



**BRITISH
COLUMBIA**

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**Ministry of Public Safety
and Solicitor General**

Gaming Policy and Enforcement Branch

STANDARD PROCEDURES
for Independent Bingos

OCTOBER 2003

Know your limit, play within it.

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

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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 Independent Bingo in British Columbia. A single bingo event may include a variety of different bingo games including regular bingo games, combination games, progressive games, pre-called games and bonus games.

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 independent bingo.

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. Any real or suspected conduct, activity or incident that may be considered contrary to these requirements must be reported to the Branch without delay.

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 bingo 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 bingo event cannot be delegated to other parties. In addition to the duties listed in section 9.1, board members from your organization must perform the following duties:

- Review and sign all contracts related to the Independent Bingo;
- Approve and sign the Gaming Event Revenue Report, which must be submitted within 60 days of the expiry of the gaming licence; and
- Approve and sign the Gaming Account Summary Report.

Any known or suspected criminal activity regarding the conduct and management or operation of a licensed gaming event or use of net proceeds must be reported, without delay, to the Investigation Division of the Branch and local police at the first opportunity.

2.3. Gaming services providers

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

Contracts with gaming services providers cannot exceed 12 months in duration. The contract must state the total contract value and specify the fees for services, supported by a detailed business plan.

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

Generally, a licence is issued for a series of bingo events over a specified period of time, not exceeding 12 months.

Class A gaming event licences are for any gaming event that potentially will generate more than \$20,000 in gross revenue. For bingo, the two categories of licence are:

- “Registered bingo” where projected gross revenue is more than \$250,000. These licensees must satisfy Branch registration requirements. The minimum requirement is the registration of the person in charge of the event and the person in charge of financial accountability for the event.
- “Regular bingo” where the projected gross revenue is more than \$20,000 and up to \$250,000.

A Class B gaming event licence is issued for any independent bingo 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 independent bingo events are the same.

To conduct any form of independent bingo event without a licence is unlawful.

3.1. Cancelling or amending your gaming event licence

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 bingo licence may not be transferred, assigned, lent or borrowed.

4. Types of Bingo Games

There are five categories of games you may offer at your bingo event:

4.1. 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.

4.2. 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.

4.3. 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.

4.4. Progressive prize games

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

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

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

More information about progressive prize games is in sections 10.1 and 13.1.

4.5. Bonus games

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

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

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

More information about bonus prize games is in sections 10.1 and 13.2.

5. Advertising and Promoting your Bingo Events

Your organization must wait until it has received its gaming licence before it begins advertising its bingo events.

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, television or internet advertising by displaying the text:

Know your limit, play within it.

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

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

5.1. 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 #_____”; and
- Location, date and time of the advertised bingo events.

5.2. Television and radio advertising

Television and radio advertising must include:

- Name and telephone number of the licensee;
- Gaming event licence number, to be indicated as “BC Gaming Event Licence #_____”; and
- Location, date and time of the advertised bingo events.

5.3. Internet advertising

The internet may be used to advertise your bingo events.

All of the items required for printed advertising and marketing products, in section 5.1, must be displayed on the website homepage, along with a hyperlink to the Responsible Gambling website at www.bcrestponsiblegambling.ca.

6. The Bingo Facility

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

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

6.1. Secure areas with limited access

Areas that must be secure are:

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

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

6.2. Presence of minors at a bingo facility

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

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

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

7. Equipping your Bingo Facility

Some bingo equipment is necessary for all bingo licensees while other equipment is only mandatory for registered bingo licensees. Additionally, there are types of bingo equipment that are recommended but not required.

7.1. Equipment required for all bingo licensees

Players must be able to identify the ball coming from the chute. This may be accomplished through the use of a mirror or a video camera hooked up to television monitors that are placed throughout the facility.

Bingo ball blower unit or manual ball selection device

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

Blowers must have:

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

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

- Hand crank or other method to mix the balls before each call;
- Chute to transport balls from the ball chamber to the caller; and
- Rack to display drawn balls to account for all 75 balls.

