



Gaming Policy and Enforcement Branch

STANDARD PROCEDURES
for Social Occasion Casinos and
Wheel of Fortune Events

SEPTEMBER 2015

Know your limit, play within it.
For Help: 1-888-795-6111 or
www.bcresponsiblegambling.ca

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SEPTEMBER 2015 AMENDMENT

CLARIFICATIONS

Appendix A	<ul style="list-style-type: none">• The <i>Advertising and Marketing Standards for the B.C. Gambling Industry</i> has been updated to the <i>Advertising and Marketing Standards for Gambling in British Columbia</i>.
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FEBRUARY 2012 AMENDMENTS

CLARIFICATIONS

Section 2.2	<ul style="list-style-type: none">• Reporting known or suspected criminal activity: requirements clarified.
Section 4	<ul style="list-style-type: none">• The Province's encouragement to include responsible gambling messaging in advertising now includes social media.• Suggested messaging includes adding 19+ after Know your limit, play within it.

REDUCED REQUIREMENTS

Sections 2.2 and 13	<ul style="list-style-type: none">• Licensees must submit the Gaming Event Revenue Report within 90 days of the expiry of the gaming licence. The previous requirement was 60 days.
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JUNE 2010 AMENDMENT

REVISION

Section 5	<ul style="list-style-type: none">• For all social occasion casino games (including wheels of fortune) the maximum bet permitted is raised to \$20.
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1. Introduction

This document provides the rules that must be followed when conducting and managing a Class A, B, or C licensed Social Occasion Casino or Wheel of Fortune event in British Columbia.

These Standard Procedures are a condition of the gaming event licence and apply to the gaming event licensee, gaming services providers, and all volunteer and hired staff involved in the operation of the Social Occasion Casino or Wheel of Fortune event.

2. Roles and Responsibilities

2.1. Gaming Policy and Enforcement Branch

The Gaming Policy and Enforcement Branch (the branch) regulates gaming in British Columbia and ensures the integrity and lawful conduct and management of gaming in the province. This includes issuing gaming event licences to eligible organizations and ensuring licensees comply with all requirements of those licences.

2.2. Your organization as the gaming event licensee

Licensees must comply with Canada's Criminal Code, British Columbia's Gaming Control Act and Gaming Control Regulation, and all relevant rules, policies and standards.

The Board members of your organization are responsible for the proper conduct and management of gaming events for which they are licensed. This includes ensuring Social Occasion Casinos and Wheel of Fortune events are conducted in accordance with these Standard Procedures, the conditions of the licence, and any additional conditions imposed by the branch.

Certain duties associated with a Social Occasion Casino or Wheel of Fortune event cannot be delegated to other parties. Therefore, board members from your organization must perform the following duties:

- Review and sign all contracts related to the Social Occasion Casino or Wheel of Fortune event;
- Approve and sign the Gaming Event Revenue Report (if one is required), to be submitted within 90 days of the expiry of the gaming licence; and
- Approve and sign the Gaming Account Summary Report (if one is required).

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.

2.3. Gaming services providers

Your organization may contract marketing and/or management service companies to assist with the conduct of its gaming event, as long as the contractor is registered with the branch as a gaming services provider.

Contracts with gaming services providers cannot be for more gaming events than authorized by the applicable gaming event licence. The contract must state the total contract value and specify the fees for services, supported by a detailed business plan. Contract fees based on a percentage of revenue generated at the gaming event are not permitted.

As part of its gaming records, which must be retained for a five year period from the end of the fiscal year during which the net proceeds were disbursed, your organization must have a statement from its gaming services provider that fully discloses income, expenses and profit from the contract.

3. The Gaming Event Licence

A **Social Occasion Casino** licence is issued for a gaming event or series of gaming events in conjunction with a social event (such as a dinner, dance or benefit) that is for the exclusive enjoyment and benefit of members of the gaming event licensee. Members of the licensee organization may invite guests to accompany them to the event. Events cannot be open to the general public.

A **Wheel of Fortune** licence is issued for a gaming event or series of gaming events held in conjunction with a community event, such as a rodeo, community fair, or sports event.

