their [ticket raffles](#).

If an application to use an ERS is approved by the licensing authority, a licence may be issued that authorizes the organization to:

1. Sell and distribute tickets electronically, including printing and distributing tickets in person (for example, through handheld devices or online interfaces);
2. Determine prize winners using an electronic random number generator; and/or
3. Distribute prizes to winners online (in cases where the prizes are suitable for online distribution and each prize is worth \$2,500 or less).

Licensees may apply to use an ERS by selecting the Licensed Online Gaming (LGO) option within the online application and submitting the required documents; an addendum and the contract with their service provider via email to gaming.licensing@gov.bc.ca

The PDF addendum form can be found on our website at:

<https://www2.gov.bc.ca/gov/content/sports-culture/gambling-fundraising/gambling-licence-fundraising/documents-forms>

Licensees are permitted to use an ERS if they are appropriately licensed, and if they follow the rules outlined in this document. During the course of a raffle during which an ERS is used, the ERS service provider must remain registered under the [Gaming Control Act](#) and the ERS must remain certified by GPEB's Certification and Game Integrity Unit.

If you wish to use an online ordering/payment system only (i.e. PayPal) refer to [Sales via the Internet](#).

11.1. ERS Licensee Responsibilities

- Although registered service providers may provide access to and training on how to use an ERS, licensees remain responsible for the conduct and management of licensed events.
- A system administrator must be appointed by the licensee to have overall responsibility for the operation of the ERS. The administrator must have sufficient expertise and training to operate the ERS hardware and software (for example, event setup, routine operation, ticket reconciliation, winner selection, report generation, troubleshooting, etc.).

11.2. Operational Requirements

- Licensees must ensure that the ERS is configured in a way that meets the license conditions, including setting limits on the number of tickets that can be sold and the period of time during which tickets may be sold.
- Licensees must ensure that staff or volunteers who operate an ERS have the necessary level of training and expertise, and timely access to technical support.
- Online purchasing platforms must have a mechanism to verify that purchasers of raffle tickets are 19 years of age or older and are located in British Columbia (for example, by requiring that purchasers affirm that they meet the age and location requirements using check boxes or a similar form of user input).
- Tickets issued to purchasers must include all of the information required in the [Raffle Ticket Requirements](#) section of these Rules, according to the raffle type authorized by the licence. Tickets must also include all of the information required by [TGS6](#).
- When tickets are sold through an ERS and through other channels (such as by phone or in person), the licensee is responsible for ensuring that ticket inventory and reconciliation is managed fairly and with integrity.
- While an ERS may be used to distribute a prize via the internet, winners must be given the option of picking up their prizes in person or having them mailed as applicable and specified in the House Rules.
- For each raffle, the standard event and accounting reports required by [TGS6: Technical Gaming Standards for Electronic Raffle Systems](#) must be backed-up and stored externally from the server on durable electronic media, and be available for five years following the end of the licence period.

11.3. Technical Requirements

- All Electronic Raffle Systems must meet the requirements outlined in [TGS6: Technical Gaming Standards for Electronic Raffle Systems](#) and be certified by the Certification and Game Integrity unit at GPEB before they will be approved for use in British Columbia.
- GPEB's Certification and Game Integrity unit must approve each ERS installation and may perform on-site and/or remote testing following each new installation of an ERS to confirm that the system has been properly configured and that it can be operated effectively by the licensee.
- If an electronic raffle system relies on computer networks and/or wireless service provided by the facility at which the raffle is conducted, a designated representative of the facility who is able to address technical problems must be available before and during the draw to provide technical support for the networks. The network equipment must be housed in a secure location and the network must be stable.
- If the Licensee accepts electronic payments, the payment processing system/provider processing online ticket sales must be [Payment Card Industry \(PCI\) Security Standards Council](#) compliant.
- If an ERS malfunctions, it must be taken out of service until the malfunction has been corrected. If the electronic equipment fails to function properly for any reason during the raffle selling period, and the integrity of the ticket reconciliation cannot be verified immediately, the draw must not take place until a proper reconciliation is completed and it is verified that all tickets sold have been included in the draw.

11.4. Reporting Problems

Any technical malfunctions, service interruptions, system changes or other technological problems must be immediately reported to GPEB's Certification and Game Integrity Unit by email to GPEB75Reporting@gov.bc.ca

12. INDEPENDENT BINGOS

Independent Bingos, an organization is permitted to conduct a maximum of 104 independent bingo events in a calendar year.

Licensees are required to keep certain records for their bingo event. The forms provided are to assist in organizing this information; however, the use of the provided forms is optional.

A gaming event licence may be issued for the following three categories of bingo games which you may offer at your bingo event:

12.1. Regular Bingo Games

Each regular game will have a designated pattern that must be covered off on players' cards. The first player to finish the pattern based on the numbers called is the winner. Common patterns include postage stamps, all 4 corners, "L" shape, blackout and many others.

12.2. Combination Games

Combination games are regular bingo games where more than one game is played on the same bingo card. For example, the first game could require the 4 corners to be covered. After that prize is awarded, the next game could require the entire outside square to be covered and the last game could require the entire card to be blacked out.

12.3. Pre-Called and Odd-Even Games

Pre-called games are bingo games where many calls will be required to determine a winner, so some numbers are called at the beginning of the event to allow the game to be played more quickly. Pre-called games are usually games that will offer the largest prizes and are often referred to as “Specials”. Sealed cards must be used for pre-called games.

Another type of pre-called game is Odd-Even. In an Odd-Even game either all the odd or all the even numbers on a card are ‘wild’ and may be filled in at the beginning of the game rather than having to be called by the caller. Various methods may be used to determine if it will be the odd numbers or the even numbers that will be wild on a game but in all cases the method used must be clearly stated in the house rules. Sealed cards must be used for Odd-Even games.

12.4. Progressive Prize Games

Progressive games, often called carryover games, are where the winning combination must be achieved in a specified number of calls.

If a winner is not declared by the final call, the prize is carried over to the next bingo event, causing the prize to grow until it is finally won. If the progressive prize is not won, the caller continues to call numbers until a winner is declared, but the winner is awarded a smaller consolation prize rather than the progressive jackpot.

Progressive prizes must become easier to win over time until the prize is won. This is usually accomplished by increasing the number of calls in which the prize may be won at each successive event.

12.5. Bonus Games

Bonus games are not bingo games. Rather they are an add-on game attached to regular or combination games. Players who are playing a bingo game on which the bonus is offered have the option to pay an extra fee to be eligible for the bonus prize. Choosing not to play the bonus game does not affect the player’s chance of winning the regular bingo prize nor the amount the player may win.

The bonus prize is won when a bingo game is won in a very specific manner by a player who has paid the extra money to play the bonus game. Since the bonus prize is designed to be rarely won, the bonus prize pot can grow quite large before being won.

There is no limit to the size to which a bonus prize may grow. However, when the prize reaches \$30,000, the game must be modified to allow the prize to be won more easily.

12.6. Hybrid Games

Hybrid games, often called “G” balls are where the winning combination must be achieved in a specific number of calls determined by a specific “ball” being called. This specified ball is often the first “G” ball of the night drawn. (i.e. G 56). The specified ball is usually different each event. If a winner is not declared by the “specified ball” called (i.e. G 56), the prize is carried over to the next bingo event. If the hybrid prize is not won, the caller continues to call numbers until a winner is declared but the winner is awarded a smaller consolation prize rather than the hybrid prize jackpot.

There is no limit to the size to which a hybrid game may grow. However, when the prize reaches \$30,000 the game must be modified to allow the prize to be won more easily.

12.7. TV and Social Media Bingo

Bingo events may be streamed online using a social media platform such as Facebook. However, when doing so, regardless of the class of licence, [BCLC Bingo Paper](#) must be purchased and used. When using television or a social media platform, all bingo events must be live streamed and not prerecorded.

Radio Bingo is not permitted.

If an organization plans to utilize television or social media in conjunction with a licensed bingo event, they must specify this as part of their bingo application via email to gaming.licensing@gov.bc.ca

12.8. House Rules for Bingos

A copy of the approved licence, amendments and the house rules for the gaming event must be posted or available at all locations where entry into a gaming event may be purchased or where a gaming event takes place.

House rules, a bingo program and a price list must be posted in clear view at the bingo event.

Before the bingo event commences, your group or organization must post a set of house rules that describe:

- That players’ odds of winning are affected by factors such as the number of bingo paper faces sold, the number of calls a game must be won in, and the type of pattern that must be achieved in a limited number of calls;
- How prizes will be split in the case of multiple winners (rounded up or rounded down);
- How complaints will be handled;
- Whether favourite tables can be reserved or ‘saved’ by players; and
- How your organization will deal with issues not covered in these Rules.

Any progressive, hybrid or bonus games that are offered, including detailed rules regarding:

- The price of each game;
- How each game is played and how players win the game;
- How the prize pots are seeded;

- The rate at which the game becomes easier to win (i.e. how often the number of calls increases);
- The rate at which progressive prizes grow if not won and/or the portion of bonus game sales added to bonus prizes;
- The consolation prize for progressive games and hybrid games; and
- The current prize amount of each game and number of calls to win the prize in the case of progressive games (odds of winning).

If an organizations House Rules conflict with GPEB's Rules, it is the GPEB Rule that must be followed.

12.9. Seeding of Start Up Funds

For all progressive, bonus and hybrid games, seeding is allowed. The seeding amount must not exceed twice the amount of each individual game's start up prize amount. Seeding amounts must be included on both the prize schedule and clearly identified in the house rules. Seeding funds must be deposited into the gaming prize trust account.

12.10. The Bingo Facility

Before applying for a gaming licence, organizations must locate a facility appropriate for the conduct and management of independent bingo events. This facility may be owned by the organization or leased from a landlord.

Bingo facilities require several secure areas with limited access, bingo equipment, and enough tables and chairs for the players.

Secure Areas with Limited Access

Areas that must be secure are:

- Cashier and Bingo Paper Control Area. The sales area must be restricted to essential staff during bingo events;
- Bingo Paper Storage. All bingo paper products not in use must be kept in a locked room with access limited to key staff, usually the manager and cashiers; and
- Cash storage. A secure place for the safekeeping of monies. A locking safe is recommended, with access limited to as few people as possible.

It is also recommended that organizations have a secure area in which its bingo equipment can be stored when not in use.

12.11. Presence of Minors at a Bingo Facility

Minors are not permitted to play bingo at any bingo event.

The presence of a minor at the bingo facility is permitted only if the minor:

- Is under the supervision of his or her parent or guardian; or

- Is an employee carrying out the duties of his or her employment at the bingo facility, other than as a gaming worker, and is under the supervision of his or her employer.

12.12. Equipment Required for all Bingo Licensees

Some bingo equipment is necessary for all bingo licensees while other equipment is only mandatory for registered bingo licensees. Bingo equipment must be purchased from a registered gaming service provider. Additionally, there are types of bingo equipment that are recommended but not required.

You must ensure that all players are able to see the number on each of the balls as they are chosen during the bingo game and verify that a full set of 75 bingo balls is used to conduct the event.

Bingo Ball Blower or Ball Selection Device

A bingo ball blower unit (blower) helps ensure all bingo games are played fairly and consistently. A second blower may be used for progressive and pre-called games.

Blowers must have:

- Air current sufficient to blow the balls through an exit chute;
- Chute to transport balls from blower chamber to the caller; and
- Rack to display drawn balls to account for all 75 balls.

While an electric ball blower is recommended, Class B and D licensees may use a manual ball selection device instead. Manual ball selection devices must have:

- Hand crank or other method to mix the balls before each call; or
- Chute to transport balls from the ball chamber to the caller.

Cash Register or Adding Machine

A cash register helps ensure cash security, records sales and controls inventory.

Class A licensees must use a cash register.

The cash register must have the following features:

- Customer receipts indicating the name of licensee, time and date, product purchased, price, quantity, total sales and receipt number;
- Sufficient keys and capability to record each sales category and product and the number of transactions in each category;
- An internal tape (audit/journal tape) that records all transactions;
- A minimum four-digit receipt numbering system that cannot be reset;
- A minimum four-digit journal numbering system that sequentially numbers final readings ("Z" tapes); and
- Power interruption capability to safeguard the integrity of the calendar, clock and numbering system for both receipts and journals.

While a cash register is recommended, **Class B licensees** may use an adding machine instead. Adding machines must have a printed tape that records all transactions during the event.

- For Class B licensees that use an adding machine, a receipt must be provided (and duplicate kept by the organization) that indicates the type and number of bingo papers purchased and the total sale value.

The use of an adding machine or cash register is optional on a Class D Licence.

Flashboard

Flashboards are used to display the bingo numbers called in a game and must be placed so all players can verify called bingo numbers. Flashboards may be electronic or slider boards (where numbers are covered and uncovered manually) or other manual systems that fulfill this function. Electronic flashboards are strongly recommended for all bingo licensees.

Bingo balls and Callers (Ball) Rack

This is best accomplished through a ball rack, to display the bingo ball set before the games are conducted, and upon which to individually place the balls as they are announced by the bingo caller.

Before the start of a bingo event, all bingo balls must be placed in the caller's rack and verified by a player. All 75 balls must be present, and the balls must be of equal weight and size, and in good condition.