Cash register or adding machine

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

The cash register must have the following features:

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

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

Flashboard

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

Electronic flashboards are strongly recommended for all bingo licensees.

7.2. Additional required equipment for registered bingo licensees

Television monitors and electronic bingo paper verifiers are required for registered bingo licensees.

Television monitor

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

Electronic bingo paper verification equipment

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

7.3. Recommended equipment for all bingo licensees

Television monitors and electronic bingo paper verifiers are recommended for all bingo licensees. They allow bingo games to be played more quickly and decrease staff workload.

Additionally, a computerized financial/inventory control system is recommended. If this type of system is used, it must have the following features:

- Include integrated software for a general ledger and ledger/journals;
- Include integrated software for the purchase, inventory and use of paper products; and
- Relate the use of paper products to the point of sale

7.4. Equipment maintenance

Before each bingo event, your organization must ensure all its bingo equipment is operating properly, no duplicate balls exist, and all balls are in play.

Equipment that is not working correctly must be repaired or replaced as soon as possible. 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, e.g., lights burnt out on a flashboard.

7.5. Linked bingo (SuperStar Gold)

If your organization wishes to offer linked bingo as part of its bingo program, it must contact the BC Lottery Corporation, the agency responsible for the conduct and management of the SuperStar Gold game.

8. Purchasing and Maintaining Your Bingo Paper Inventory

Your organization must use bingo paper purchased from the BC Lottery Corporation (BCLC) at all its bingo events.

Your organization is required to have its gaming event licence before purchasing bingo paper. All bingo paper shipments must include an invoice that must be retained as part of your gaming records.

Bingo paper must be sold and played as supplied by BCLC. Bingo paper may not be cut and booklets may not be separated. For example, an 8-page, 6 card booklet may not be cut to make two 8-page, 3 card booklets or separated to make two 4-page, 6 card booklets.

An inventory of all bingo paper purchased and all bingo paper sold or voided must be maintained by your organization. A Master Bingo Paper Inventory Record and Inventory/Revenue Reconciliation Forms are used to keep an ongoing record of your bingo paper inventory. Section 16 explains how to create and maintain these forms.

8.1. Cards for the visually impaired

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

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

9. Staffing Your Bingo Event

There are certain positions required for the conduct and management of a bingo event.

The minimum required positions are:

- At least one cashier;
- One caller; and
- One prize payout person.

Larger bingos may also have one or more managers, multiple cashiers, floor workers, multiple callers and other positions as needed.

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

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

9.1. Required duties at your bingo event

In addition to the duties listed in section 2.2, it is the responsibility of your organization to carry out the following duties at each bingo event:

- Verify the opening and closing cash float;
- Verify the opening and closing paper bingo inventory;
- Verify bingo sales;
- Conduct prize payouts unless otherwise specified;
- Verify the closing reconciliation of bingo paper and cash; and
- Verify the bingo event record.

For Class A and Class B licensees:

- Volunteers from your organization are responsible under the Criminal Code for conducting and managing the bingo event, including performing all of the duties noted above;
- Bingo events cannot begin or continue unless the required volunteers are present;
- At least one volunteer worker must be present for the entire bingo event, from conducting the pre-opening activities to signing off on the closing paperwork;
- In locations divided by floors or into rooms, there must be one volunteer per room or floor. In locations where 350 or more players are expected, at least two volunteers are required.

Class C licensees are also required to perform these duties but:

- Are not restricted to using volunteers; and
- May use members or employees of the fair or exhibition.

9.2. Volunteer out-of-pocket expenses

A volunteer may not be compensated for attendance at a bingo event but volunteer out-of-pocket expenses are allowable expenses of the gaming event. Please see the Conditions for further information about allowable out-of-pocket expenses.

