



Gaming Policy and Enforcement Branch

**STANDARD PROCEDURES
for Class D**

**Ticket Raffles
and
Independent Bingos**

September 2015

Know your limit, play within it.

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

REDUCED REQUIREMENTS

Sections: Various	<ul style="list-style-type: none"> SPECIAL NOTE: Under a pilot project ending February 28, 2013, sales periods for percentage draws, including 50/50 draws, may be as long as six months. Prior to the pilot project, ticket sales and the awarding of prizes were required to take place in one day. Specific details provided below.
Section 3	<ul style="list-style-type: none"> The maximum sales period for a ticket raffle has been changed from four months to six months.
Sections 5, 5.2, 9.2, 10 and 10.1	<ul style="list-style-type: none"> Tickets for 50/50 and other percentage draws are permitted to be sold during a period of up to six months. The previous limit was one day.
Section 24	<ul style="list-style-type: none"> Gaming Event Revenue Reports must be submitted within 90 days. The previous requirement was 60 days.

CLARIFICATIONS

Section 1	<ul style="list-style-type: none"> Types of games permitted clarified.
Section 2.2	<ul style="list-style-type: none"> Reporting known or suspected criminal activity: requirements clarified.
Sections 4.1, 9.1 and 13.4.	<ul style="list-style-type: none"> 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.
Section 7.2	<ul style="list-style-type: none"> Some advertising standards adjusted in table.
Section 7.2	<ul style="list-style-type: none"> Advertising standards added for social media.

DECEMBER 2010 AMENDMENTS

REDUCED REQUIREMENT

Former Section 4.2 deleted	<ul style="list-style-type: none"> As a result of amendments in 2010 to the Liquor Control and Licensing Act, groups or organizations are permitted to conduct some Class D gaming events in an establishment licensed to serve or sell liquor. For details see Guidelines and Conditions: Applying for a Class D Gaming Event Licence.
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SEPTEMBER 2007 AMENDMENTS

CLARIFICATION

Section 4.2	<ul style="list-style-type: none"> Class D gaming events may not occur in liquor licensed establishments.
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1. Introduction

This document provides rules that must be followed when operating a Class D licensed gaming event in British Columbia. This includes ticket raffles and independent bingos.

Ticket raffles include regular raffles, percentage draws (for example, 50/50 draws), meat draws, sports pools, sports player drafts, calendar raffles, cow pie bingos, rubber duck races, poker rides, cake walks, or other such schemes.

A single bingo event may include a variety of different bingo games, including regular bingo games, combination games, and pre-called bingo games.

Adhering to these Standard Procedures is a condition of the gaming event licence. The Standard Procedures apply to the licensee and all persons involved in the operation of the gaming event.

2. Roles and Responsibilities

2.1. Gaming Policy and Enforcement Branch

The Gaming Policy and Enforcement Branch (GPEB) regulates gaming in British Columbia and ensures the integrity and lawful operation of gaming. This includes issuing gaming event licences to eligible groups and organizations.

The Assistant Deputy Minister and General Manager (the General Manager) is responsible for the administration of the Gaming Control Act.

2.2. Your group or 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.

Three representatives of your group or organization are responsible for the proper operation of gaming events for which you are licensed, and must perform the following duties, which cannot be assigned or delegated:

- Review and take responsibility for their submitted licence application form;
- Ensure ticket raffles and bingos are conducted in accordance with these Standard Procedures, the Guidelines and Conditions of the licence, and any additional conditions put in place by GPEB;
- Be accountable for the proper operation of ticket draws and bingo games for all prizes. At least one representative must attend each prize draw or prize determination; and
- Approve and sign the Gaming Event Revenue Report and Gaming Account Summary Report, if applicable.

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.

3. The Gaming Event Licence

Generally, a gaming licence is issued for a single ticket raffle where tickets are sold and winning tickets drawn during a period of time not exceeding six months. A licence may be issued for up to a 12-month period, permitting a series of ticket raffles of the same type with similar selling periods, number of tickets and price of tickets. For bingo events, a licence is generally issued for a series of such events over a 12 month period.