12.13. Equipment Required for Registered Bingos

Television monitors and electronic bingo paper verifiers are required for registered bingo licensees (gross projected revenue of \$250,000 or more).

Television Monitor

A video camera hooked up to a television monitor must be used to ensure all players can identify the ball coming from the blower chute.

Electronic Bingo Paper Verification Equipment

Electronic bingo paper verifiers (electronic verifiers) are systems in which all the bingo paper patterns are programmed, and bingo paper numbers are referenced. Winning papers are quickly verified by entering the paper number and the results are displayed on the television monitors, if monitors are used.

12.14. Recording Sales

Licensees are responsible to ensure that they have duly accounted for and recorded all sales of paper bingo during the event. If you are using reusable (hard) cards, you must note the number sold for each event. This will assist the preparation of your required financial reconciliation of bingo paper or cards sold.

12.15. Equipment Maintenance

When preparing for your bingo event, you are required to ensure that all bingo equipment is operating properly, that you have a full set of bingo balls (numbered 1 through 75), that no duplicate numbered balls exist, and all balls will be used in play. This is an important step in guaranteeing that your bingo event is conducted properly, and with integrity.

If a piece of equipment has not been repaired or replaced by the start of the bingo event, the caller must announce any defects to the players, and must be repaired or replaced as soon as possible.

12.16. Selling and Pricing Bingo Paper and Cards

Your group or organization can only sell bingo paper or cards for cash. Extending credit to participants is not permitted. Only bingo paper or hard cards purchased at an event may be played at that event. Bingo paper or cards may not be refunded or exchanged after the game has started.

Bingo paper must be sold and played as supplied by BCLC. Bingo paper may not be cut, and booklets may not be separated.

12.17. Discounted Pricing for Bingo Products

Discounted prices may be offered at bingo events, but no single bingo paper or card can exceed the \$2 limit on a Class D licence.

Discounting, which is selling multiple bingo papers or cards at discounted rates, is permitted. For example, a bingo paper or card may be offered for \$2 and discounted prices such as three bingo papers or cards for \$5.

12.18. Bingo Paper

BCLC bingo paper is required for all Class A, B and C Bingo licenses. Bingo paper must be purchased from the BC Lottery Corporation's Bingo Paper Distribution Centre:

- Toll free telephone: [1-800-663-1195](tel:1-800-663-1195); or
- Fax: [604-270-9427](tel:604-270-9427)

Bingo paper may be purchased for a Class D Bingo but is not required. Class D Bingo licensees may issue bingo "hard cards" to event players.

Licensees must retain a sales receipt as part of their gaming event records.

Please note that your group or organization is required to have an approved gaming event licence before purchasing bingo paper.

A running inventory of all bingo paper purchased, and all bingo paper sold or voided must be maintained by your group or organization.

12.19. Bingo Paper for the Visually Impaired

Bingo paper for the visually impaired that have Braille or large type may be used.

The cost to the player for these papers must be equivalent to other papers being sold. For each sale, a receipt shall be given to the player. Only papers for which a receipt has been obtained can be permitted in the playing area.

12.20. Bingo Staff

The following positions are required for the operation of a bingo event. Ideally, these positions will be staffed by separate members of your group or organization:

- One cashier to sell bingo paper and operate the adding machine/cash register;
- One bingo caller; and
- Enough people to assist players and assist with cash payouts.

All workers, which may all be volunteers or a mixture of volunteers and paid staff, must sign a sign-in sheet for each event specifying position and time in and time out.

No worker, whether volunteer or paid, engaged in the operation of a bingo event shall participate as a player at that event.

12.21. Required Duties at a Bingo Event

In addition to the duties listed under [Licensee Responsibilities](#), an organization must also carry out the following duties at each bingo event:

- Verify bingo sales through a record of the amount/number of bingo paper or cards sold for the event;
- The cashier and one other person pay out prizes; and
- Verify the closing reconciliation of bingo paper/cards and cash.

Volunteers of an organization are responsible for conducting and managing the bingo event, including performing all of the duties. Bingo events cannot begin or continue unless the required volunteers are present and at least one volunteer worker must be present for the entire bingo event.

12.22. Conducting the Bingo Event

Although there are several types of bingo games and different criteria for winning games, the method of playing bingo games is the same. Except as noted, the following rules apply to all bingo games:

Calling the Game

Before the event starts all bingo balls must be:

- Present (there are 75 bingo balls in a set);
- Placed in the caller's rack and verified by a player; and
- Equal in weight and size, and in good condition.

Before the game starts the bingo caller must announce the:

- Type of game to be played (regular, combination, or pre-called) and the winning pattern (e.g., four corners, outside square, etc.); and
- Value of the prize as soon as it is known, and before the game is completed.

To begin each game the bingo caller must:

- Draw the first ball from the chute;
- Display and announce the letter/number combination to the bingo players, without obstructing the letter/number combination on that ball; and
- Place the ball into the proper spot on the caller's rack.

Once a game has started it must be played until a winner is determined.

- The bingo caller continues to draw and announce balls until a player calls "bingo."
- The winning player is responsible to make their "bingo" claim heard before the next number is called.

Upon confirmation that a "BINGO!" has been called the bingo caller:

- Must ask players to not clear cards or throw away bingo paper until a winner is verified;
- Must ask three times, "are there any other bingos?"; and
- May, before making the third query announce the number of recognized bingos; or call back the numbers to verify the winning cards and then do the third request and announce the number of recognized bingos.
- The blower must not be turned off until the winner is verified.

Note: Any "BINGO!" declared by a player after the third request by the caller, must be denied.

If you are running combination games, the same rules apply when confirming a bingo winner.

Once the winner of the first game has been confirmed and awarded a prize, the bingo caller continues calling numbers until winners have been verified for each game in the series. The blower must remain on until the winner is verified in the last game of the series.

12.23. Verifying a Winning Card

A winning card must be verified in the presence of a neutral player (not a winner), as follows:

- A volunteer or staff member must call out either the card number or each of the numbers in the winning pattern, depending on the verification system used.
- The bingo caller then verifies the card as a winner.

Balls in the rack are the official record of numbers called. Players must be permitted to check the rack to confirm the numbers called, if requested.

12.24. Bingo Forms

The following are example forms that may be used to complete the organization’s bingo event paperwork requirements. Organizations may also create their own forms, if they contain all the information required.

Forms required for all licensees:

- Bingo Prize Payout Record;
- Caller’s Record;
- Combined Bingo Event Summary Sheet and Inventory/Revenue Reconciliation;
- Master Bingo Paper Inventory Record;
- Sign-in Sheet; and
- Schedule for Progressive/Bonus/Hybrid Games

Forms required for registered licensees, and recommended for all licensees:

- Floor Sales Report; and
- Cashier’s Report

13. POKER (TEXAS HOLD’EM)

Poker events are available only under a Class B licence. There is a limit of 52 events within a calendar year. A venue cannot host more than one licensed poker event per week. Gross revenue is limited to \$10,000 in total for each poker event, and **\$50,000** in total for each calendar year.

The poker event must be conducted within the following limits:

Entry Fee	\$100 maximum per player
Players	100 players maximum per event
Prizes	Total value of prizes awarded at the event cannot exceed \$2,000. Individual prizes cannot exceed \$1,000 per player.

The Licensee must determine the blind structure (levels, blinds, etc.) and starting chip allotment (value and number of chips) prior to the commencement of the event. The blind structure cannot be altered during play, unless otherwise determined by the Tournament Director.

The blind, general rules of play, house policies and tournament rules, must be posted at the gaming event in a prominent location visible to all players.

For reference, poker definitions and hand rankings are provided in [Poker Forms and Resources](#). This information must be made available to players upon request.

13.1. Poker Prize Limits

Prizes, including cash and the retail value of merchandise prizes, whether purchased or donated, must not exceed \$2,000.00 in total for the event, and must not exceed \$1,000.00 per player.

Percentage-based cash prizes that are paid from the gross revenue generated at the poker event are permitted provided the prizes do not exceed these limits.

13.2. Staffing the Poker Event

The licensee must provide a Tournament Director for the event, and one dealer per table.

Basic requirements for these positions are set out below.

The Tournament Director must:

- Be a volunteer member of the licensee or a registered gaming service provider hired by the licensee;
- Possess sufficient knowledge and skill to fulfill the position;
- Be present throughout the poker event; and
- Not participate in the poker event as a player;

Dealers must:

- Be a volunteer member of the licensee or a registered gaming service provider hired by the licensee; and
- Not participate in the poker event as a player.

The list of basic job duties for each of these positions is set out in Conducting the No Limits Hold'em Poker Tournament Event.

No person involved in conducting and managing the gaming event shall receive remuneration unless the person is employed by a registered gaming services provider contracted by the licensee to assist in the operation of the poker event.

13.3. Poker Ticket Requirements

Players are required to purchase one, and only one, admission ticket to participate in the poker event.

Admission tickets must be numbered in sequence and shall consist of two parts, one of which is to be retained by the licensee and which shall include the name and contact information of the player.

All tickets must set out the following:

- Name of licensee and licence number;
- Cost for admission/entry ticket to the poker event;
- Starting chip allotment (value);

- Prizes available;
- Time and location of event; and
- Total number of admission/entry tickets available for sale.

Ticket sales shall cease upon the commencement of the poker event.

To minimize cash at the event:

- Licensees are encouraged to sell the majority of their admission tickets in advance.
- Cash payments for admission tickets at the event should be discouraged. Any payments accepted at the event should be paid by credit card, debit card or cheque.

Complementary admission is prohibited.

13.4. Playing Cards and Chips

The poker games must be played with a standard 52-card deck without jokers. The licensee must ensure there are, at minimum, two decks for each table, including the primary deck and an additional replacement deck. The decks must be of high quality, and all decks must be identical. All decks must be new and remain in their original sealed packaging until the start of the poker game.

Any deck suspected of, or containing, marked, damaged or suspect cards must be replaced, and any suspected marked decks must be sent to GPEB, along with a completed Section 86 Gaming Control Act Report, see [Poker Forms and Resources](#). Deck changes will be determined by the Tournament Director.

- Licensees must determine in advance the number and value of chips players will receive.
- In exchange for the admission ticket, each player must receive the same number and value of chips from identical sets, and only those chips can be used at the poker event.
- **“Re-buys,” the purchase of additional chips by a player who has run out of chips, are not permitted.**
- During the game, chips can be exchanged for higher denominations (colour-up) at the discretion of the Tournament Director.
- The poker event shall not be conducted in any manner that assigns a cash redemption value to the chips.

13.5. Facility Requirements

The licensee must ensure:

- The poker event is held in a facility and/or room that enables the licensee to control access to the gaming area;
- The gaming area is restricted to participants, employees and/or volunteers involved with the management and operation of the licensed poker gaming event;
- If the gaming area is located within a larger facility or room that is open to the public or spectators, a physical barrier (i.e. rope, half wall) must be erected to control access to the gaming area and ensure the public and spectators are kept at least ten (10) feet away from the gaming tables;

- The name of the licensee is prominently displayed in the gaming area and/or at the gaming tables;
- They are appropriately licensed by the Liquor and Cannabis Regulation Branch (LCRB) for liquor served in the gaming area;
- Minors do not gamble; and
- Minors do not enter the gaming area, or the room in which the gaming area is located.

Although not required, a secure room for counting money and chips is strongly recommended. Access to this count room should be restricted to only those staff or volunteers directly involved in counting cash or chips and those volunteers responsible for verifying the counts.

13.6. Tables

The poker games must be played at tables large enough to accommodate players (maximum 10 players per table) in such a manner as to ensure that the players may examine their cards without disclosing their value to other players.

Tables must be in a clearly defined gaming area that is not accessible to anyone, other than players or event workers.

13.7. Cashier Station

One or more cashier stations is required where the entry fee is paid, chips provided, and prizes awarded and redeemed.

The cashier station requires dual custody. That is, two unrelated individuals, one of whom must be a member of the licensed organization, must be responsible for the funds. All cash receipts and disbursements must be documented.

For security reasons:

- Licensees should minimize the amount of cash at the event;
- The cash float used at the cashier station must be kept in a lockable cash box, register or safe. The cash box must be locked when not in use;
- Licensees are encouraged to sell the majority of their admission tickets in advance;
- Cash payments for admission tickets at the event should be discouraged. Any payments accepted at the event should be paid by credit card, debit card or cheque; and
- All prize winnings must be paid by cheque.

Gaming funds are not permitted to be used for the cash float used at the cashier station.

The float is not considered an expense or revenue of the event and is not reported on the Gaming Event Revenue Report.

13.8. Poker House Rules

A copy of the approved licence, amendments and the house rules for the gaming event must be posted or available at all locations where entry into a gaming event may be purchased or where a gaming event takes place.

If an organizations House Rules conflict with GPEB's Rules, it is the GPEB Rule that must be followed.

13.9. Poker Forms and Resources

- Conducting the No Limits Texas Hold'em Poker Tournament Event
- General Poker Rules of Play – **must be posted**
- Poker Definitions – **must be made available upon request**
- Poker Event Incident Report (Section 86 Gaming Control Act Report)
- Poker Event Checklist

14. WHEEL OF FORTUNE & SOCIAL OCCASION CASINO

Three types of games may be offered at a Social Occasion Casino:

- Blackjack;
- Red Dog; and/or
- Wheel of Fortune (Money Wheel, Crown and Anchor, 7 Under/Over and Colour Wheel).