Class A gaming event licences are issued for any gaming event that is expected to generate more than \$20,000 in gross revenue.

Class B gaming event licence is issued for any gaming event where the projected gross revenue earned under the licence is \$20,000 or less.

Class C gaming event licences are issued to the Board of an eligible fair or exhibition.

Unless otherwise noted, standard procedures for Class A, Class B and Class C licensed gaming events are the same.

Gaming events must be conducted at the locations, on the days and during the times, specified on the licence.

To conduct a gaming event without a licence is unlawful.

3.1. Cancelling or amending your gaming event licence

If a scheduled gaming event is cancelled or changed to a new location, day or time, your organization must advise the branch so its gaming event licence can be updated.

To cancel or amend its licence, your organization must submit a written request to the branch. The request must be signed by two signing authorities, one of which must be an officer of your organization.

3.2. Transferring or assigning your gaming event licence

A gaming event licence may not be transferred, assigned, lent or borrowed.

4. Advertising and Promoting your Gaming Event

Your organization cannot advertise its gaming event until it has its gaming licence.

All advertising must conform to the Advertising and Marketing Standards for the B.C. Gambling Industry, provided in Appendix A.

Further, the Province strongly encourages the use of its responsible gambling message on printed materials, internet (including social media) and television advertising by displaying the text:

Know your limit, play within it. 19+

For Help: 1-888-795-6111 or
www.bcreponsiblegambling.ca

Or, by using the words, "Know your limit, play within it. 19+" for radio advertising.

4.1. Printed advertising and marketing products

Your organization must ensure all printed advertising and marketing products, such as brochures and newspaper ads, include:

- Name, address and telephone number of the licensee;
- Gaming event licence number, to be shown as "BC Gaming Event Licence # _____";

- Location, date and time of the advertised event; and
- For Social Occasion Casinos, the statement: Admission is not open to the general public.

4.2. Television and radio advertising

Television advertising must include:

- Name and telephone number of the licensee;
- Gaming event licence number, to be shown as “BC Gaming Event Licence #_____”;
- Location, date and time of the advertised event; and
- For Social Occasion Casinos, the statement: Admission is not open to the general public.

4.3. Internet advertising

The internet may be used to advertise your gaming event.

All of the items required for printed advertising and marketing products, in section 4.1, must be displayed on the website homepage, along with a hyperlink to the Responsible Gambling website at www.bcreponsiblegambling.ca.

5. Types of Games for a Social Occasion Casino

The maximum number of games at any Social Occasion Casino, in any combination, cannot exceed 15.

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

- Blackjack, using standard rules.
- Red Dog, using standard rules.
- Wheel of Fortune. Typical wheel games include Money Wheel, Crown and Anchor, 7 Under/Over and Colour Wheel.

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

6. 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.

6.1. Social Occasion Casino events

A Social Occasion Casino must be held in a facility that enables the licensee to control access to both the social event as a whole 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.

6.2. Wheel of Fortune events

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.

7. Equipping Your Gaming Event

7.1. Gaming equipment

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.

Wheels of Fortune:

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

7.2. Cashier station

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

7.3. Cash float

Your organization 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.

8. 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 your 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 of 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 your 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, that person must be a volunteer with your organization. If more than one cashier is used, a volunteer with your organization must be designated as 'head cashier' and the other cashiers may be volunteers from your 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 games supervisor.
- Chip/cash runners may be volunteers from your organization.

8.1. Class C Gaming Event Licence staffing requirement

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

9. Conducting the Gaming Event

The licensee must not:

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

9.1. House and game rules

Your organization 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.

If any rule conflicts with these Standard Procedures, it is the Standard Procedures that must be followed.

9.2. 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.

9.3. 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.

10. Control Forms

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.

10.1. Required forms for Social Occasion Casino and Wheel of Fortune events

The following forms must be used:

Sign-in Sheet

The Sign-in Sheet must list all workers, paid or not, and the position filled by each.