For each Class D licence:

- Gross revenue cannot exceed \$5,000;
- Maximum individual prize values cannot exceed \$500 (at fair market value);
- The price charged for a single raffle ticket or bingo card cannot exceed \$2; and
- Eligible groups and organizations may raise up to \$10,000 in gross revenue from one or more Class D licences within a 12 month period.

It's unlawful to conduct any form of a ticket raffle or bingo game without a gaming licence.

3.1. Cancelling or amending your gaming event licence

To cancel or amend an approved gaming licence, your group or organization must submit a written request to the branch. The request must be signed by two representatives of your group or organization, who are named on the licence application.

Cancellation of, or amendments to, your ticket raffle licence will only be considered if ticket sales have not started. Once tickets have been sold, the licence cannot be cancelled and amendments will not be considered.

3.2. Transferring or assigning your gaming event licence

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

4. Limitations and Restrictions for your Class D Licence

4.1. Restrictions for minors (under the age of 19)

Minors are generally prohibited from engaging in gaming events. Under a Class D gaming event licence, minors:

- Are not permitted to buy raffle tickets. 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;
- May not sell raffle tickets or bingo cards on behalf of your group or organization;
- Must not be present at a licensed ticket raffle, unless under the supervision of his or her:
 - parent or guardian, or
 - employer, in his or her employment as other than a gaming worker; and
- Must not be present at licensed bingo gaming events.

4.2. Sales not permitted via the Internet

Purchase and sale of raffle tickets via the internet is not permitted by the Criminal Code of Canada. Internet web sites may be used to receive orders for ticket purchases if:

- The web site is used only to accept orders to purchase tickets; and
- The address of the potential ticket purchaser is confirmed to be within British Columbia.

4.3. Sales not permitted outside of British Columbia

The entire payment transaction for a raffle ticket must take place within British Columbia.

Raffle tickets must not be distributed, mailed or otherwise sent to persons located outside of British Columbia. Orders for tickets must not be accepted from, or processed for, persons located outside of the province.

A non-BC resident may purchase a ticket if the entire payment transaction and receipt of the ticket occurs while the person is in British Columbia.

5. Types of Ticket Raffles

A gaming event licence may be issued for the following types of ticket raffles.

5.1. Regular ticket raffles

The most common type of ticket raffle is a “regular ticket raffle.” Prize winners are determined by drawing counterfoils or ticket stubs from a draw container.

Regular raffles include reverse or elimination draws. The prize winner’s ticket counterfoil is the last to be drawn from the container, rather than the first.

5.2. Single day raffles

These 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 raffles if all requirements of section 9.2 are met.

Progressive draws are permitted only if all requirements of section 9.1 are met, and if conducted on the day of ticket sales.

5.3. Event pools, such as sports pools, cow pie bingo or New Year’s baby

Event pool tickets include a pre-selected result of an upcoming event, or for sports pools, a series of sporting events. The winner’s ticket has the selection closest to the actual event results.

Before a licence will be issued, your group or organization must:

- Specify the period of time or series of sport events covered by the pool. Sports pools cannot be based on the outcome of a single sporting event;
- Ensure the predicted result is clearly stated;
- Demonstrate that the result is unknown during the ticket sales period;
- Identify the source of information or judge of the official result; and
- Provide a detailed description of the method for determining winners and how fairness will be ensured, including the process to be used to deal with ties, no ticket matching the winning result or other disputed results.

5.4. Token raffles, such as rubber duck race, golf ball race or golf ball drop

In a token raffle, the number of each sold ticket corresponds to a number on an object or token used to determine the winners. A ticket has 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 for a token raffle is issued, your group or organization must provide a detailed description of the tokens and the method of determining winners and ensuring fairness, including how you intend to deal with ties or disputed results.

5.5. Calendar raffles

Tickets numbered in sequence, or calendars numbered as tickets, are sold with various dates designated as prize days during the calendar year. Winning numbers are drawn on a specified date on or before the first prize day. Prize winners are announced on designated prize days.