Poker may not be offered on a Social Occasion Casino licence. Class B Poker Event licenses are required to host a poker event.

For all games, the maximum bet permitted is \$20.

14.1. Facility Requirements

The name of the licensee must be prominently displayed in the gaming area or at the gaming tables.

The licensee must ensure:

- There is no liquor in the gaming area;
- Minors do not gamble; and
- Minors do not enter the gaming area at a Social Occasion Casino or Wheel of Fortune.

14.2. Social Occasion Casino Events

For **Social Occasion Casinos**, there is a limit of 12 events within a calendar year. The maximum number of games at any Social Occasion Casino cannot exceed 15.

A Social Occasion Casino must be held in a facility that enables the licensee to control access to both the social event and the gaming area specifically.

Although not required, a secure room for counting money and chips is strongly recommended. Access to this count room should be restricted to only those staff or volunteers directly involved in counting cash or chips and those volunteers responsible for verifying the counts.

14.3. Wheel of Fortune Events

For **Wheel of Fortunes**, there is a limit of 52 events within a calendar year. Wheel of Fortune events must be held on the grounds of the fair or exhibition or at a community event, as approved on the gaming event licence.

14.4. Equipping Your Gaming Event

Certain gaming equipment is necessary depending on the type of games being offered.

All Games

- One table with betting layout per game. A betting layout is a table surface that has written information about odds and payouts and has designated spaces where wagers are placed;
- A sign on each table listing minimum and maximum bet; and
- If chips are being used, one value chip tray per table is also required. All rules regarding chips apply to play money or other tokens used in substitution.

Blackjack and Red Dog

- Six decks of new standard playing cards per table; and
- One dealing shoe per table.

Wheel of Fortune

- No wheel may have a house advantage greater than 25%.

Cashier Station

Social Occasion Casino events may require one or more cashier stations where chips may be purchased and redeemed.

Cash Float

Organizations must have a cash float, which cannot come from its gaming account.

If players can use cash at each of the tables, then each table will require a cash float to make change for players purchasing chips and to pay out players when they redeem their chips, or to pay out players at wheel of fortune games.

The float is not considered an expense or revenue of the event and is not reported on the Gaming Event Revenue Report.

14.5. Staffing the Gaming Event

For Class A and Class B licensed gaming events, no person involved in conducting and managing the gaming event shall receive remuneration unless the person is employed by a registered gaming services provider.

All Social Occasion Casino and Wheel of Fortune events require certain positions to be filled. The following list outlines the basic job duties of each position and who is eligible to fill the position:

Dealers or Wheel Operators

- At least one person is required per game. Additional people might be required for people taking breaks.
- Each dealer and wheel operator must understand the rules of the games they will be running.
- Dealers or wheel operators may be volunteers from the Licensee organization or gaming workers employed by registered gaming services providers.

Games Supervisor

- At least one games supervisor is required in addition to the dealers.
- The games supervisor:
 - Oversees the operation of all the games;
 - Ensures that minors are not playing the games;
 - Handles any player complaints or disputes; and
 - Oversees chip and cash transfers to and from the tables.
- The games supervisor may be a volunteer from the Licensee organization, or a gaming worker employed by a registered gaming services provider.

Cashier

- At least one cashier is required.
- The cashier is responsible for overseeing all cash transactions including:
 - Counting money;
 - Distributing floats; and
 - Signing event paperwork.
- For Social Occasion Casino events, the cashier might also be responsible for:
 - Overseeing the purchase and redemption of chips;
 - Authorizing chip transfers; and
 - Issuing the initial chip floats for each table.
- If there is only one cashier, the person must be a volunteer with the Licensee organization. If more than one cashier is used, a volunteer with the Licensee organization must be designated as 'head cashier' and the other cashiers may be volunteers from the Licensee organization.

Chip/Cash Runner

- At least one chip/cash runner is required.

- Under the supervision of the cashier, the chip runner:
 - Maintains the chip bank;
 - Supplies tables with more chips; and
 - Removes surplus chips or cash from tables at the request of the game's supervisor.
- Chip/cash runners may be volunteers from the Licensee organization.

14.6. Class C Staffing Wheel of Fortune Requirements

For Class C licensed Wheel of Fortunes, employees or members of the fair or exhibition may be used in place of volunteers.

14.7. Conducting the Gaming Event

The licensee must not:

- Extend credit to any player, or
- Accept any form of cheque or credit card.

14.8. Funny Money

Often, it is wrongly believed that as long as money is not directly wagered on games, the element of consideration is not present and the scheme is not considered gaming. However, purchasing play money or some other token as a substitute to wagering with cash is the same as purchasing chips in a casino.

Generally, if players are paying a fee, or providing another form of valuable consideration, to take a chance at winning a prize, gambling is occurring and a gaming event licence is required. The only way a casino event can be run without consideration is if there is absolutely no cost, directly or indirectly, to the players. Refer to [Introduction](#).

The following are examples of funny money casinos that are considered gaming and require a gaming event licence:

- A set amount of funny money issued free to each person with the ability to purchase additional funny money if they run out;
- Funny money is offered at a discounted price (i.e. \$10 cash buys \$100 of funny money);
- The price of the ticket for the overall event includes a portion dedicated to the funny money casino, and a person who does not wish to participate in the casino receives a discount on the event ticket.

It is the responsibility of the licensee to ensure your event is properly licensed, if a licence is required.

14.9. Social Occasion Casino and/or Wheel of Fortune House Rules

A copy of the approved licence, amendments and the house rules for the gaming event must be posted or available during at all locations where entry into a gaming event may be purchased or where a gaming event takes place.

Organizations must post a set of house rules and game rules for each type of game it is conducting. These rules must be displayed so all participants are aware of and have easy access to them.

House rules must include at a minimum:

- How complaints will be handled;
- Minimum and maximum bet;
- Minors may not participate in gaming activities; and
- How the Licensee organization will deal with issues not covered in these Licensed Charitable Gaming Rules. If any rule conflicts with these Standard Procedures, the Standard Procedures must be followed.

If an organizations House Rules conflict with GPEB's Rules, it is the GPEB Rule that must be followed.

14.10. Chip and/or Cash Floats

Before the event, the cashier and chip/cash runner will supply chip and/or cash floats to each table. Throughout the event, the games supervisor passes requests from the dealers to the cashier to have the chip/cash runner remove or replenish cash or chips at the tables.

14.11. Operating the Games

Workers at a Social Occasion Casino or Wheel of Fortune event, whether volunteer or paid, must not accept a tip or allow a bet to be placed on their behalf.

For Blackjack and Red Dog:

- All bets must be placed before any cards are dealt.
- All cards must be dealt face up and at no time may a player touch the cards.

For Wheels of Fortune:

- After all bets have been placed, the dealer announces “no more bets” before spinning the wheel.
- The wheel must complete at least three full revolutions. When it stops, the dealer announces the winning space and pays winning bets per the odds on the table layout.

14.12. Control Forms

Certain event information must be recorded on control forms and retained with the Licensee organization's gaming records. All forms must list the Licensee organization name, the gaming event licence number, the date of the gaming event, and be signed by two people at least one of whom must be a volunteer with the Licensee organization.

Class C licensees may have a member or employee of the fair or exhibition sign the forms in place of a volunteer.

14.13. Wheel of Fortune and Social Occasion Casino Forms

The following forms must be used for all Social Occasion Casino and Wheel of Fortune Events.

- Sign-In Sheet
- The Sign-in Sheet (must list all workers, paid or not, and the position filled by each)
- Float Sheet
- Cash Fill or Credit Slip
- Chip Fill or Credit Slip
- Cash Reconciliation Sheet

15. LIMITED CASINO (CLASS C ONLY)

A Class C gaming event licence for a limited casino is issued only to the Board of an eligible fair or exhibition. Limited casino events must be conducted at the locations, on the days and during the times, specified on the licence.

15.1. Facility Requirements

The name of the licensee must be prominently displayed in the gaming area or at the gaming tables. The gaming event licence must also be prominently displayed within the casino facility.

The licensee must ensure:

- There is no liquor in the gaming area. Where a casino is near a liquor outlet of any kind, point of access to the casino must be monitored and controlled by security personnel;
- Minors do not gamble; and
- Minors do not enter the gaming area.

Games Area

The minimum size of the games area must be based on the following areas per game:

- Blackjack: 8m²
- Roulette: 10m²
- Wheel of Fortune: 8m²

Gaming Pits

Tables must be arranged to facilitate continuous and unimpeded observation by the game's manager, pit supervisor, and dealer supervisor.

No one shall be permitted in gaming pits except:

- Casino supervisor

- Games manager, pit supervisor, dealer supervisor, dealers and chip runner
- Management representative of the casino services provider
- Casino security as required to fulfill their duties

15.2. Security of the Facility

Security of casino premises is the responsibility of the licensee. Casino facilities must be equipped with:

- A safe for storage of cash floats and revenue that meets insurance requirements;
- A silent alarm to provide immediate notice to surveillance personnel of robberies in progress;
- A live monitored perimeter alarm system during hours of non-use;
- A locked room or cupboard for the secure storage of cards; and
- A locked cupboard for the secure storage of keys.

15.3. Cash Cage, Chip Bank and Count Room

The cash cage, chip bank and count room must be secure rooms and separate from one another.

Cash Cage

No one shall be permitted in the cash cage except:

- Casino supervisor;
- Cashier;
- Games manager or designate;
- GPEB auditors;
- Peace Officers and GPEB investigators while investigating; and
- Security personnel shall have access at the request of the casino supervisor or games manager.

Chip Bank

No one shall be permitted in chip bank area except:

- Casino supervisor;
- Chip banker;
- Games manager or designate;
- GPEB auditors;
- Peace Officers and GPEB investigators while investigating; and
- Security personnel shall have access at the request of the casino supervisor and games manager.

Count Room

The count room must be equipped with a table with a transparent top for purposes of the cash count. Any materials stored in this room must be secured away from the immediate count area.

No one shall be permitted in count area except:

- Casino supervisor;
- Cash counters;
- Cashier;
- Games manager or designate;
- GPEB auditors;
- Peace Officers and GPEB investigators while investigating; and
- Security personnel shall have access at the request of the casino supervisor and games manager.

15.4. Gaming Equipment

All gaming equipment used in a limited casino event must be in accordance with the [Gaming Control Act](#) and [Gaming Control Regulation](#).

Cards

- Cards must bear the licensee or casino services provider's name or another identifiable feature;
- Invoices for all card purchases must be retained and a perpetual inventory must be maintained;
- Transfer of cards to tables or removal of cards from play for defacing must be recorded by means of a transfer slip and signed by the game's manager and security staff;
- Cards must be replaced after a maximum of 2 operating days of use and defaced immediately to prevent future use in the casino;
- Security staff must ensure that all cards not in play are kept in secure, locked storage; and
- Spare decks maintained to replacing single cards must be accounted for in accordance with these procedures.
- Damaged cards must be kept with the spare deck and the entire deck must be accounted for and defaced.

Card Dealing Shoes

- Must be capable of accommodating at least four decks; and
- Must be opaque.

Value Chips

- Must bear the licensee or casino services provider's logo or some other clearly identifiable feature;

- Each denomination must be clearly distinguishable by colour from other denominations; and
- A perpetual value chip inventory must be maintained.

Gaming Tables

- Must be clearly and uniquely numbered for easy identification;
- Must be equipped with a double locking drop box which bears the number of that table.;
- Must be equipped with a sign, which stipulates table betting limits;
- Card table games must be equipped with a transparent plunger, a dealing shoe or shuffle machine, discard rack, and chip tray secured to the table equipped with a locking lid;
- Wheels of fortune must be equipped with a transparent plunger and a chip tray with lockable lid; and
- Each gaming table must be equipped with a transparent locking box for tips.

Cash Float

Your organization must have a cash float, which cannot come from its gaming account.

15.5. Staffing the Gaming Event

Only companies registered with the branch are eligible to provide casino management services, including registered gaming workers and approved equipment.

Casino Staff

The following positions must be filled only by employees of the licensee:

- Casino supervisor
- Chip banker
- Cashier
- Chip runner
- Cash counter

The following positions may be filled by the casino services provider:

- Games manager
- Pit supervisor
- Dealer supervisor (see below for supervision requirements)
- Dealer (there must be one dealer for every open table or wheel)
- Security
- Surveillance

Supervision Requirements:

Game	Ratio
Card games	1 for 4 open
Wheel games	1 for 4 (with a supervisor)
Roulette	1 for 2

15.6. Registration of Staff

All casino staff, whether employed by the licensee or the casino services provider must be registered as gaming workers with the branch and comply with branch registration requirements. Refer to [Registration Requirements](#).

15.7. Staff Assignments and Conduct

All casino staff must:

- Sign the Casino Staff Sign-in Sheet before commencing duties at the casino; and
- Wear and display GPEB identification tags while on duty.

There must be sufficient staff present to ensure appropriate segregation of duties for financial and game control and for the dual custody of gaming assets as required.

Casino staff with dual job functions may perform duties as a dealer or dealer supervisor during the event, as required.

No person managing, conducting or assisting in the conduct of a casino is permitted to participate as a player in any of the games at any time during the event.

Count team members must wear jumpsuits with no pockets.