Float Sheet

The Float Sheet must list all floats issued at the beginning of the event. This includes the cashier float, cash floats issued to each table, the chip bank, and the chip floats issued to each table. This form must be signed by the volunteer cashier and either the chip runner or a second cashier.

Cash Fill or Credit Slip

A Cash Transfer Slip is filled out by the games supervisor each time money is transferred to or from a table. The slip must list the table number, the amount of cash being transferred, and whether it is a transfer to the table (fill) or from the table (credit). Each slip must be signed by the games supervisor and a cashier.

Chip Fill or Credit Slip

A Chip Fill or Credit Slip is filled out by the games supervisor each time chips need to be transferred to or from a table. The slip must list the table number, the amount of chips being transferred, and whether it is a transfer to the table (fill) or from the table (credit). Each slip must be signed by the games supervisor and either a chip runner or cashier.

Cash Reconciliation Sheet

The Cash Reconciliation Sheet is filled out at the end of the event, after all players have redeemed their chips. This sheet lists the total cash on hand after the event, from which the initial cash floats are subtracted. The result will be the gross profit or loss for the event. It must be signed by the volunteer cashier and at least one other event worker who has verified the cash count.

11. Revenue from the Gaming Event

If your organization has a Class A or Class C gaming event licence, or is generating more than \$20,000 annually through Class B gaming event licences, all cash or cash equivalent proceeds from the Social Occasion Casino or Wheel of Fortune events must be deposited into your organization's gaming account immediately.

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

12. Gaming Event Expenses

Your organization may pay actual and reasonable expenses directly related to the conduct and management of its event.

Generally, expenses cannot exceed 20 per cent of the gross revenue generated by the gaming event. For a Social Occasion Casino or Wheel of Fortune event, the expected gross revenue is difficult to determine. Instead the "win" represents an event's gross revenue. The win is the amount left over at the conclusion of the event after all wagering has been completed, all prizes paid, and all floats reimbursed.

Prize amounts cannot be planned. It is possible the amount paid in prizes will exceed the amount wagered, resulting in a loss of revenue for your organization. While it is expected that expenses will not exceed 40 per cent of the win, your organization will not be penalized if this requirement is not achieved due to prizes exceeding the amount wagered.

Permitted expenses include, but are not limited to:

- Advertising costs;
- Purchase or rental of gaming equipment;
- Rent or other costs for the gaming facility;
- Volunteer out-of-pocket expenses; and
- Contract fees for gaming services providers.

Facility expenses include only those costs associated with running the gaming event. For example, if a hall is rented for a social event and 30 per cent of the floor space is used for the gaming event then only 30 per cent of the hall rental is considered an expense.

Contracted costs based on a percentage of revenue generated at the gaming event, or other costs related to other activities at the social occasion or community event are not permitted.

All expenses related to the gaming event must be paid by cheque from your organization's gaming account if it has one, otherwise from your general account. Receipts documenting each expense must be retained for five years as part of your organization's gaming records.

12.1. Volunteer out-of-pocket expenses

Volunteer out-of-pocket expenses are allowable expenses of the gaming event. However a volunteer may not be compensated for attendance at a gaming event.

Your organization must retain, as part of its gaming records, third party receipts for all out-of-pocket expenses it reimburses.

12.2. Donated expenses

Donated expenses are services that might be provided to your organization at no cost, such as a facility where the normal rental fee is waived. Donated expenses are not reported on the Gaming Event Revenue Report.

The expense calculation includes only expenses paid with gaming funds. It does not include donated expenses.

13. Financial Control and Audit Requirements

Your organization is responsible for ensuring all requirements outlined in the conditions for its gaming event licence are met. This includes submitting a Gaming Event Revenue Report, if required, within 90 days after the expiry of the licence.

Financial and inventory controls are based on the following principles:

- Handling of cash/chips by staff or volunteers in key positions will be witnessed, verified, recorded and signed for by a second volunteer; and
- Actual cash/chip counts will be recorded and verified by a volunteer.

13.1. Access to gaming records

As a condition of its licence, your organization must ensure the branch has reasonable access to the premises where its gaming events are held. As well, your organization must provide the branch access to all gaming records and allow the branch to copy records and remove records or equipment from the premises at its discretion.