10. House Rules, Bingo Program and Price List

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

10.1. House rules

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

- That players' odds of winning are affected by factors such as the number of faces sold, the number of calls a game must be won in, and the type of pattern that must be achieved in a limited number of calls;
- How prizes will be split in the case of multiple winners (rounded up or rounded down);
- The smoking policy at the bingo event;
- How complaints will be handled;
- Whether favourite tables can be reserved or 'saved' by players;
- Any progressive or bonus games that are offered, including detailed rules regarding:
 - The price of each game;
 - How each game is played and how players win the game;
 - The rate at which the game becomes easier to win (for example how often the number of calls increases);
 - The rate at which progressive prizes grow if not won and/or the percentage of bonus game sales added to bonus prizes;
 - The consolation prize for progressive games; and
 - The current prize amount of each game and number of calls to win the prize in the case of progressive games (odds of winning).
- How your organization will deal with issues not covered in these Standard Procedures.

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

10.2. Bingo program

The bingo program is a list of all of the bingo games that will be played at a bingo event. The program must list the games in the order they will be played, the winning combination for each game and the type and/or colour of bingo paper to be used for each game.

10.3. Price list

A price list must be posted at the cashier's station listing all bingo paper products offered and the price for all items.

11. Selling Bingo Paper

The method used to sell bingo paper may vary, depending on the size of your bingo event, the types of bingo games being offered, the number of workers available and the different bingo paper products being offered.

The following procedures must be followed for all bingo paper sales:

- Bingo Paper may only be sold for cash, money orders or by Interac. Extending credit, cashing cheques and accepting credit cards is not permitted;
- Only sealed cards may be sold for pre-called games;
- Only bingo paper purchased at an event may be played at that event; and
- Bingo paper may not be refunded or exchanged after the game has commenced.

Discounting, which is selling the same bingo product for more than one price at the same event, is not permitted. For example, blue 3-face cards with a series number of 001 may not be offered for \$2.00 each or 3 for \$5.00. To offer similar cards at different price levels, different products must be used. For example it would be permissible to offer 3-face cards for \$2.00 each and 3 for \$5.00 if a separate series or colour of 3-face cards was used for each price level.

12. 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:

12.1. Calling the game

- Before the start of a bingo event, all bingo balls must be placed in the caller's rack and verified by a player. All 75 balls must be present and the balls must be of equal weight and size, and in good condition.
- Before each game, the bingo caller must announce the type of game to be played and the winning pattern.
- The bingo caller must announce the value of the prize as soon as it is known and before the game is completed.
- To begin each game, the caller must:
 - Draw the first ball from the chute.
 - Without obstructing the letter/number combination on that ball, display and announce the letter/number combination to the bingo players.
 - Place the ball into the proper spot on the caller's rack.
- Once the calling of a ball has started (e.g., letter only), the call must be completed.
- Once a game has started it must be played until a winner is determined.
- The caller continues to draw and announce balls until a player calls "bingo". It is the player's responsibility to make themselves heard before the next number is called.
- The blower must not be turned off until the winner is verified.
- Upon confirmation that a "bingo" has been called, the caller must ask, "Are there any other bingos?" three times, after which any other declared "bingo" must be denied.
 - Before making the third query, the caller may announce the number of recognized bingos or may call back the numbers to verify the winning cards and then do the third request and announce the number of recognized bingos.
- For combination games:
 - Once the winner of the first game has been confirmed and been awarded a prize the caller continues calling numbers until winners have been verified for each game in the series.
 - The blower must remain on until the winner is verified in the last game of the series.

12.2. Verifying the winner

- A winning card must be verified in the presence of a neutral player at another table or, where an electronic verifier is used, the simulated winning card must be displayed on a monitor.

- 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 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.

13. Awarding the Prizes

A bingo prize is anything, 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.

With the exception of progressive and bonus prizes, 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.
- 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 number of cards being played by a player does not agree with the amount covered by the receipt or if the winning card is not from a series of paper being used at that event.
- No prize shall be awarded for a bingo declared on a defaced, marred or altered card.

All prizes must be documented, with merchandise prizes being recorded as the actual amount paid for the prize rather than the item's value. Donated prizes may be awarded but are recorded as free if they did not cost your organization any money.