15.8. Staff Duties and Responsibilities

Casino Supervisor

- Ensures there are only two full sets of drop boxes and verifies the number of drop boxes in use.
- Along with games manager, responsible for the verification of the opening operating cash float.
- Witnesses the opening and closing cash and value chip inventory verification.
- Witnesses the interim and final drop box pulls.
- Observes all drop box counts.
- Ensures that count room is adequately staffed.
- Ensures the security of drop box keys during the drop box pull and count.

- Obtains the licensee's copy of all required forms each day.
- Controls the keys to the safe.
- Completes a Casino Occurrence Report for any irregularity in gaming procedures or unusual incidents and reports to the licensee.
- Delegates duties as required.
- Is responsible for the filing and safekeeping of casino occurrence reports, Section 86 reports and FINTRAC reports.

Chip Banker

- Conducts count of opening and closing value chip inventories.
- Issues value chip fills to tables.
- Accepts and verifies value chip credits from cashier and tables.
- Maintains running balance of value chips.
- Reports any irregularity to the casino supervisor.

Cashier

- Maintains security of value chips and cash in cashier's area.
- Documents internal transactions on Cashier's Record Sheet.
- Receives and verifies initial cashier's float and subsequent cash transfers.
- Redeems players' value chips for cash.
- Transfers value chips to chip banker as requested.
- Balances cash prior to any cashier change and at end of day.
- Exchanges foreign currency.
- Must not sell value chips to customers.
- Prepares Large Cash Transaction and Foreign Exchange Record in accordance with the large cash transaction procedures.
- Reports any irregularity to the casino supervisor.

Chip Runner

- Transfers opening value chip fills from chip banker to games.
- Transfers subsequent value chip fills from chip banker to games.
- Transfers value chip credits from games to chip banker.
- Witness's collection of tips.
- Verifies the table opening and closing value chip inventories.
- Reports any irregularity to the casino supervisor.

Games Manager

- May act as the representative of the casino services provider for any transactions requiring verification by the casino services provider.
- May delegate duties as required.
- Ensures all procedures in the games area are carried out in accordance with these standard procedures and the terms and conditions of the casino licence.

- Ensures pit staff schedules are completed.
- Before each day's casino opening, must ensure that a written work schedule has been prepared for the pit staff. This schedule must form part of the casino gaming event records.
- Verifies the opening cash float and recording of all vault transactions on the Vault Activity Sheet and the Vault Cash Transfer Sheet.
- Verifies the opening and closing value chip inventories.
- Witnesses value chip transfers between chip banker and Cashier.
- Witnesses the cashier's closing procedures.
- Conducts or delegates the conduct of the interim and final drop box pulls specified in these standard procedures.
- Completes the Table Revenue Report.
- Supervises access to gaming areas in conjunction with security.
- Ensures all casino staff complete required financial forms in accordance with these standard procedures.
- Observes all cash transactions carried out by the casino supervisor.
- Calculates the casino gross receipts and deposits.
- Completes the Master Gaming Revenue Report.
- Completes a Casino Occurrence Report for any irregularity in gaming procedures or unusual incident and reports to the licensee.

Pit Supervisor

- Responsible to games manager and performs duties of games manager when required.
- May delegate duties to dealer supervisor as required.
- Ensures activities in the pit are in accordance with these standard procedures and the terms and conditions of the casino licence.
- Notifies the chip runner of fill/credit requirements.
- Participates in the opening and closing of tables as specified in these standard procedures.
- Supervises access to gaming areas in conjunction with security.
- Completes a Casino Occurrence Report for any irregularity in gaming procedures or unusual incident and reports to the game's manager.

Dealer Supervisor

- Ensures activities in the pit are in accordance with these standard procedures and the terms and conditions of casino licence.
- Responsible to the pit supervisor and performs duties of the pit supervisor as required.
- Completes a casino occurrence report for any irregularity in gaming procedures or unusual incidents and reports to the pit supervisor.
- Verifies the following dealer transactions: buy-in, value change, shuffle up, change up of tips, card change, and table opening and closing procedures.

Dealer

- Conducts games in accordance with these standard procedures and any other procedures required by casino services provider and approved by GPEB.
- Verifies all value chip counts conducted at the gaming table, including opening game chip inventory, fill and credits, and cash change.
- Calls to the attention of dealer supervisor the following transactions: buy-in, value change, shuffle up and change up of tips.
- Does not behave or dress in a manner which would compromise the security of cash and value chips.
- Reports all irregularities to the dealer supervisor.
- Dealers must wear an apron that covers all pockets in the waist area.
- Dealers may not participate in the count.

Security Staff

- Responsible for the personal safety of all patrons and employees in and around the casino.
- Ensure the physical security of the premises and all assets in and around the casino.
- Works with surveillance staff and all other casino departments to ensure the overall security of the casino.
- Identify and deny access to individuals who are:
 - Minors (under the age of 19);
 - Barred or voluntarily self-excluded;
 - Intoxicated;
 - Suspicious persons.
- Enforce restricted access to non-public and secure areas (e.g. gaming pits, cash cage, count areas, and all administrative areas).
- Provide escorts on and off the gaming floor as required.
- Responsible for implementing and maintaining a key control system including ensuring appropriate security of drop box release and opening keys.
- Controls the keys for the removal and replacement of drop boxes to count areas.
- Ensures the safe and direct delivery of drop boxes to count areas.
- Transporting, safekeeping, destruction/disposition of new and used playing cards.
- Monitor movement and security of cash and convertible cash assets.
- Periodically observes transactions at the cashier's cage.
- Ensure no person uses any electrical, mechanical, telecommunications or other devices to affect the outcome of a casino game.
- Complete a Casino Occurrence Report (through the Casino Supervisor) for any:
 - Irregularities in gaming procedures;
 - Suspicious or criminal activities;
 - Suspicious persons;
 - Exclusions;
 - Unattended children;
 - Unusual incidents.

- Maintain current lists of registered gaming employees and their GPEB numbers employed at the casino.
- Ensure children are not left unsupervised within the vicinity of the casino.
- Responsible for controlling the lost and found.
- Inspect all waste before removal from casino areas.
- Assist in medical emergencies.

15.9. Surveillance

Surveillance of the casino premises is the responsibility of the licensee. Surveillance systems shall be monitored by staff employed and trained by the licensee or the casino services provider.

The licensee is responsible for the operation of effective video surveillance. The purpose of the surveillance systems and staff is to:

- Develop and maintain a CCTV surveillance system for the duration of the licensed event;
- Escalate serious and/or urgent incidents to the Casino services provider, the Licensee, and to the Gaming Policy and Enforcement Branch; and
- Conduct independent and proactive electronic and visual surveillance to:
 - Ensure the integrity of gaming functions and financial transactions;
 - Protect Licensee and Casino services provider assets;
 - Protect patrons and employees;
 - Ensure the physical security of the premises;
 - Safeguard personal property;
 - Support other departments with information serving to best protect assets and aid in improving operations;
 - Provide information to the Licensee;
 - Detect, document and report:
 - Violations of Standards;
 - Deviations from systems of internal control and departmental internal procedure;
 - Cheating at play or other criminal activity.
 - Deter criminal activity and procedural infractions; and
 - Promote public confidence that casino licensed gaming is conducted honestly and free of criminal elements and activities.

Structure of the Surveillance Department

Each Surveillance Department must have a Manager, Supervisor and one or more Surveillance Operators.

Interaction with Other Departments

- Surveillance observes and reports. It is critical that surveillance maintains open communication and cooperation with all the departments of the licensed event.

- Surveillance cooperates with but is not controlled by the Casino Supervisor or Security personnel.
- The Surveillance Manager is responsible for controlling all aspects of the surveillance operation and in so doing, must act independently without interference from other areas.

Flow of Information

- Requests to Surveillance for action, information, videotapes and reports must be channeled from department supervisors through the Surveillance Manager or delegate.
- The flow of information from Surveillance must be disseminated through proper channels.
- Matters involving criminal activity, serious discipline or termination, must be reported to the Surveillance Manager, the Casino Supervisor and GPEB, as appropriate.
- A Casino Occurrence Report will be completed for any irregularity in gaming procedures or unusual incident.
- Must maintain a daily surveillance activity log.

Surveillance Room

All video surveillance recording, and monitoring equipment must be in a separate and secure room used exclusively for surveillance purposes. The surveillance room must be staffed on a 24-hour basis throughout the licence period.

A daily surveillance activity log must be maintained. All admission to the surveillance room must be recorded in the log, including:

- The names, times and purpose for which any person, other than surveillance staff, have entered the room;
- Sign-in and sign-out of all surveillance staff at the beginning and end of each shift; and
- Any request for videotape information by any party.

No one shall be permitted in the surveillance room except:

- Surveillance staff;
- GPEB auditors;
- Peace Officers and GPEB investigators while investigating;
- Casino supervisor;
- Games manager and
- Casino security as required to fulfill their duties.

Surveillance Equipment

All games, machines, and financial control areas of the casino must be covered by the video surveillance system, which must be capable of:

- Recording all camera images;
- Live monitoring all camera images. Each surveillance operator's station must have sufficient monitors for live monitoring purposes; and
- Producing still images from all recordings.

All cameras must always be connected to dedicated video recorders located in the surveillance room and each pit area must have direct telephone communication with the surveillance room.

Surveillance Tapes

Surveillance tapes must record all action in colour and have adequate clarity for use as evidence in court or administrative proceedings. Cards, chip denominations and cash denominations must be identifiable on all tapes.

Tapes must be recorded in 8-hour mode. Actual date and time of events recorded must appear on each tape and not obstruct the view of the screen.

Original copies of surveillance tapes must be secured within the surveillance room. All tapes must be securely stored in the surveillance room for a minimum of seven days after recording.

Surveillance staff must maintain a log of all incidents of system malfunction.

Original copies of surveillance tapes may be released to police or GPEB investigators upon presentation of a search warrant. Where the licensee has initiated an investigation, dubbed copies may be released to the police or GPEB investigators.

Tapes that must be retained for evidence purposes must be adequately quarantined. The licensee is responsible for the safekeeping of quarantined tapes after the casino event is finished.

Gaming Floor Surveillance

All games in the gaming area must be capable of being monitored and recorded via colour cameras with pan-tilt and zoom capability. System must be able to identify gaming table number, dealer face and hands, patron face and hands, card faces, value chip tray, drop slot, discard rack, shuffling device or shoe and tip box. It must record the date and time and record all events in real time.

Each single roulette table game must have two dedicated, fixed, colour cameras positioned overhead.

The table layout camera must be positioned such that:

- It provides a diagonal view of the table's longitudinal extension; and
- Permits identification of number and writing on the table layout and approximately one quarter to one eighth ($1/4 - 1/8$) of the wheel to allow viewing of the ball drop.

The wheel camera must be positioned over the wheel and chip area to allow viewing of the ball drop and permit identification of:

- The space between the Chipper funnel and the end of the table;
- Value chip area, including the racks, if any, holding the value chips;
- Value indicator rack; and
- Denomination (by colour) and number of value chips and roulette chips.

All progressive games, e.g., Caribbean Stud poker, must have a dedicated fixed camera and recorder. All table games with a bet ceiling of \$250 or more must have a dedicated fixed camera and recorder.

15.10. Cash Cage/Chip Bank

Cash redemption transactions and internal transfers of cash and value chips must be recorded before, during, and after the casino event.

15.11. Count Room

Cash counts, cash transfers, completion of required reporting forms, and count team personnel must be video recorded.

15.12. Conducting the Gaming Event

The licensee must not:

- Extend credit to any player, or
- Accept any form of cheque or credit card.

Foreign currency may be exchanged for Canadian currency on at the cashier station. The exchange rate must be set by the licensee and clearly posted at the cashier station.

15.13. Limited Casino House Rules

The branch must approve the house rules and game rules for each type of game your organization is conducting. These rules must be displayed so all participants are aware of and have easy access to them.

If an organizations House Rules conflict with GPEB's Rules, it is the GPEB Rule that must be followed.

15.14. Chip and/or Cash Floats

Before the event, the cashier and chip/cash runner will supply chip and/or cash floats to each table. Throughout the event, the games supervisor passes requests from the dealers to the cashier to have the chip/cash runner remove or replenish cash or chips at the tables.

Chips may be purchased at the cashier station or at the gaming tables and must be paid for in cash.

All bets must be made using chips, which can be redeemed only at a cashier station.

15.15. Tipping of Gaming Workers

Dealers may receive tips from players in two ways. Players may either:

- Place a bet on the game for the dealer, or
- Give chips or cash to the dealer

Only dealers are permitted to handle tips. Changing tips into higher denominations must be verified by the dealer supervisor and conducted by the dealer. Tips must be converted to value and handled as per these standard procedures.

Tips must be placed to the right side of the chip tray on wheels of fortune and all the table card games. Tips on roulette games must be placed on the top rim of the roulette wheel. When tip value has reached twenty-five (\$25) dollars, the dealer, witnessed by the dealer supervisor, must place chips into the locked tip box.

At casino close, a designated dealer and the chip runner must remove tips from tip boxes. Dealers must count and verify total amount of tips. Tips must be redeemed at the cash cage at the end of the event. The cashier must complete a Cash Transfer Slip, write the word 'Tips' in drop box #, recording total cash value of all value chips redeemed. The chip runner, Cashier and designated dealer sign the cash transfer slip and give the duplicate to chip runner. The original Cash Transfer Slip is attached to the casino services provider's copy of the Cashier's Record Sheet and forms part of the event records.