Your organization must retain all gaming records related to its licensed gaming events for a period of five years from the end of the fiscal year in which the net proceeds were disbursed. Gaming records include all financial records, cancelled cheques, bank statements, bank transaction receipts, invoices and sale receipts, event paperwork and all receipts from the disbursement of gaming revenue.

14. Public Complaints

Your organization is encouraged to deal with all complaints in a fair and equitable manner.

Complaints about the conduct and management of gaming events may be submitted, in writing, to the Gaming Policy and Enforcement Branch.

Written complaints will be reviewed and when a possible breach is identified, the branch will bring the complaint to your organization's attention for remediation.

15. Failure to Comply with Standard Procedures

Where, in the opinion of the General Manager, any of these procedures are not satisfactorily met by a licensee, its agents or employees, the General Manager may suspend or cancel the gaming licence; vary existing, or impose new, conditions on the gaming licence; freeze the gaming account and assets; impose a fine on the licensee; and/or refuse to issue the licensee another gaming licence or a gaming grant.

Additional penalties may also be imposed under section 98 of the Gaming Control Act.

16. Gaming Policy and Enforcement Branch Contact Information

Head Office

Mailing address:

Gaming Policy and Enforcement Branch
PO Box 9310 Stn Prov Govt
Victoria BC V8W 9N1

Location (for courier deliveries or visiting in person):

3rd Floor, 910 Government Street
Victoria BC V8W 1X3

Telephone: 250 387-5311

Facsimile: 250 356-8149

E-mail: gaming.branch@gov.bc.ca

Web: www.gaming.gov.bc.ca

Online Services: www.gaming.gov.bc.ca/gaming/Home.do

Lower Mainland Regional Office

Gaming Policy and Enforcement Branch
220 – 4370 Dominion Street
Burnaby BC V5G 4L7

Telephone: 604 660-0245

Facsimile: 604 660-0267

Interior Regional Office

Gaming Policy and Enforcement Branch
200 – 1517 Water Street
Kelowna BC V1Y 1J8

Telephone: 250 861-7363

Facsimile: 250 861-7362

Northern Regional Office

Gaming Policy and Enforcement Branch
211, 1577 – 7th Avenue
Prince George BC V2L 3P5

Telephone: 250 612-4122

Facsimile: 250 612-4130

Other Key Contacts

Audit and Compliance Division (Lower Mainland).....	604 660-0245
Investigations Division (Lower Mainland).....	604 660-0245
Licensing and Grants Division (Victoria).....	250 387-5311
Registration and Certification Division (Victoria)	250 356-0663
Complaints Coordinator	604 660-5010

Appendix A – Advertising and Marketing Standards for Gambling in British Columbia



ADVERTISING AND MARKETING STANDARDS FOR GAMBLING IN BRITISH COLUMBIA

Context

The Province of British Columbia wants to ensure gambling activities are carried out in a socially responsible manner. The Gaming Policy and Enforcement Branch regulates gambling in B.C.

Authority and Application

Section 27(2)(d) of the Gaming Control Act authorizes the General Manager of the Gaming Policy and Enforcement Branch to establish public interest standards for the gambling industry. The following advertising and marketing standards apply to products and/or gaming facilities promoted by BC Lottery Corporation, gaming service providers, and gaming event licensees. These standards do not apply to corporate advertising which does not include references to, or promote, products and/or gaming facilities.

As an agent of government, the BC Lottery Corporation conducts and manages most commercial gaming in the province, including casinos, commercial bingo halls, community gaming centres, and lotteries. The Corporation contracts with gaming services providers to operate those gaming facilities.

Private companies are licensed, as gaming services providers, to operate horse race tracks and tele-theatre outlets.

Community organizations may be licensed to conduct gaming events, such as ticket raffles, independent bingos, social occasion casinos, and wheels of fortune.