5.6. Player drafts

Player drafts are licensed for the duration of a specific series of sporting events or a playing season, as well as a selling period leading up to the sporting events or season. Player drafts

can be run in many different ways and with many different sports. Therefore, to be issued a licence, your group or organization must provide detailed rules about how its event will be conducted and managed.

6. Types of Bingo Games

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

6.1 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.

6.2 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.

6.3 Pre-called and Odd-Even games

Pre-called games are bingo games where a large number of 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 of the odd or all of 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.

7. Advertising and Promoting Your Gaming Event

7.1. General requirements

A ticket raffle or bingo may not be advertised until the organization has received its gaming licence for that gaming event.

Ticket raffles andingos must not be advertised or promoted, nor may tickets be sold, outside of British Columbia.

All advertising, including third-party advertising, must conform to these requirements and to the *Advertising and Marketing Standards for the B.C. Gambling Industry*, provided in Appendix A.

The *Standards* include, among other things, the requirement that advertising and marketing materials not promote gambling:

- by including or portraying individuals who are, or appear to be, minors (under 19), or
- where the primary audience is expected to be minors.

7.2. Mandatory statements

Some specific information about a licensed gaming event must be provided to the public in all raffle and bingo advertising and marketing.

The table below shows—for each advertising medium—the types of mandatory information (noted by ✓) relating to your Class D ticket raffle or bingo event. Other requirements follow the table.

Mandatory Statements When Advertising Your Ticket Raffle or Bingo Event	Brochures, Inserts, Mail-outs, posters, Web sites (for social media, see below).		Newspapers, Magazines, Emails		Radio Ads and Public Service Announce- ments	
	Raffle	Bingo	Raffle	Bingo	Raffle	Bingo
Name and address of the licensee and the contact telephone number.	✓	✓		✓		✓
Total fair market value of prizes to be awarded. When percentage-based prizes are awarded, the following information must be included: <ul style="list-style-type: none"> the prize percentage, minimum prize, if any, and the potential maximum prize. 	✓		✓		✓	
Cash alternatives to prizes, if applicable.	✓					
Method of determining winners and awarding prizes.	✓					
Price of tickets.	✓					
Sales cut-off dates.	✓		✓		✓	
Location, date and time of all draws.	✓					
Date and location for the publication of the winners' names	✓		✓			
The rules of play for the raffle or bingo, or how to access rules of play, including statements on the following: <ul style="list-style-type: none"> Restriction of play and conflict of interest guidelines; Required presence at the draw as a condition of winning, if applicable; and Participants' responsibility for the cost of prize delivery, if applicable. 	✓		✓			
The sentence: "Tickets may be sold and purchased only in British Columbia".	✓					
The sentence: "Chances are 1 in XXX,XXX (total tickets for sale) to win a grand prize".	✓		✓			
The phrase: BC Gaming Event Licence #XXXXXX."	✓	✓	✓	✓		✓
The phrases: "Problem Gambling Help Line 1-888-795-6111" and " www.bcresponsiblegambling.ca " [NOTE: If on a Web site must provide electronic link]	✓	✓	✓	✓		
The sentence: "Know your limit, play within it. 19+"	✓	✓	✓	✓		
The sentence: "Know your limit, play within it."					✓*	✓
The sentence: "Ticket Purchasers must be 19 years of age or older."					✓*	✓

Although the presentation style for this text is generally left to the discretion of the licensee, in all but radio the text must be at least size 12 font and uncondensed, and must contrast with the background pattern and/or color.

*For radio ads and public service announcements, the above required text must be announced at the end of the ad in the order shown. The announcement must be made slowly enough for the average listener to understand the message and in such a way that the listener connects these messages to the rest of the raffle or bingo ad.

Social Media

Facebook (and similar)

- At minimum every 5th raffle marketing message must include at the end of the message: Know your limit, play within it. 19+, in the same size font as the message text.

Twitter (and similar)

- Twitter pages solely devoted to promoting the ticket raffle:
 - 19+ shall appear at the end of each twitter message, in the same size font as the message text.
 - At minimum every 5th twitter message that promotes the raffle must be followed by a separate message, as follows: Know your limit, play within it. 19+, in the same size font as the message text.
- Twitter pages promoting a combination of non-gambling events and the ticket raffle:

19+ shall appear at the end of each twitter message that promotes the raffle, in the same size font as the message text. This twitter message must be followed immediately by another twitter message, at the end of which shall appear the following message: Know your limit, play within it. 19+, in the same size font as the message text.