The following positions may not participate in the tip pool: casino manager, assistant casino manager, games manager, casino supervisor, or persons acting with the authority of those positions, count room personnel, security and surveillance personnel.

15.16. Bets for the Dealer

A player may place a separate bet that is a tip being played for the dealer. The placing of bets on behalf of a dealer is permitted only as follows:

- The player must be involved in the play of the game to place a dealer's bet.
- The combined total of the player's bet and the dealer's bet may not exceed any game's maximum bet limit, as established by the licence.
- The dealer's bet, in all card games, must be clearly positioned to show separation from the player's bet.
- If a bet placed for the dealer is a winner, it must be paid separately from the player's bet. Once all payouts are completed, both the dealer's bet and its winning payout must be placed in the tip accumulation area. A winning dealer's bet cannot be retained for play on the next game.
- Dealer's bets on the Wheels of Fortune games must be placed in a position separated from the players' bets.
- Dealer's bets may be played identical to the player's bets on the following games:
 - Roulette
 - Multiple Action Blackjack
 - Caribbean Stud Poker, and
 - Red Dog

All options, such as splitting, doubling down, insuring, surrendering and raising, may also be repeated with the dealer's bet at the discretion of the player.

On certain table games, a bet for the dealer, although permitted, has restrictions. These games and their applicable restrictions are as follows:

- Pai Gow Poker

- A player taking the bank cannot play a dealer bet
- A winning dealer bet is not subject to a commission deduction
- Mini Baccarat
 - A winning dealer's bet on the "Banker" is not subject to a commission deduction, and
- Let It Ride
 - A dealer's bet is restricted to the third bet only

A "coin in" jackpot or bonus bet on Caribbean Stud Poker and Let It Ride must not be played for the dealer.

A winning dealer's bet on Let It Ride, the "Pair Plus" wager on Three Card Poker, and the Fortune Bonus Pai Gow must not be paid if the aggregate payout amount is reached by the players' bets. In this case, the dealer's bet is accepted as a tip without receiving a payout.

Placement on Dealer's Bets

In the following card games a dealer's bet must be placed on the edge of a player's betting area(s) that is closest to the dealer:

- Blackjack (including Multiple Action Blackjack)
- Red Dog
- Pai Gow Poker
- Mini Baccarat
- Let It Ride
- Three Card Poker

A dealer's bet on:

- Caribbean Stud Poker must be placed alongside a player's "ante" and "bet" areas. A dealer's bet must be placed to the left (as seen by a dealer) of a player's bet. A dealer's bet cannot be played on the "bet" area unless qualified by a dealer's bet on the "ante" area;
- The "outside" areas of Roulette must be placed in a position separated from the players' bets; or
- The "inside" areas of Roulette must be placed on top of a player's bet and must be dictated verbally by the player(s).

Dealer Bets – Player Options

The increasing of a dealer's bet on secondary betting options offered to players is not mandatory and is entirely the choice of the player(s). The secondary options are as follows:

- Blackjack
- Caribbean Stud
- Red Dog
- Double Down
- Bet
- Raise

- Split
- Insurance

A dealer's bet existing on a player's hand that is surrendered will be subject to the same rules as the player's bet. However, once the dealer's bet has been halved, the remaining portion must be left in place for the player to decide its fate.

Note: A dealer's bet of \$.50 will not be subject to normal surrender rules and will be left in place.

15.17. Casino Financial Controls

Pre-Opening

The casino supervisor, with games manager, must ensure each game is equipped with a drop box locked to the table.

The chip banker must count the value chip inventory, witnessed by the game's manager, in the chip bank and record the opening inventory on the Chip Inventory form. The chip banker and casino supervisor must sign form.

The casino supervisor and the games manager must verify the opening cash float.

The opening cash float is issued to the cashier by the casino supervisor and recorded on the Vault Cash Transfer Sheet and the Vault Activity Sheet. The cashier must count the cash float and record details on a Cash Transfer Slip and enter the words "Opening Float" in the space provided at the top of the slip.

The cashier must record totals on the Cashier's Record Sheet and attach the white copy of the Cash Transfer Slip.

Transfer of Value Chip Inventory to Tables

On or before the first day of the casino opening, the chip banker, and games manager must prepare the opening table fills. Opening table fills for each game must be recorded on a Fill/Credit Slip. The chip banker checks the box "Opener" and signs the Fill/Credit Slip. The white and yellow copies of the slip are placed in the chip tray with the value chips.

The value chips are transferred by the chip runner to the appropriate tables. The chip runner must sign the Fill/Credit Slip upon delivery of the value chips at the table. The games manager locks the value chips with the Fill/Credit Slip in the chip tray.

Table Opening

At the opening of each table, the dealer, witnessed by the dealer supervisor, verifies the value chips to the Fill/Credit Slip and both sign. The white copy of the "opener" Fill/Credit Slip is placed in drop box and the yellow copy is returned by the chip runner to the chip banker who retains it for filing with the Daily Master Chip Control form at closing.

The chip banker records the total of all “Opener” table fills on the Daily Master Chip Control and adjusts the running balances.

On days when a table does not open, a dealer, witnessed by the dealer supervisor, verifies the value chips to the opening Fill/Credit Slip. The dealer, chip runner and dealer supervisor will sign the slip and then return it to the chip banker who verifies the totals with the Daily Master Chip Inventory Control balances for the previous day.

Table Fills

Pit supervisor completes a Request for Fill to the chip banker when a game requires additional value chips.

Chip banker completes a Fill/Credit Slip, circling the word “Fill”. The fill is prepared by the chip banker, verified by chip runner and both sign.

Chip runner delivers the fill to the designated game. The dealer and a supervisor verify the fill and sign the slip.

The original copy of the Fill/Credit Slip is inserted into the drop box. The chip runner returns the yellow copy to the chip banker.

Chip banker records totals on Daily Master Chip Control and the Chip Fills sheet.

Table Credits

When a table has an excess of value chips the pit supervisor notifies the chip banker that a credit is required. Pit supervisor and chip banker complete a Fill/Credit Slip circling the word “credit” and placing a check mark in the space marked “interim”. The white and yellow copies are taken to the table requiring the credit. The dealer counts the required amount of value chips, the chip runner verifies the amount, and both sign the slip.

The white copy of the Fill/Credit Slip is plunged into the drop box by the dealer. The value chips and the yellow copy of the Fill/Credit Slip are taken to the chip bank by the chip runner and pit supervisor.

The chip credit is verified, and the chips are returned to the chip bank by the chip banker. The details of the credit are also recorded on the Daily Master Chip Control.

Cash Fill to Cashier

All cash transfers must be prepared and authorized by the casino supervisor.

Cashier will count and verify all cash transfers and sign Cash Transfer Slips.

Cashier enters cash total in Section 1 of Cashier’s Record Sheet and attaches the white copy of the Cash Transfer Slip. The yellow copy of the Cash Transfer Slip is issued to the casino services provider’s delegate.

Casino services provider’s delegate will record details of the cash transfer on the Daily Master Cash Control.

The casino supervisor observes witnesses and verifies all account proceedings.

Value Chip Credit Issued to Chip Banker from Cashier

When the cashier has an excess of value chips, the chip banker, witnessed by the game's manager, receives value chips from the cashier.

Chip banker counts value chips completes a Fill/Credit Slip, circles "Credit" and writes "Cashier" at the top. All sign the slip.

Chip banker retains white copy of the Fill/Credit Slip and records details on the Daily Master Chip Control, adjusting running total by adding value chip credit to it. Cashier retains white copy and records information on Cashier's Record Sheet. Chip banker retains the yellow copy of the slip.

Interim Drop Box Pull

When a box pull is required, the games manager will notify surveillance and the casino supervisor and direct an interim pull of boxes. A minimum of four (4) drop boxes must be removed from the tables for an interim pull.

One security officer, assisted by the chip runner, must complete the interim drop box pull under the direction of the game's manager.

As each drop box is removed, a correspondingly numbered back-up drop box is secured to the table. Security and the chip runner, under the continued direction of the game's manager, transport the drop boxes to the count room.

Interim Count

Once the count room is secured, the cash counters, who will have been provided keys to the drop boxes by the casino supervisor, will empty the contents of the first two boxes on to the separate counting tables. The boxes will be displayed to the surveillance camera to prove they are empty.

Two counters, using separate stations, will remove the Fill/Credit Slips, and sort cash into denominations. Once the cash has been sorted into denominations, the sorters will pass the cash to an adjacent table where two other counters will count the cash by hand. Only when all the cash from a box has been passed on from the sorter to the counter, can the sorter start on a new box.

The counters will count the cash and bundle into groups of one hundred (100) or fifty (50) bills. Once the counters have completed a count of a box and have entered the details on a count slip, the bundled cash will be placed in a rack by denomination and clearly removed from the sorting area to be checked and verified by the amalgamator using a bill counting machine.

When an individual box has been verified, the amalgamator will then pass the cash and the count slip to the casino services provider delegate. The delegate will place the cash in the cash rack and record the details of the box on the Drop Box Count Verification and Cash Transfer forms.

This process is repeated until all the boxes have been counted. At this time, the cash from the rack will be emptied onto the count tables (dividers removed) and three counters, using count

machines, will complete an amalgamated master count. The two other counters will bundle the master count and record the details on a final count slip.

Once the master count is complete, the final count slip will be passed on to the games manager to verify against the Drop Box Count Verification form. A Cash Transfer Slip is completed and signed by the casino supervisor, games manager and at least two of the counters. The cash along with a copy of the Cash Transfer Slip will be placed in the count room safe.

Should the total amalgamated cash not balance with the "Summary" on the Drop Box Count Verification after all reasonable attempts to locate the discrepancy has been made, an adjustment shall be made. Adjustments to cash counts must be recorded on to box of the Drop Box Count Verification sheet entitled "Adjustment". The adjustment must be initialed by the casino supervisor and games manager.

No Players at Table or Temporary Closure of a Table

The chip tray lid must always be placed over the tray when there are no players present at the table.

The chip tray lid must always be placed over the tray and locked by the dealer supervisor when there is no dealer present at the table or the table closes for any reason.

Table Close

All games must cease play by 2:00 a.m. unless otherwise approved in writing by the branch. When the game ceases play, the dealer must notify the dealer supervisor who must ensure the placement of a locked lid over the chips.

On interim days (when the table is not opened) a casino services provider representative and the dealer must count the value chip inventory at each table and record the information on a Fill/Credit Slip and both will sign. An independent dealer supervisor and chip runner will verify the slip. The totals of the table inventory are recorded on the Game Chip Inventory Summary sheet. A closing Fill/Credit Slip is retained in the locked value chip tray with the value chips. The Game Chip Inventory Summary sheet and copies of the closing Fill/Credit Slips are submitted to the chip banker who will record the details of the table close on the Daily Master Chip Control sheet.

On closing day, a casino services provider representative and the dealer, witnessed by a chip runner, must count the value chip inventory on each table and record the details on a Fill/Credit Slip and all must sign the slip. A copy will be dropped into the drop box. The chip runner delivers the value chips and the yellow copy of the Fill/Credit Slip to the chip bank.

Cashier Close

After all tables have been closed and all value chips, including the dealers' tips, redeemed, the cashier, witnessed by the game's manager and the casino supervisor, counts all value chips and cash in the cashier's cage and completes a Cashier's Record Sheet. All sign the form.

The cashier, witnessed by the casino supervisor, completes a Cash Transfer Slip, writes “Cashier Close” across the top. Both sign the slip. Cashier retains the white copy and records information on the Cashier’s Record Sheet. White copy and cash are transferred to the safe.

Cashier, witnessed by casino supervisor, completes a Fill/Credit Slip, records denominations of value chips, circles the word “Credit”, writes word “cashier” on line marked “Game and No.” and checks line marked “Closer.” Yellow copy goes with the value chips to chip banker and white copy stays with the cashier. Cashier records information on the Cashier’s Record Sheet. Chip banker records information on Daily Master Chip Control and adjusts the running total.

Closing Value Chip Inventory

On operating days, the chip banker and the casino services provider representative verify the cashier’s value chip credit to the corresponding Fill/Credit Slip, and both will sign.

On the closing day, the chip banker and casino services provider representative verify the cashier’s and the tables’ closing inventory of value chips to corresponding Fill/Credit Slip and both will sign. When the verification is complete, the value chips must be amalgamated with the chip bank inventory.

A physical count of all value chips is recorded on the Daily Master Chip Control sheet.

The chip banker and the casino services provider representative ensure that the value chip inventory is properly secured.

Closing Drop Box Pull

All drop boxes are pulled as described in “Interim Drop Box Pull”.

Final pull is conducted after all games are closed.

Closing Count

Conducted as in “Interim Count”, except the Table Revenue Report is completed by the game’s manager, with the casino supervisor witnessing.

Cash Record

Games manager and cash counters, with casino supervisor witnessing, conduct a count of all cash on hand and record information on Cash Transfer Slip writing “Closing Cash on Hand” across top, both sign.

