

## VLT - POLICY CHANGES

This Bulletin is to advise all VLT Retailers of **IMPORTANT AMENDMENTS** to the Licensee Handbook.

These following Licensee Handbook policies are effective as of April 1, 2016:

Section 10.13 Reel Facts VLT Staff Training (Previously named Responsible Gambling Program)

- Section 10.13 has been renamed and content reorganized into a more cohesive manner that will assist VLT Retailers to better understand Reel Facts VLT Staff Training requirements.
- Subsection 10.13.11 is a **NEW** requirement for VLT Retailers. Effective immediately, VLT Retailers are required to keep a log of employees who are Reel Facts certified, including the employees' names, certificate registration numbers and expiry dates. This log is subject to review by the AGLC.

Section 10.15 Signage, Advertising and Promotions

- Subsection 10.15.1 has been updated to reflect the following amendments to signage that VLT Retailers must post in the licensed facility.
  - "Your games. Your choice." poster combines the previous "VLT Rules of Play" and "Gaming Irregularities" posters into a single poster.
  - "If you gamble, use your GameSense" poster replaces any previous versions of the responsible gambling posters.

Electronic copies of the new posters are attached for your reference. Contact the AGLC if you require copies of any signage.

Please familiarize yourself with the revised policies, update your Licensee Handbook with the amended policies as required and ensure all affected staff are notified of the new requirements.

The amended Licensee Handbook may be accessed on the AGLC website at [www.aglc.ca](http://www.aglc.ca).

If you have any questions or concerns, please contact your Key Account Coordinator or call the **AGLC Hotline at 1-800-561-4415**.

Please direct any questions or comments on any of the items appearing in this Bulletin to the AGLC Hotline.

**1-800-561-4415**

# If you gamble, use your GameSense



Play for entertainment,  
not to make money



Balance gambling  
with other types  
of leisure activity



Don't chase losses.  
Accept them as the  
cost of entertainment

Learn more at [GameSenseAB.ca](http://GameSenseAB.ca)

 @GameSenseAB



Your games. Your choice.

## Gaming Irregularities

All gaming irregularities should be reported to the Alberta Gaming and Liquor Commission (AGLC).

Callers should be prepared to provide the following:

- Name
- Address
- Telephone number
- Location of the incident
- Type of game being played



## Rules of Play

- 1 This establishment is **PROHIBITED** from granting credit or providing cash advances on credit cards to enable a person to play a video lottery terminal (**vlt**).
- 2 No person under the age of 18 is permitted to play **vlt**s.
- 3 Alberta law prohibits this establishment from permitting a person who is apparently intoxicated by liquor or a drug to take part in any gaming activity conducted in this licensed premises.
- 4 **vlt**s will not accept additional cash from players when the terminal cash balance is more than \$100.
- 5 **vlt**s require players to select a session time limit prior to playing, and will automatically cash-out after the player's second time session expires.
- 6 Any malfunction voids all plays and pays.
- 7 If a **vlt** appears to be malfunctioning, play should be discontinued and the malfunction should be reported to site staff immediately.
- 8 Game prize limits may be capped by game or may have a specified maximum prize.
- 9 When the cash balance on the terminal reaches \$1250 or more, a cash-out ticket will be generated for \$1250. Any balance will remain on the terminal until played or cashed-out.
- 10 If a single spin results in a prize award greater than \$1250, a cash-out ticket will be generated for a value equal to the individual prize award. Any balance will remain on the terminal until played or cashed-out.
- 11 **vlt** cash-out tickets must be claimed within thirty (30) days from the date of issue. Players are encouraged to print their name on the back of their cash-out ticket as a means of identifying ownership of the ticket.
- 12 Cash-out tickets up to and including \$1250 can only be redeemed at the **vlt** Retailer from where they were issued. If cashed on a day other than the day issued, identification may be requested to confirm the name printed on the back of the cash-out ticket.
  - If the **vlt** Retailer location is unable to pay a cash-out ticket of a value more than \$1250, the Retailer will provide the player with a list of AGLC designated cross-validation sites that can accommodate payment of the cash-out ticket.
  - At the cross-validation site, the ticket must be cashed by the person who has printed their name on the back of the cash-out ticket. The person cashing the ticket will be asked to provide identification that matches the name that appears on the back of the ticket.

# 1-800-742-7818