8. Responsible Gambling Standards

The Province is committed to ensuring gambling activities are operated in a socially responsible manner and has developed “Responsible Gambling Standards for the BC Gambling Industry.”

Please review the Responsible Gambling Standards before operating your licensed gaming event. The standards focus on ensuring that:

- The industry engages in responsible advertising and promotion (in concert with the Province’s Advertising and Marketing Standards);
- Minors are prevented from gambling;
- Patrons have needed information to make informed choices about gambling;
- Persons negatively affected by gambling have access to timely and effective information and assistance;
- Gambling-related risks are minimized through responsible practices;
- Customers are made aware of key financial transaction policies; and
- Voluntary self-exclusion programs are available.

Standards 1, 2.2, 2.3, 4.1, 4.2 and 4.4 apply to gaming event licensees.

The complete Responsible Gambling Standards for the BC Gambling Industry can be found at: www.gaming.gov.bc.ca/responsible-gambling/docs/stds-responsible-gambling.pdf.

TICKET RAFFLES

9. Preparing Your Tickets

Tickets must be consecutively numbered with identifiable beginning and end numbers. Only the number of tickets approved for a gaming event licence shall be offered for sale.

Token draws (section 5.4) have a third part for each ticket used to determine the raffle winner.

9.1. Content of the ticket

Each ticket must have two parts that are detachable from the other. One part is retained by the ticket purchaser and the other by the ticket seller.

Part 1 of the ticket, to be retained by the person buying the ticket, must include:

- Name and address of the licensee and year-round contact phone number;
- Gaming event licence number, 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."
- 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 ticket, retained by the ticket seller and referred to as the counterfoil or ticket stub, must include a/the:

- Place for the name, address and telephone number of the ticket purchaser;
- Gaming event licence number, shown as "BC Gaming Event Licence #_____"; and
- Sequential number of the ticket.

Where a series of raffles take place under a single licence, tickets for each raffle must be differentiated from the other tickets used in the series (i.e., unique ticket numbers or colours).

Tickets may be printed in any language, if approved by the branch 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.

9.2. Commercially pre-printed tickets (bearer tickets) for single-day raffles

Commercially printed tickets (known as bearer tickets--usually rolls of double printed tickets in varying colours) are commonly used for meat draws and 50/50 draws, but cannot be used for progressive draws.

Commercially pre-printed and consecutively numbered tickets are permitted under the following circumstances only:

- Tickets are sold and the draw is conducted on the same day at a single location;
- 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; and
- If a series of draws are conducted on a single day, the tickets sold for each draw must be uniquely identifiable from tickets sold for other draws conducted on the same day.

9.3. Discounted Tickets

Discounted tickets are sold in groups (e.g., 3 tickets for \$5). To ensure financial accountability, these tickets must be:

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

Further, discounted tickets:

- Cannot be split and sold separately; and
- Must ensure that no single opportunity to win a prize exceeds \$2.

Licensees must maintain a written reconciliation, by selling price, of tickets or bingo cards sold.

10. Selling Your Tickets

Raffle tickets must be sold for the price on the ticket. For raffles using bearer tickets, all tickets must be sold for the price(s) approved for the gaming event licence.

Again, the price of a single opportunity to win a prize, through an individual ticket or discounted tickets, must not exceed \$2.

A copy of the gaming event licence including amendments and the rules of play for the raffle must be posted or available during ticket sales and at each selling venue.

Class D raffle tickets may be sold for cash only. Cheques, money orders and credit cards are not acceptable.

Designated members of your group or organization taking responsibility for the operation of the ticket raffle are not permitted to purchase tickets for that raffle.

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

10.1. Maintaining your ticket inventory

Your group or organization must be able to account for all tickets, whether sold or unsold, as part of its gaming records. These records must be kept for:

- One year from the date of expiry of the licence; or
- Five years if you also receive revenue from any other licensed gaming or gaming grants.