Completion of Master Gaming Revenue Report

The games manager, with casino supervisor witnessing, must record:

- In Section 1, total cash from closing count in “Final Drop Box Count” and total cash from cashier’s closing Cash Transfer Slip in “Closing Bank Total”, the total of both is the “Actual Cash on Hand”, and

- In Section 2, from “Actual Cash on Hand”, subtracts operating float (cashier’s Cash Transfer Slip), Cashier overages (Cashier’s Record Sheet) and all value chip shortages (Chip Inventory Count). Games manager then adds any cashier shortages or value chip overages to “Actual Cash on Hand”. The resulting figure is the “Total Gaming Revenue”. This figure should be the same as total “win” figure on the Table Revenue Report.

15.18. Required Limited Casino Forms and Resources

Certain event information must be recorded on control forms and retained with your organization’s gaming records. All forms must list your organization name, the gaming event licence number, the date of the gaming event, and be signed by two people at least one of whom must be a volunteer with your organization.

Class C licensees may have a member or employee of the fair or exhibition sign the forms in place of a volunteer.

The following standard control forms must be used during limited casino operations:

- Casino Staff Sign-in Sheet
- Master Revenue Report
- Daily Master Cash Control
- Daily Master Chip Control
- Chip Inventory
- Game Chip Inventory Summary
- Request for Fill (sequentially numbered)
- Fill/Credit Slip (sequentially numbered)
- Cash Transfer Slip (sequentially numbered)
- Cashier’s Record Sheet
- Cashier Differential Occurrence Report
- Cashier Outages Form
- Foreign Currency Exchange Register
- Large Cash Transaction and Foreign Currency Exchange Report
- Drop Box Count Verification – Cards, RLT, and Wheels
- Table Revenue Report
- GPEB Casino Occurrence Report
- Gaming Event Revenue Report
- GPEB Section 86 *Gaming Control Act* Report
- Licensed Casino Request for Self-Exclusion

All transfers of value chips and cash must be conducted according to these Rules and recorded on the designated forms.

All cash and value chip transactions among staff must be witnessed, recorded and verified by at least two people. An essential control feature is the requirement that accuracy is certified by way of a signature. A signature denotes the person was present for the transaction, the information recorded was accurate and the transaction was conducted as specified in these standard procedures

After the event the originals and duplicates of forms must be distributed as follows:

- **To licensee:** The original of all control forms related to the event as specified in these standard procedures.
- **To casino services provider:** All other copies of control forms.

15.19. Large Cash Transactions

All casinos in British Columbia are required under the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act/Regulations* to obtain and report to the Financial Transactions and Analysis Centre of Canada (FINTRAC). FINTRAC receives, analyzes, assesses and discloses financial intelligence on suspected money laundering, terrorist financing, and threats to the security of Canada.

The Large Cash Transaction and Foreign Exchange Record (LCTR) must be prepared and submitted to FINTRAC to provide information about any patron who:

- Exchanges \$3,000.00 (CDN) equivalent in foreign currency or more in a single operating day;
- Buys in for \$10,000.00 (CDN) or more in a single operating day;
- Is subject to a casino report of a “suspicious financial transaction” by buying in with a large amount of small denomination bills or buys in for \$3,000.00 or more (CDN) and after minimal play cashes out or any other “suspicious financial activity of any amount of dollars”; or
- Receives a casino services provider cheque for a transaction of \$1,000.00 (CDN) or more made out to third parties or without a specified payee. A casino services provider is not expected to complete this type of transaction.

The Large Cash Transaction and Foreign Exchange Record (LCTR) must be prepared and retained (not submitted to FINTRAC) to provide information about any patron who:

- Cashes out for \$10,000.00 (CDN) or more in a single operating day; or
- Wins a jackpot of \$10,000.00 (CDN) or more in a single operating day;

Note: A “single operating day” shall be interpreted as from casino opening to casino closing.

Casino employees must follow the appropriate patron tracking and identification procedures when multiple transactions with or for the benefit of the rightful owner of the cash/chips, by a third party or agent, exceed \$10,000.00 or more in the same operating day.

15.20. Personal Information

For the purposes of this section, the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act/Regulations* require that the following personal information be obtained:

- For foreign exchanges of \$3,000.00 (CDN equivalent) or more, the assigned casino employee must complete the LCTR, recording:
 - The patron’s name, address (whether local or foreign), occupation and date of birth;
 - The type and reference number of the acceptable identification produced to verify the name;
 - The Canadian dollar value of the foreign exchange, using the last noon cash rate to pay the customer, as posted by the Bank of Canada;

- Detail the type and number of denominations given to the patron.
- The assigned casino employee must record and sign his/her name, title, and GPEB number on the LCTR attesting to the identity of the patron and the amount of the currency given to the patron.
- The assigned casino employee completing the LCTR must provide the Cage Supervisor with the LCTR for filing.
- For cash outs, by the patron or third-party agents, sufficient/acceptable photo identification is required to identify both the patron and the third-party agents once their combined totals reach \$10,000.00 or more.
- For buy-ins, the patron must provide sufficient/acceptable photo identification to identify the player, before leaving the casino.
- Identification must be photocopied, detailed and stapled to the LCTR.

15.21. Record Retention

The licensee must retain all LCTRs in a secure area for five years from the date completed. These records must be readily available.

LCTRs dated within the last year must be stored by the licensee in alphabetical order in a secure storage area.

The active LCTRs must only be accessible to:

- The licensee;
- The licensee supervisor;
- Casino security and surveillance;
- Games Manager;
- Security Manager;
- Cage Supervisor;
- Cashier (where applicable);
- GPEB auditors; and
- FINTRAC officers.

The Non-Active LCTRs must only be accessible to:

- The licensee;
- The casino services provider's Directors of Security and Surveillance;
- GPEB auditors; and
- FINTRAC officers.

15.22. Confidentiality

LCTRs must always be safe guarded to protect the privacy of the individuals involved and may only be photocopied or duplicated for reporting to FINTRAC or in a response to a search warrant.

In the event the police inquire about a player, the casino services provider must refer them to the licensee. The licensee must only release a LCTR to the police upon production of a search warrant.

In the event the police contact a casino services provider requesting a LCTR, the Casino Manager or designate must immediately provide all relevant details surrounding the request to the licensee.

In the event a search warrant is served on the licensee, the licensee must ensure all documents seized by the police are photocopied and held by the licensee for future reference.

15.23. Suspicious Financial Transactions

Please refer to the FINTRAC website, www.fintrac.gc.ca, for the full list of the casino industry indicators for suspicious financial transactions.

Should any casino employee suspect an individual of money laundering, they must:

- Immediately notify their supervisor; and
- Complete an Occurrence Report.

The casino services provider must obtain all available information on the individual in question (i.e., name, address, date of birth, occupation, description, photo and vehicle licence plate number) and provide this information to the Licensee.

The *Proceeds of Crime (Money Laundering) and Terrorist Financing Act/Regulations* has made it a criminal offence for either the licensee and/or the casino services provider to advise an individual that they are suspected of a suspicious financial transaction and/or money laundering incident.

The law prohibits the licensee or a casino services provider from alerting a patron that a report will be sent to the FINTRAC.

The licensee must report all suspicious financial transactions and/or money laundering incidents to FINTRAC within 30 days of the incident.

15.24. Foreign Exchange

As per the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act/Regulations*, the foreign exchange rate to pay the patron must be converted into Canadian dollars based on the official conversion rate of the Bank of Canada for that currency, as published in the Bank of Canada's Daily Memorandum of Exchange Rates, using the last noon cash rate.

The Bank of Canada last noon cash rate is available at www.bankofcanada.ca/rates/exchange/.

For one or more transactions totaling \$3,000.00 or more (CDN equivalent), the assigned casino employee must complete the LCTR, recording:

- The patron's name, address (whether local or foreign), occupation and date of birth.
- The type and reference number of the acceptable identification produced to verify the name.
- The Canadian dollar value of the foreign exchange, using the last noon cash rate as posted by the Bank of Canada.
- Detail the type and number of denominations given to the patron.

The casino employee must record their name, title, GPEB number and sign page 1 and 2 of the LCTR, attesting to the identity of the player and the amount of Canadian currency given to the patron.

The Cashier must:

- Provide the Cage Supervisor with the LCTR for filing.
- Decline the exchange request in the event the patron refuses or is unable to provide their name.
- Explain the requirements of the legislation and return the monetary instrument to the patron.

15.25. Buy In

The LCTR must be completed by the assigned casino employee for any patron buying chips, cash and/or coin for \$10,000.00 or more, in one or more transactions in a single operating day, recording:

- The patron's name, address (whether local or foreign), occupation and date of birth.
- The type and reference number of the acceptable identification produced to verify the name
- The assigned casino employee must record and sign their name, title and GPEB number on the LCTR attesting to the identity of the patron and forward the LCTR for filing.
- The assigned casino employee must record the total dollar value of the "buy-in" in the "Pit Transactions" area on page 1 of the LCTR.
- In the event a patron exceeds the \$10,000.00 buy-in limit, through two or more transactions, then refuses or is unable to produce acceptable identification, as applicable:
 - The patron must not be allowed any cage transactions;
 - When the individual is about to exit the casino, floor security must attempt to obtain ID from the individual;
 - Surveillance must be notified and requested to photograph the individual;
 - The photograph must be attached to an LCTR completed and signed by a Security Officer and filed with the other LCTRs under "Unidentified Player";
 - The patron must be advised that they must not be permitted to return to play in the casino until acceptable identification is produced;

An Occurrence Report must be completed:

- If the patron visits the casino again, they must be asked at the front door to present identification prior to being admitted.
- If the identification is acceptable, it must be photocopied and/or detailed and stapled to the applicable LCTR, with the rest of the required information, by a Security Officer.

15.26. Cash Out

The LCTR must be completed by the assigned casino employee for any patron cashing out chips or receiving payment for a slot or table game jackpot for \$10,000.00 or more, in one or more transactions, in a single operating day, recording:

- The patron's name, address (whether local or foreign), occupation and date of birth.
- The type and reference number of the acceptable identification produced to verify the name.
- The dollar value of the cash-out documented on page 2 of the LCTR.
- Document the cheque reference number and amount;
- If a cheque was issued, provide in the "Special Notes" area on Page 2 of the LCTR the casino employee's name and GPEB number that verified the win and the table or slot number of the win.
- Detail the type and number of denominations given to the patron, once the totals are \$10,000.00 or more.

The assigned casino employee must record and sign their name, title and GPEB number on the LCTR attesting to the identity of the patron and the amount of the cash-out by the patron and provide the Cage Supervisor with the LCTR for filing.

15.27. Patron Tracking

All large cash "buy-in" and "cash-out" transactions must be tracked in the event a series of transactions may amount to a total of \$10,000.00 or more in a single operating day. For example, a buy-in of \$3,000.00 must be tracked because there is a reasonable chance that the patron's total buy-ins for the day may amount to \$10,000.00.

All large "cash-out" transactions must be tracked in the event they occur with a person (agent or third party) a casino employee knows, or has reason to believe, is conducting the transaction on behalf of the rightful owner.

When the total amount of "cash-outs" by the rightful owner and agent/third party equals \$10,000.00 or more in one operating day, all parties must be properly identified on LCTRs, as per previous instructions.

All foreign exchanges:

- Under \$3,000.00 must be detailed by the Cage in their Foreign Currency Exchange Register records.
- Must be tracked in the event a series of transactions may amount to the total of \$3,000.00 (CDN equivalent) or more in one operating day.

15.28. Repeat Patrons

Once an LCTR has been fully completed it must be considered sufficient as acceptable identification.

A new LCTR must be completed for each operating day, with the assigned casino employee recording:

- The name of the patron and any casino LCT or VIP reference number on page 1 of the LCTR.
- Detail “On File” in the address/occupation/ID area of the LCTR.

The assigned casino employee must record and sign their name, title and GPEB number on the LCTR attesting to the identity of the patron.

The remainder of the form detailing “buy-ins”, “cash-outs” and foreign exchanges over \$3,000.00 must be completed as per previous instructions.

15.29. Cash Out Splitting

Once a Cashier has refused a patron’s request for a cash-out due to lack of acceptable identification, no Cashier, during the same operating day, shall cash out the chips when presented by:

- The same individual but in lesser amounts;
- A third party or agent of the patron; and
- Several individuals, having divided the chips amongst them and clearly cashing out for the benefit of the initial patron.

15.30. Identification Sharing

Each individual casino must obtain acceptable identification from the patron.

LCTRs must not be shared between casinos.

15.31. Filing Large Cash Transaction and Foreign Exchange Records

All LCTRs must be filed and secured at the end of each day. The casino services provider must forward LCTRs to the Licensee daily. **The licensee must submit the LCTRs to FINTRAC within 15 days.**

15.32. Excluding or Barring Individuals from the Limited Casino

The licensee and casino services provider must, by means of the security department, remove from the casino any person that:

- Conducts themselves in a disruptive manner;
- Has acted in a manner that could adversely affect the public confidence in the integrity of casino games and casino operations;
- Is involved in a suspected criminal act; or
- Is under the influence of alcohol or an illegal substance.

Where an individual is excluded from the casino, or the local police have attended the casino in response to a request from the casino services provider, or licensee, the security supervisor must ensure that the surveillance department obtains a photograph (preferably colour) of the individual.

- The photograph must be produced with the date and time of the incident for which the barring was issued.