All advertising related to gambling is expected to abide by provincial standards of conduct as outlined in this document. Furthermore, organizations are expected to abide by any additional marketing and advertising standards published in relevant Gaming Policy and Enforcement Branch standard procedure documents.

Objectives

- To ensure gambling is represented in a responsible manner in all advertising and marketing.
- To ensure that targeted media campaigns enhance public awareness of both responsible and problem gambling issues and services.

Advertising and Marketing Standards

Any advertising or marketing of a gaming event or scheme must be displayed in compliance with applicable laws and policies and must not be immoral or obscene in any way. Any depiction of a dominant characteristic of which is the undue exploitation of sex, or of sex, and any one or more of the following subjects, namely, crime, horror, cruelty and violence, shall be deemed to be obscene.

Appendix A – Advertising and Marketing Standards for Gambling in British Columbia

In cases not specifically covered in this document, it is expected that the spirit of the requirements will be followed.

Responsible Gambling

- Advertising and marketing materials must, as deemed reasonable and appropriate by GPEB, contain a responsible gambling message. Questions related to reasonable and appropriate messaging should be directed to GPEB's Director, Responsible and Problem Gambling.
- The Province's responsible/problem gambling materials and information about how a problem gambler may obtain help must be easily visible - in high traffic areas of gaming facilities, on electronic media pages such as PlayNow.com where gambling is promoted, at locations where gaming products are being sold, or (when requested) at licensed gaming events.
- Responsible and problem gambling messaging must reflect the demographic targeted by the advertising and marketing materials/activities. Responsible and problem gambling messaging must be presented in the same language as the language of the advertisement.
- Advertising and marketing materials **must not**:
 - Encourage people to play beyond their means;
 - Imply the certainty of financial reward or alleviation of personal and financial difficulties;
 - Present gambling as an alternative to employment or as a financial investment;
 - Encourage play as a means of recovering past gambling or other financial losses;
 - Imply that chances of winning increase the longer one plays;
 - Suggest skill, practice and experience, individually or together, can ensure a positive outcome;
 - Knowingly depict inappropriate use of the product(s) or be placed in, or adjacent to, other media that depict inappropriate use of the product(s); or depict a pre-occupation with gambling.

Odds of Winning

- Information on the odds of winning must be clearly stated and made available to the public through relatively accessible means.
- Information on the odds of winning must factually report the chances of winning in various gambling activities.
- Advertising and marketing materials must:
 - Not present winning as the most probable outcome, nor misrepresent a person's chance of winning a prize; and
 - Describe prize amounts accurately, indicating, where necessary, if prizes are in the form of annuities.

Appendix A – Advertising and Marketing Standards for Gambling in British Columbia

Protecting Minors

Minors are defined as youth and/or children under the legal purchase age of 19.

- Advertising and marketing materials must not:
 - Use individuals who are, or appear to be, minors to promote gambling;
 - Appear in media directed primarily to minors, or where most of the audience is reasonably expected to be minors;
 - Appear on outdoor displays that are directly adjacent to schools or other primarily youth-oriented locations;
 - Appear at venues where the primary audience is reasonably expected to be minors;
 - Be based on themes, or use language, intended to appeal primarily to minors;
 - Promote gambling in television or radio programming whose primary audience is expected to be minors; or
 - Contain cartoon figures, symbols, role models, and/or celebrity/entertainer endorsers whose primary appeal is to minors.

Issued by:

John Mazure, General Manager
September 2015

Appendix B – Funny Money Casinos

If your organization is running a funny money casino, it must be very careful to determine whether it is a gaming event or strictly a fun event.

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.

Consideration:

Consideration is anything of value wagered by players for the chance at winning a prize.

Often, people wrongly believe 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.

The only way a casino event can be run without consideration is if there is absolutely no cost, directly or indirectly, to the players.

Chance:

All casino games have an element of chance. Offering any type of casino game fulfills the element of chance necessary for an activity to be considered gaming.

Prize:

Prize is anything that players may win in exchange for wagering. Prizes include cash, merchandise, opportunities or anything else of value.

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. For example, \$10 of real money 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 your responsibility to ensure your event is properly licensed, if a licence is required.