You must keep:

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

All unsold tickets and ticket stubs or counterfoils must be retained for one year.

Stubs from bearer tickets do not need to be retained, with the exception of winning tickets.

11. Revenue from Ticket Raffles

If your group or organization generates \$20,000 or less in gross revenue annually through licensed gaming events and does not have a gaming account, you must deposit all cash from the ticket raffle to a chequing account bearing:

- Your group or organization's full name. *One representative taking responsibility for the Class D licence should be given the financial responsibility of managing the chequing account, and all cheques must be signed by that person; or*
- The name of one of the representatives named on the licence.

If your group or organization generates more than \$20,000 from licensed gaming or gaming grants, you will already have a gaming bank account, and all cash proceeds from the ticket raffle must be deposited into your gaming account immediately upon receipt of those funds.

For more information on revenue management and accountability requirements for your group or organization, please refer to:

- Section 12 of the Guidelines for Applying for a Class A or Class B Gaming Event Licence; and
- The section titled, “Financial Control and Audit Requirements” of the Conditions for a Class A or Class B Gaming Event Licence.” (Sections 26 to 33)

12. Ticket Raffle Expenses

Your group or organization may pay expenses directly related to the operation of a ticket raffle. Receipts documenting the exact amount of each expense must be retained as part of your gaming records.

The expense calculation must include all raffle related expenses, whether initially paid from gaming funds or from an organization’s general account. In the latter case, the gaming account must reimburse the general account for the raffle expenses, which must be reflected in the Gaming Event Revenue Report.

Expenses must not exceed 25 per cent of the actual gross revenue of the ticket raffle. Prize costs are not included in the maximum expense calculation.

As appropriate, permitted expenses for all licensees include, but are not limited to:

- Advertising costs for the raffle;
- Ticket and other printing costs;
- Postage/ mailing costs directly related to the raffle;
- Rent for venue(s) used for your raffle;
- Processing fee for the gaming event licence;
- Costs related to prizes, such as transporting prizes to ticket selling venues, repair and maintenance of the prize, or insurance for the prize; and
- Volunteer out-of-pocket expenses. Volunteers may be reimbursed 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 volunteer out-of-pocket expenses with its gaming records.

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.

12.1. Donated Expenses

Donated expenses are services such as ticket printing that may be provided to your group or organization from a third party at no cost. Donated expenses are not reported on the Gaming Event Revenue Report, and are not included in the 25 per cent expense calculation.

13. Awarding of Ticket Raffle Prizes

Ticket raffle draws may only be held at the locations and on the dates and times specified in the gaming event licence or approved amendment. All draws must be open to all ticket holders, who shall be entitled to be present at the draw without additional charge.

All prizes offered in the ticket raffle must be awarded as advertised and be as approved when the gaming event licence was issued.

The total number of prizes advertised and awarded must be the same as the total number of winning tickets drawn.

Each ticket purchased by a draw cut-off date must have the same chance to win in that draw.

A copy of the current approved licence, amendments and rules of play for the raffle must be posted or available during ticket sales at each selling venue, and at the time and location of the draws.

13.1. Selecting the prize winners

Before conducting the draw, your group or organization must:

- Ensure each sold ticket forms part of the draw; and
- Reconcile the number of sold tickets and unsold tickets with the number of counterfoils in the draw container. This will ensure that only eligible tickets form part of the draw.

The sequence of ticket drawing to award individually described prizes must be announced before the drawing starts.

Where the method of selecting the winner is by drawing a counterfoil from a barrel or some other container, the following requirements must be met:

- The person responsible for selecting winning counterfoils must:
 - Not own a ticket or own a share of a ticket in the draw;
 - Wear clothing that allows for the arm reaching into the container to be bare;
 - Not be able to see the printed information on counterfoils in the container; and
 - 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 begins, the counterfoils must be mixed thoroughly in a random manner;
- One counterfoil is to be drawn at a time;
- If a previously drawn counterfoil is returned for a chance at other prizes, the counterfoil must be replaced in the container and the counterfoils mixed thoroughly. Otherwise, the counterfoils must be mixed, at a minimum, after 10 counterfoils have been drawn; and
- Ticket purchasers must be aware of, and have free and easy access to, each draw, which must be conducted in a public place.