The security supervisor must prepare a Casino Occurrence Report and attach the still photograph. The report must be forwarded to the licensee and the Audit and Compliance Division of the branch. Other casino employees involved in, or witness to, the incident must prepare and forward a Casino Occurrence Report.

Surveillance staff must remove from the video tape rotation all video tapes that recorded the incident in question and complete a Surveillance Tape Log.

The security supervisor must immediately be notified of the exclusion and must determine the length of the barring.

The casino services provider must retain all Casino Occurrence Reports and casino patron files.

Access must be provided in accordance with access policy.

The casino services provider manager, casino security and surveillance department may initiate casino exclusion because of information received from police or GPEB of exclusion or self-exclusion in effect elsewhere with the province or in another jurisdiction.

Whenever a decision has been made to physically remove a person from the casino, surveillance staff must be notified.

When a patron has been excluded from playing at the casino the casino manager or manager security and surveillance staff shall, where possible, notify the patron of the exclusion and the period for the exclusion.

15.33. Disregarding Casino Exclusion

Persons excluded/banned from a casino must be informed that their exclusion period will double if they are found in a casino before the expiration of the exclusion period.

In the case of persons observed cheating at play or committing any other criminal offence, every effort must be made by security and surveillance, to identify the individual and preserve any evidence.

15.34. Appeals

The licensee must meet with GPEB to review appeals regarding casino exclusions.

Findings shall be binding and will be issued in writing to the person initiating the appeal.

15.35. Casino Exclusion Minimum Guidelines

Twenty-Four Hours

- Disturbing the peace in or around a casino;
- Disorderly conduct;
- Intoxicated, or suspected of being under the influence of an illegal substance;
- Loitering;
- Soliciting;

- Suspicious Financial Activity; or
- Peddling/panhandling.

Duration of Licensed Event

- Multiple or repeated incidents of the above;
- Moving other players bet;
- Repeatedly ignoring warnings by casino staff;
- Violent behavior;
- Vandalism;
- Assault or threats;
- Theft;
- Fraud related to gaming;
- Prostitution;
- Loan sharking;
- Past posting;
- Bet capping;
- Pinching bets;
- Any other form of cheating at play not otherwise specified; or
- Using a device to count cards.

16. INELIGIBLE GAMING EVENTS

GPEB issues licenses for eligible organizations and persons to conduct eligible gaming events. We are not able to provide legal advice to private organizations or individuals; however, the Criminal Code outlines three elements that must be in place for a game to be considered gambling: prize, chance and consideration. If the game an applicant would like to host is purely a game of skill, it would not be considered gaming. GPEB does not regulate these types of events.

Examples of events that generally do not meet the definition of gaming include, but are not limited to:

- Puck Toss
- Silent & Regular Auctions
- Toonie Toss
- Music Bingo
- Balloon Pop
- Door Prizes (i.e. an admission ticket into an event is used as one entry, no additional entries may be purchased)
- Promotional Contests
- Gaming schemes proposing a 100% payout (i.e. no charitable benefit)

Examples of events that generally meet the definition of gaming, but are not eligible to be licenced, include but are not limited to:

- Chase the Ace
- Plinko
- Punch Board
- Dice Games
- Three-Card Monte
- Wine Board
- Radio Bingos

16.1. Promotional Contests

A licence cannot be issued for a promotional contest where participants do not purchase entry into the draw (i.e. have recently become a client or purchased a home).

For these events, contact with Competition Bureau Canada is recommended at [\(819\) 997-4282](tel:819-997-4282).

16.2. Chase the Ace

GPEB continues to develop rules to allow for a variation of Chase the Ace style draws that is appropriate for the charitable gambling sector in British Columbia.

Currently, Chase the Ace draws are not eligible to be licensed in BC because they do not meet the requirements of BC's Rules for Ticket Raffles.

To date, GPEB has not issued any licenses for charitable, religious or community groups to operate a Chase the Ace style draw. Time is being taken to ensure Chase the Ace can be conducted with integrity and to ensure fairness to everyone who is involved in the draws, including the players and charities.

B.C.'s Licensed Charitable Gaming Rules are in place to ensure raffles are conducted lawfully and with integrity, and to protect the raffle licensee and raffle participants. Large Chase the Ace style draws can potentially create unintended infrastructure and fiscal challenges for local communities, policing and emergency services, and charities that operate them.

17. SALES AND ADVERTISING

To ensure gambling is represented in a responsible manner in all advertising and marketing, all licensees must comply with the Advertising and Marketing Standards for the BC Gambling Industry and as specified in the Standard Procedures applicable to the gaming event.

GPEB reserves the right to review any advertising products in advance of their use to ensure compliance. [Registered raffle](#) licensees may request pre-approval of raffle advertising and marketing campaigns, however, it is not mandatory.

Licensees must meet all advertising and marketing standards, which include ensuring promotional materials:

- Contain a responsible gambling message, where required;
- Do not use minors to promote gambling, except as permitted in [Advertising Using Minors](#);
- Are not directed primarily to minors; and
- Factually report the chances or odds of winning.

All materials must include the gaming event licence number to the gaming event (e.g. BC Gaming Event Licence #123456).

Organizations cannot advertise a gaming event until it has received a gaming licence for that event.

More information about the *Advertising and Marketing Standards for the BC Gambling Industry* is available on the GPEB website at www.gaming.gov.bc.ca/legislation-policies/docs/stds-advertising-marketing.pdf

Licensees must also comply with the *BC Responsible Gambling Standards*, which are available on the GPEB web site at www.gaming.gov.bc.ca/responsible-gambling/docs/stds-responsible-gambling.pdf

17.1. Advertising Using Minors

This exemption applies only to licensees whose sole beneficiaries are minors and who have received formal written approval to that effect in advance from the branch.

The above licensees may, photographically or in similar graphic ways, depict in certain advertising and marketing tools minors and related people or objects relevant to the organization's purpose.

The depiction of each minor must be supported with previously obtained full, written, legal permission signed by each minor's parent or guardian. This document must explicitly grant permission for the minor to be depicted in lottery advertising, marketing and promotion. Each permission document is to be held on file by the licensee.

17.2. Conditional Licence Numbers

An applicant for a [Registered Raffle](#) licence may request a conditional licence number. This enables the applicant to include the licence number (which is required in all advertising, marketing and promotional materials) in the advance for preparation of those materials.

A conditional licence may be provided at the discretion of GPEB where the licensee has provided a majority of the required information and documentation. However, receiving a conditional licence number does not permit the licensee to begin ticket sales.

17.3. Sales via the Internet

The purchase and sale of raffle tickets via the internet is permitted for prescribed uses by the [Criminal Code of Canada](#) for certain organizations.

Unless otherwise noted, internet web sites may be used to receive orders and for the purchase of tickets if:

- The web site is used only to accept orders and/or to purchase tickets but does not generate a ticket or ticket number;
- The address of the potential ticket purchaser is confirmed to be within British Columbia.
- A ticket is generated manually by the licensee and mailed or scanned to the purchaser.

If the Licensee accepts electronic payments, the payment processing system/provider processing online ticket sales must be [Payment Card Industry \(PCI\) Security Standards Council](#) compliant.

[Electronic Ticket Raffles \(ERS\)](#) is for the use of ticket distribution, random number generators, electronic handheld devices and more, if eligible, are only permitted on a Class A Licence. When applying it is required that these services be provided by a registered gaming service provider and a completed addendum and contract must be attached to the corresponding application.

17.4. Sales Outside of British Columbia

Payment transactions must take place in British Columbia. Orders for tickets must not be accepted from, or processed for, persons located outside the province at time of purchase.

A non-resident of British Columbia may purchase a ticket if the entire payment transaction takes place while the person is in British Columbia and if the ticket or a receipt is issued at that time.

If a receipt is issued, the licensee must as soon as possible mail or email the confirmation of the manually issued ticket numbers purchased to the purchaser at the out-of-province address provided. If for any reason the purchaser does not receive the confirmation by the time of the draw, the receipt will count as a valid confirmation of the ticket purchase.

Tickets or receipts must not be distributed to, mailed or otherwise sent to a non-resident's third-party address in B.C.

17.5. Restrictions for Minors

Generally, purchasers must be 19 years of age or older (Class A, C and D licenses). A licensee must **not** allow minors to:

- Participate as a player or worker;
- Tickets must not be sold to a person under the age of 19; and
- Minors must not sell on behalf of the organization.

Minors are not permitted to be present at any limited casino, social casino or poker event.

The presence of a minor in the area where bingo is being played is permitted only if the minor is:

- Under the supervision of their parent or guardian; or
- An employee carrying out the duties of their employment in the bingo area, other than as a gaming worker, and is under the supervision of their employer.

17.6. Restrictions for Minors - Class B Exceptions

If an organization has a Class B gaming event licence, minors may buy raffle tickets if:

- The minor is 13 years of age or older; or
- Is accompanied by an adult who is the minor's parent or guardian and consents to the sale.

If a winning ticket bears a minor's name, the prize will be lawfully delivered on behalf of the minor to the minor's parent, legal guardian or trustee.

If an organization has a Class B gaming event licence, minors may sell raffle tickets if:

- Raffle tickets are not more than \$5 a ticket, if the minor does so only as a volunteer.

18. EXPENSES

18.1. Expense Limits

Registered Raffles: Where the anticipated gross revenue of a licence is \$250,000 or more, there is no limit on the amount paid for expenses for registered raffle.

Raffles, Bingos and Pokers: Where the anticipated gross revenue of a licence is less than \$250,000, expenses must not exceed 25% of the actual gross revenue of the ticket raffle.

Social Occasion Casinos and Wheel of Fortunes: Expenses must not exceed 40% of the win.

Limited Casinos: Expenses must not exceed 55% of the win.

Prize costs are not included in the expense calculation.

18.2. Eligible Expenses

Actual and reasonable expenses directly related to the conduct and management of a gaming event must be paid from the organization's gaming account. Receipts documenting each expense must be retained as part of the gaming records for the gaming event.

As appropriate, permitted expenses for all licensed gaming events include, but are not limited to:

- Advertising and promotion costs related to the event;
- Wages and salaries of staff conducting the event;
- Equipment, such as, bingo paper, cards, chips, table rentals and, etc.
- Ticket and other printing costs attributable to the event;
- Postage/ mailing costs directly related to the event;
- Rent for venue(s) used for your event. Where a gaming event occurs alongside another event, only a percentage of the total rent relative to the space used for the gaming event may be claimed as an expense;
- Contract fees for gaming services providers or accounting firms attributable to the event;
- Processing fee for gaming event licence;
- Costs related to prizes, such as transporting the prizes to ticket selling venues, repair and maintenance of the prize, or insurance for the prize;

- For Class A licensees, fees or commissions paid to ticket sellers (i.e. volunteers), which cannot exceed 10% of the price of each ticket sold; and
- Reimbursing volunteers for out-of-pocket expenses related to the gaming event but cannot be paid remuneration for their time committed to the gaming event.

The licensee must retain receipts for all expenses as part of their gaming records.

18.3. Donated Expenses

Donated expenses are services that may be provided to the organization from a third party or volunteer at no cost. Donated expenses are not reported on the Gaming Event Revenue Report and must not be included in the expense calculation.

18.4. Exceeding Expenses

Applicants will be notified if expenses exceed the maximum allowed percentage of gross revenue on a Gaming Event Revenue Report.

A licensee that exceeded the maximum allowed percentage of gross revenue must provide an explanation to GPEB describing why the maximum was exceeded. These notifications may be submitted by email to Gaming.Licensing@gov.bc.ca.

19. FINANCIAL ACCOUNTABILITY

All licensees must:

- Retain all records for the gaming event, including receipts and disbursement of all gross revenues, for a period of five years.
- Maintain records that clearly show the amount and purpose of each financial transaction.
- Ensure that all cheques issued against the Gaming Account are signed by at least two of the organization's signing officials; at least one of whom must be a volunteer board member of the organization.
- Submit a [Gaming Event Revenue Report](#) within 90 days of the expiry of each gaming event licence.

Licensees generating \$20,000 or less in gross revenue annually through licensed gaming events and that do not have a gaming account must deposit to and distribute all gaming proceeds from a bank account bearing the organization's full name.

Licensees that could generate more than \$20,000 in gross revenue annually through licensed gaming events, or that have established a gaming account, must comply with more rigorous accountability requirements. These licensees must:

- Maintain a separate gaming account, in the organization's legal name, for the exclusive purpose of receiving and disbursing gaming proceeds, including any funds received through licensed gaming, Community Gaming Grants or gaming fund donations received;

- Obtain cheques for the gaming account with the organization’s legal name and the words “Gaming Account” imprinted;
- Submit a Gaming Account Summary Report within 90 days of the end of the organization’s fiscal year regardless of whether any events were held or not.

Licensees projecting \$250,000 or more in gross revenue from a single gaming event licence may be audited by GPEB. Other licensees are subject to periodic audits by GPEB.

20. MANDATORY REPORTING

Gaming Event Revenue Reports and Gaming Account Summary Reports must be submitted within the required time frames. At the discretion of GPEB, failure to submit the required reports may impact future licensing.

If for any reason an organization is unable to submit the required reports, they must email Licensed Charitable Gaming at gaming.licensing@gov.bc.ca

20.1. Gaming Event Revenue Reports (GERRs)

A GERR is a report that summarizes the actuals of each individual gaming event licence. The required fields include, gross revenue, prize costs, donated prizes, expenses and net revenue.

It is mandatory that all licensee’s complete a Gaming Event Revenue Report within 90 days after an event has occurred and the license period expires.

Gaming Event Revenue Reports must be submitted online using the Gaming Online Service at <https://www.gaming.gov.bc.ca/licensing/reportListSearch.do>

To assist clients, organizations and stakeholders through this transition, a step-by-step Gaming Event Revenue Report Online Submission Guide is available on our website at <https://www2.gov.bc.ca/assets/gov/sports-recreation-arts-and-culture/gambling/licences/e-gerr-guide.pdf>

Gaming Event Revenue Reports submitted by mail, fax or email are no longer accepted.

20.2. Gaming Account Summary Reports (GASRs)

A GASR is a report that reflects the activity and all revenues and expenses within an organization gaming account for each fiscal year.

If an organization has a gaming account, a GASR must be submitted for each fiscal year end regardless of whether gaming events have taken place for that fiscal year.

It is mandatory that all licensees with a gaming account complete a Gaming Account Summary Report within 90 days of their fiscal year end.

A Gaming Account Summary Report PDF can be found on the GPEB website at <https://www2.gov.bc.ca/assets/gov/sports-recreation-arts-and-culture/gambling/grants/form-acct-summary-rpt.pdf>

GASRs may be submitted via email to gaming.licensing@gov.bc.ca

21. REGISTRATION REQUIREMENTS

21.1. Registered Raffles

A licensee that could generate more than \$250,000 in gross revenue through a gaming event licence must ensure at least two persons from the organization are registered with GPEB. GPEB may also determine, upon review of an application, that other key individuals involved in the conduct and management of the gaming event need to be registered.

Licensees that retain individuals or companies to provide gaming event services must ensure the service providers are registered with GPEB.

For some gaming events (e.g., independent bingo), licensees are required to ensure specified gaming goods and equipment (e.g., bingo paper) are approved by GPEB.

More information is available online at www.gaming.gov.bc.ca/registration

21.2. Gaming Service Provider Restrictions

Licensees may contract with a gaming service provider to assist with a licensed gaming event if the contractor is registered with GPEB as a gaming services provider for that type of event. However, the licensee must manage and conduct the event.

Contracts with gaming services providers must not exceed 12 months in duration but may include an option to renew for an additional 12 months at the discretion of the licensee. The contract must state the total contract value and specify the fees for services. Contract fees based on a percentage of revenue generated at the gaming event are not permitted. All contracts associated with a gaming event, including service contracts, must be paid out of the licensee's gaming account.

The applicant for the gaming event licence must attach a copy of the service agreement, including the gaming services provider's name and address. As part of the gaming records for the ticket raffle, which must be retained for a five-year period, organizations must obtain and keep on file a statement from the gaming services provider that fully discloses all expenses from that raffle.

If an organization is planning to use [Electronic Raffle Systems](#), as allowed on a Class A licence, there may be additional requirements.

22. REQUESTING AN AMENDMENT, CANCELLATION OR WITHDRAWAL

22.1. Amendments

To amend a licence, organizations must submit a written request to gaming.licensing@gov.bc.ca.

The request must include the licence number, proposed changes and be from an individual listed on the application or a Board member of the organization. Generally, amendments will not be made to a licence where sales have already started or to extend the original licence period.

Amendment requests may take up to 10 business days to process.

22.2. Cancellations

To cancel an approved licence, organizations must submit a written request to gaming.licensing@gov.bc.ca.

The request must include the licence number, reason for cancellation and be from an individual listed on the application or a Board member of the organization. Generally, the need to submit any mandatory reporting is also cancelled.

Cancellation requests may take up to 10 business days to process.

22.3. Withdrawals

To withdraw an application that has not yet been processed, organizations must submit a written request to gaming.licensing@gov.bc.ca.

The request must include the application number, reason for withdrawing and be from an individual listed on the application or a Board member of the organization.

Withdrawal requests may take up to 10 business days to process.

23. WRITTEN REPLIES REGARDING AN APPLICATION DECISION

Decisions regarding the outcome of a gaming event licence may be eligible for a written reply by the General Manager or delegate.

To request a written reply, an organization must submit a written request to gaming.licensing@gov.bc.ca, within 30 days of notification of the decision, stating reasons for the request and providing clarifying information that may support the request. New information may be considered at the discretion of the General Manager or delegate.

The General Manager or delegate will conduct a thorough review to ensure the rules and conditions were applied fairly and properly and will either confirm or vary the original decision.

The written decision of the General Manager or delegate will be sent to the affected organization or individual within 60 days of receiving a written request for written reply.

For more information about the Internal Review process, please refer to www.gaming.gov.bc.ca/legislation-policies/docs/internal-review-procedures.pdf

24. COMPLAINTS

A complaint form is provided for submission of complaints or allegations of criminal or regulatory wrongdoing in gaming and horse racing in the province of B.C. Organizations are encouraged to deal with all complaints in a fair and equitable manner internally.

Complaints about the conduct and management of gaming events may be submitted, in writing, to the Gaming Policy and Enforcement Branch at <https://www.gaming.gov.bc.ca/gaming/inv/Complaint.do>

Written complaints will be reviewed by GPEB and when a possible breach is identified, it will be brought to the organization's attention for remediation.

25. GLOSSARY

A

Arm's Length (ticket selling) – The practice of selling tickets by length, such as the length of the ticket seller or buyers' arm, which is not permitted.

B

BCLC – The GCA mandates that BCLC is responsible for the conduct and management of all commercial gaming in British Columbia, including the ability to: Develop, organize and operate gaming on behalf of the province, either alone or in conjunction with the governments of other provinces. BCLC is an entity which is separate from GPEB.

Bingo - A game of chance where players are awarded a prize or prizes for being the first to complete a specified arrangement of numbers on bingo paper, based on numbers selected at random.

Bingo Paper - Bingo cards/paper regulated by BCLC which is required for all Class A or B bingo's or any bingo using social to live stream.

Bingo Price List - A price list must be posted at the cashier's station listing all bingo paper products offered and the price for all items.

Bingo Program - The bingo program is a list of all of the bingo games that will be played at a bingo event. The program must list the games in the order they will be played, the winning combination for each game and the type and/or colour of bingo paper to be used for each game.

Bingo Pull Tab Side Games – Pull tabs are commonly referred to as break-open or Nevada tickets. They are a gaming piece used in a game of chance that is completely made of paper or paper products which conceal numbers or symbols that must be exposed by the player by tearing off a covering in order to determine wins or losses.

Board of Directors – The members of an organization elected by the membership to be responsible for the oversight of that organization's activities.

C

Cake Walk – A type of raffle where participants walk along a path with numbered squares on it. The winner is the one standing on the square corresponding to the winning number drawn. Applied for under a Token Raffle application.

Calendar Raffle – A raffle in which a purchaser buys a calendar on which prizes are identified for a series of draws to take place on selected days. A purchaser wins a prize by matching the number on the calendar with the number drawn on the specific date.

Calendar Year – Referring to a period time such as January 2019 to December 2019.

Chance – The outcome is not pre-determined or determined solely by skill.

Charitable Organization - A corporation, organization (including a religious organization), association or partnership which is created primarily for a charitable object or purpose in British Columbia and is operated not for profit.

Consideration – Something of value a player must pay or exchange to be eligible to participate (i.e. payment).

Counterfoil – Also known as a ticket stub, the portion of a ticket placed into the draw barrel to be selected to determine a winner.

Cow Pie Bingo – A type of token raffle where a cow, or other animal, is placed in an area with the ground divided in to a numbered grid. The square where the animal's excrement lands is the winner. A similar scheme applies to chicken poop bingo.

D

Designated Fair or Exhibition – A fair or exhibition that has been designated by the Gaming Policy and Enforcement Branch as a fair or exhibition where a gaming event may be conducted and managed.

Door Prize Draws - Where an admission ticket to an event is used as one entry into a draw where no additional entries may be purchased. Door prize draws do not require a licence.

E

Electronic Funds Transfer – A secure transfer of funds by electronic means from the charitable organizations gaming account for purchase of entry into a gaming event or to award a prize.

Eligible Organization - an organization that meets the eligibility criteria set out in these Rules for charitable licensing in British Columbia.

Expense – A direct cost incurred by the organization in order to conduct a gaming event. For example, ticket printing costs, facility rental, advertising, or wages for registered gaming workers. If the gaming event is part of a larger event, expenses must be prorated to account for only those expenses directly related to the gaming event portion.

F

Fair or Exhibition Gaming Event – An event held on a Class C gaming event licence in conjunction with an Approved Fair or Exhibition.

Float – Start up cash provided to a cashier station to have money available to make change.

G

Gaming – the action or practice of playing gambling games.

Gaming Account Summary Report (GASR) – A GASR is a report that reflects the activity and all revenues and expenses within an organization gaming account for each fiscal year. Refer to [Gaming Account Summary Reports \(GASRs\)](#).

Gaming Event – An event meeting the criteria of gaming as outlined and is considered licensable by GPEB.

Gaming Event Revenue Report (GERR) – A GERR is a report that summarizes the actuals of each individual gaming event licence. The required fields include, gross revenue, prize costs, donated prizes, expenses and net revenue. Refer to [Gaming Event Revenue Reports \(GERRs\)](#).

Gaming Policy and Enforcement Branch (GPEB) – The branch responsible for the overall integrity of gaming and horse racing in British Columbia through the responsibilities given to it under the *Gaming Control Act*.

Gaming Service Provider – A company who provides gaming services or supplies, services or tests gaming supplies, provides or trains gaming workers, or provides a facility for gaming. For use through a Gaming Event the Gaming Service Provider must be register with GPEB.

Gaming Worker – An individual paid to assist in the conduct, management, operation, or presentation of a gaming event, or connected with the gaming industry.

General Manager – The head of the Gaming Policy and Enforcement Branch and responsible, under the direction of the Minister, for the administration of the *Act*. Also referred to as Assistant Deputy Minister.

Gross Revenue – The total amount of fund raised by an organization before any deductions, prize costs or expenses.

H

House Rules – The rules established by the licensee regarding how the gaming event will be operated. Where a house rule contradicts the Licensed Charitable Gaming Rules, it is the Rules that must be followed.

L

Licence – A licence issued to an eligible charitable organization under the Criminal Code of Canada by or under the authority of the Lieutenant Governor, to conduct or manage a gaming event as approved by the Gaming Policy and Enforcement Branch.

Licensee – The charitable organization licensed under the *Gaming Control Act* to conduct and manage a gaming event in British Columbia.

Licensing Authority – the authority specified by the Lieutenant Governor in Council as a licensing authority for purposes of the Criminal Code of Canada.

M

Meat Draw - type of raffle event permitted under a Meat Draw licence where the event is conducted like a regular raffle, but all prizes are meat.

N

Net Proceeds – The gaming funds amount remaining after a licensee has deducted all prize costs and related expenses from the overall gross income. The licensee must use the net proceeds for the charitable objects and purposes approved by GPEB.

O

One-Day Multi Series Raffle -

Officer Responsible – A member of the organization who is responsible to ensure the organization complies with all conditions, guidelines, rules and policies of the Gaming Policy Enforcement Branch.

Out-of-Pocket Expenses – Actual, reasonable, and necessary expenses incurred by members of the licensee in order to assist with the conduct and management of a licensed gaming event only.

P

Poker Ride – A type of token raffle where participants collect playing cards as they complete a circuit. The participant with the best poker hand at the end of the event wins the prize.

Prize – Money or anything of value to be awarded.

Promotional Contest – GPEB does not issue licenses for promotional contests, however, contact is suggested with the Competition Bureau, see [Promotional Contests](#).

R

Raffle - a gaming event where tickets are sold for a chance to win a prize at a draw.

Registered Gaming Worker – An individual registered with the Gaming Policy and Enforcement Branch to work as a gaming worker.

Regulations - the regulations made under the *Gaming Control Act, 1992*.

Rubber Duck Race – A type of token raffle where numbered rubber ducks are placed in a waterway with a current. The prize winner holds a ticket with the number corresponding to the first rubber duck to cross a finish line.

S

Skill-Based – The outcome is determined by skill rather than chance.

Social Media Bingo – A bingo event where social media is used to live stream a licensed bingo event taking place elsewhere. Social media bingos must be live and not prerecorded.

Square Board – A board is used where purchasers may pick a square that determines their entry into a raffle. Square board may be used on conjunction with a percentage or token raffle.

T

Terms and Conditions – Specific sets of requirements attached to each application requiring acceptance by the applicant and setting out the conduct and management requirements of the licensee.

TGS6 – The Technical Gaming Standards for Electronic Raffle Systems. The current version may be found at <https://www2.gov.bc.ca/assets/gov/sports-recreation-arts-and-culture/gambling/registration/tgs6-electronic-raffle-systems.pdf>

U

Use of Proceeds – The charitable purpose for which a gaming event licence has been issued to raise funds to support.

W

Wheel of Fortune - A gaming device in the form of a revolving wheel. Pegs divide the perimeter of the wheel into sections, each containing a number or symbol. Patrons place wagers corresponding to the numbers or symbols. The wheel is spun, and the number or symbol where the clapper stops determines the winner.

Written Reply – The formal process by which an organization may request that a licence where a decision has been provided be reviewed for reconsideration.