Winning counterfoils or tokens must be shown 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.

13.2. Early bird draws

Early bird draws must conform to all requirements in section 13.1.

13.3. Recording the prize winners

At the time of the draws, a list of winners must be completed, signed and witnessed by at least two volunteers, at least one of which is a designated representative from your group or 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, address and telephone number of the prize winner.

This list must be retained as part of your group or organization's gaming records.

13.4. Notifying the prize winners

Your group or organization is responsible for contacting prize winners, and must make every reasonable effort to do so.

Within 10 days of selecting prize winners, with the exception of calendar raffles and single day raffles, your group or organization must:

- Notify prize winners of the results of the ticket raffle draw. This can be done in person, by telephone, or if required, by registered mail. This notice must explain how the prize can be claimed; and
- Make public the winners' names, ticket numbers and prizes won. This documentation must include the draw date of the ticket raffle, your group or 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.

For calendar raffles only:

- Winners are drawn on a single, specified date and prize winners subsequently announced on prize days designated within the calendar over the course of the year.
- Within 10 days of each specified prize day, your group or organization must:
 - Notify the prize winner in person, by telephone, or if required, by registered mail. This notice must explain how the prize can be claimed.
 - Make public the winner's name, calendar number and prizes won. This documentation must include the specified prize day, your group's or 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.

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.

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.

13.5. Restricted prizes

Liquor, live animals and prohibited or restricted firearms, as defined in the Firearms Act (Canada), must not be offered as prizes.

Where non-restricted firearms are used as prizes, your group or organization must adhere to all federal and provincial regulations regarding the storage and transfer of firearms.

13.6. Unclaimed Prizes

A list of unclaimed prizes must be retained with the gaming records for the raffle, and submitted with your Gaming Event Revenue Report.

Unclaimed prizes must be secured or placed in safekeeping for a period of one year from the date of the draw. If unclaimed within that time, the prize or cash equivalent to the fair market value of the prize must be donated to a beneficiary approved by the branch.

BINGO

14. The Bingo Facility

Your group or organization is required to select the facility for your independent bingo event before applying for a gaming licence.

It's important to select a facility where all players can clearly view and hear the bingo games. This best ensures their full participation, and the appropriate operation of your gaming event.

It's strongly recommended that:

- The facility has a secure area, such as a safe, where you can store your bingo paper (bingo cards) and keep bingo monies safely; and
- Your group or organization has a secure area in which to store your bingo equipment.

15. Equipping your Bingo Facility

Some bingo equipment is necessary for all bingo events. Additionally, some types of bingo equipment are recommended, but are not required.

15.1. Equipment required for all bingo licensees

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.

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.

Ball Selection

As a minimum, bingo balls must be drawn from a container that ensures proper mixing of the balls. Class D licensees may use:

- A manual ball selection device, with a hand crank (preferably) or other method to mix the balls before each call, and a chute to transport balls from the ball chamber to the caller; or
- A bingo ball blower, with air current sufficient to blow the balls through the exit chute to the caller.

Recording Sales

As a minimum, Class D 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 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 (number and revenue raised in each price category). The use of an adding machine or cash register is optional.

15.2. 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.

16. Purchasing and Maintaining Your Bingo Paper Inventory

Class D gaming event licensees may choose to purchase:

- bingo paper from the BC Lottery Corporation's Bingo Paper Distribution Centre (toll free telephone 1-800-663-1195; or Fax 604-270-9427)
- issue bingo 'hard cards' to event players.

Regardless as to where you buy your bingo paper or cards, your group or organization must retain the sales receipt as part of your 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. You may choose to use the attached Master Bingo Paper Inventory Record to assist the management of your bingo paper inventory.

17. Staffing Your Bingo Event

The following volunteer 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/cards and operate the adding machine (or cash register);
- One bingo caller; and
- Enough people to assist players and assist with cash payouts.

No volunteer engaged in the operation of a bingo event shall be a player at that event.

17.1. Required duties at your bingo event

In addition to the duties listed in section 2.2, your group or 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.

18. House Rules, Bingo Program and Price List

House rules, a bingo program and a price list must be available at your bingo event.

18.1. House rules

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

- How each game is played and how players win the game;
- The price of each game;
- How the prize amount will be determined;
- How prizes will be split in the case of multiple winners (rounded up or rounded down);
- How complaints will be handled; and
- How your group or organization will deal with issues not covered in these Standard Procedures.

If a house rule conflicts with these Standard Procedures, the Standard Procedures must be followed.

19. Selling and Pricing Bingo Paper and Cards

Your group or organization can only sell bingo paper or cards for cash. Extending credit to participants, accepting their cheques or credit card payments are not permitted.

Under a Class D licence, the price charged for each bingo card or single bingo paper cannot exceed \$2.

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.

19.1. Discounted Pricing for Bingo Products

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

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.

20. 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:

20.1. 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 their cards or throw away their 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.

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.

20.2. Verifying the 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.

21. Awarding Bingo Prizes

A bingo prize is usually cash or merchandise awarded to a player for being the verified winner of a bingo game.

All prizes described in the bingo program must be awarded at the bingo event.

The following rules apply to the awarding of all bingo prizes:

- Monetary prizes must be paid in cash from the gross revenue of that event.
- All prizes must be awarded immediately after winners are verified. If more than one winner is verified for a game, the prize is divided as specified in the house rules.
- No prize shall be awarded if the player is playing on paper or cards that are not on the series of group being sold at the event, or if the winning card is not from a series of paper or cards being used at that event.
- No prize shall be awarded for a bingo declared on a defaced, marred or altered paper or card.

All prizes must be recorded, with merchandise prizes being recorded as the actual cost of the prize rather than the item's advertised fair market value. All prizes are recorded at the actual cost to your group or organization.

22. Revenue from Bingo Events

If your group or organization generates \$20,000 or less in gross revenue annually through licensed gaming events and does not have a gaming account, you must deposit all cash from the bingo to a chequing account bearing:

- Your group or organization's full name. *One representative taking responsibility for the Class D licence should be given the financial responsibility of managing the chequing account, and all cheques must be signed by that person; or*

- The name of one of the representatives named on the licence.

If your group or organization generates more than \$20,000 from licensed gaming or gaming grants, you will already have a gaming bank account, and all cash proceeds from the ticket raffle must be deposited into your account immediately upon receipt of those funds.

For more information on revenue management and accountability requirements for your group or organization, please refer to:

- Section 12 of the Guidelines for Applying for a Class A or Class B Gaming Event Licence; and
- The section titled, “Financial Control and Audit Requirements” of the Conditions for a Class A or Class B Gaming Event Licence.” (Sections 26 to 33)

23. Expenses Related to Your Bingo Events

You may pay any expenses directly related to running your bingo events.

Expenses cannot exceed 25 per cent of the actual gross revenue generated over the course of the gaming event licence. Prizes are not included in the maximum expense calculation.

23.1. Permitted Expenses

As appropriate, permitted expenses include, but are not limited to:

- Advertising costs for the bingo;
- Bingo paper or cards;
- Rent or operational costs for the bingo facility; and
- Volunteer out-of-pocket expenses.

All expenses related to your bingo event must be paid by cheque from your gaming account if you have one, otherwise from your designated chequing account. You must keep receipts as proof of each expense for one year, as part of your group’s or organization’s gaming records. Or, if you have a gaming bank account, you must keep these receipts for five years.

23.2. Not Permitted Expenditures

Expenses not related to the bingo game (food or any other non-bingo related sales) cannot be paid for out of bingo revenue.

23.3. Donated expenses

Donated expenses are services that may be provided to your group or 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, and are not included in the 25 per cent expense calculation.

23.4. Bingo Forms

Your group or organization is required to keep certain records for your bingo event. The forms provided in Appendix B are to assist you in organizing this information; however, the use of these forms is optional and at your discretion.

Bingo prize payout record (example 1 in Appendix B)

Your group or organization must record the receipt of prizes by the winners. This will ensure that you have proof that all prizes were awarded as advertised. This record must be verified and signed by a volunteer of your group or organization.

This document must contain the following information:

- Name of group or organization;
- Date of event;
- Game number;

- Winning number of paper or card;
- Winner(s) Signature [In the case of multiple winners, each winner must sign]; and
- Prize (description).

Bingo paper running master inventory record (example 2 in Appendix B)

All of your group's or organization's purchases of bingo paper and transfers of bingo paper from inventory to the sales area must be recorded. This is needed to keep an ongoing record of all bingo paper inventory and bingo cards, to the transactions that have taken place. If you use this document, it must be prepared, signed by and verified by your group or organization's volunteers.

The following information must be recorded:

- Name of group or organization;
- Date paper was received;
- Invoice number from supplier;
- Paper series number;
- Quantity of bingo papers; and
- Date papers were made available for sale.

Cash to bingo paper/card reconciliation report (example 3 in Appendix B)

The cash to bingo paper/card report provides basic control over paper/card and cash taken and accounted for by your group or organization.

The cashier should be made accountable for the bingo paper or bingo cards given to them for sale to players. Basic information includes product type, colour and series number. You'll need to record:

- Name of group or organization;
- Event date;
- Game number;
- Series number;
- Start paper/card number;
- End paper/card number;
- Total sold; and
- Prize.

Adding machine or cash register tapes are optional, but might be helpful and should be kept with working papers you create for recording/reconciling bingo paper/card inventory and sales to the cash generated from your bingo event.

GENERAL PROVISIONS

24. Financial Control and Audit Requirements

You will have to ensure that all requirements in the Guidelines and Conditions for your gaming event licence are met.

As part of this, you'll need to keep complete and accurate records of your raffle or bingo events, and submit a Gaming Event Revenue Report within 90 days after the expiry of the licence.

24.1. Access to gaming records

It's a condition of your licence that your group or organization provides the branch with reasonable access to:

- All gaming records which the branch may copy or remove at its discretion, and
- The premises where the ticket sales and draw(s), or bingo event(s) are held.

Gaming records include all financial records, cancelled cheques, bank statements, bank transaction receipts, invoices and sale receipts, records of sold and unsold tickets, records of ticket stubs or counterfoils, bingo paper/cards and all receipts from the disbursement of gaming revenue.

All unsold tickets and ticket stubs or counterfoils must also be retained, for one year. There is no need to keep bearer tickets.

25. Public Complaints Concerning the Conduct of Ticket Raffles or Bingo Events

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

Complaints about the operation of the raffle or bingo may also be made, in writing, to the Gaming Policy and Enforcement Branch, which will advise you of any matters requiring resolution.

26. 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 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 grant or a gaming event licence.

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

27. 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

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



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.

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.

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 – Sample Bingo Event Forms

On the following pages are example forms that may be used to complete your group or organization's bingo event paperwork requirements. Your group or organization may also create its own forms, as long as they contain all of the information required in section 23.

Forms required for all licensees:

Example 1 – Bingo prize payout record

Example 2 – Bingo paper running master inventory record

Example 3 – Cash to bingo paper/card reconciliation report

Cash to Bingo Paper/Card Reconciliation Report

Group or Organization:	Event Date:
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Game No.	Series No.	Start Paper/Card No.	End Paper/Card No.	Total Sold	Prize

Float Received	\$		Cashier	
Float Returned	\$		Coordinator	

CASH COUNT

BOOKLET SALES

x 5.00 =	\$			
x 10.00 =	\$			
x 20.00 =	\$			
x 50.00 =	\$			
x 100.00 =	\$			
Coins				
x 1.00 =	\$	Number Used	Selling Price	Total
x 2.00 =	\$	x 3 UP	\$	\$
Other	\$	x 6 UP	\$	\$
Total Cash	\$	x 9 UP	\$	\$
		x 12 UP	\$	\$
		Total		\$

RECONCILIATION

Booklet Sales	\$
Minus Float Received	\$
Total	\$
Tape Total	\$
Over/Under	\$

Cashier: (Volunteer) _____	Volunteer: _____
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