13.1. Progressive game prizes

Prizes for progressive games are treated differently from regular prizes in three important ways. First, progressive prizes are recorded on the prize payout sheet whether or not they are won. Second, the progressive prize must be paid by cheque rather than cash. Third, progressive prizes are made up of contributions from the gross revenue of each of the previous bingo events since the prize was last won.

The following rules apply to progressive game prizes:

- At each bingo event, a portion of the gross revenue allotted to prizes is designated as the progressive contribution and recorded on the prize payout sheet. This contribution may all go towards one progressive prize or if there are multiple progressive games it may be divided between them in any manner.
- Progressive game revenue must be accounted for separately from regular bingo revenue. A schedule must be maintained for each progressive game which includes the prize contribution from each event deposited into the bonus trust account and all prizes paid out of the trust account.
- At sessions where the progressive prize is not won (e.g., no winner has been declared in the number of calls required), the caller continues calling numbers until a player does match the winning pattern. This player wins a consolation prize, which is treated as a normal prize with all normal prize rules in effect.

13.2. Bonus game prizes

Prizes for bonus games are similar to progressive game prizes because they continue to grow until they are won and are paid by cheque. Unlike progressive games, bonus prizes are funded and kept track of differently and no consolation prize may be awarded.

The following rules apply to bonus game prizes:

- At each bingo event, a set percentage of the gross bonus game sales is added to the bonus prize. Each bonus game prize is administered independently. For example, if

you run two bonus games, the sales from each game must be separately calculated and added to appropriate bonus prize rather than adding the total bonus game sales and dividing it between the two games.

- Bonus game revenue must be accounted for separately from bingo revenue. A schedule must be maintained for each bonus game that includes total sales, the portion deposited into the bonus trust account, the portion deposited into the gaming account if you have one (otherwise from your general account).

13.3. Progressive game and/or bonus game trust accounts

Your organization must maintain at least one chequing trust account into which progressive and bonus prize money is deposited, after each event and from which progressive and bonus prizes are paid when won.

The money in this trust account is prize money held in trust until won by a player. These funds do not belong to your organization and may not be used for any purpose other than to pay the appropriate prize.

The same trust account can be used for all progressive and bonus games. The prize total for each game must be maintained and at no time may money from one game's prize be used to pay the winner of a different game's prize.

All progressive or bonus game prizes must be paid by cheque from the trust account.

14. Revenue from Bingo Events

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 bingo events must be deposited into your organization's gaming account immediately upon receipt of those funds.

15. Expenses Related to Your Bingo Events

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

Expenses cannot exceed 20 per cent of the actual gross revenue generated for the duration of the gaming event licence. Prizes are not included in the 20 per cent maximum expense calculation.

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

- Advertising costs for the bingo;
- Wages for bingo staff;
- Bingo paper;
- Rent or operational costs for the bingo facility;
- Volunteer out-of-pocket expenses; and
- Contract fees for gaming services providers.

Expenses related to the bingo facility include only those costs associated with running the bingo event. For example, the cost of utilities may only be paid for those days when a bingo event is run.

All expenses related to your bingo event must be paid by cheque from your gaming account if you have one, otherwise from your general account.

Receipts documenting each expense must be retained for five years as part of your organization's gaming records.

Costs related to concession or lottery ticket stands are not permitted.

15.1. Donated expenses

Donated expenses are services that may 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 20 per cent expense calculation includes only expenses paid with gaming funds. It does not include donated expenses.

16. 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 60 days after the expiry of the licence.

Financial and inventory controls are based on the following principles:

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

Certain types of information related to your bingo event must be recorded. This information is recorded on forms, commonly referred to as control form. All documentation must be completed in non-erasable ink.

Your organization may use the sample forms provided in Appendix B or its own.

16.1. Access to gaming records

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

16.2. Required documentation

Bingo prize payout record (example 1 in Appendix B)

Your organization must record the receipt of prizes by the winners. This documentation must be verified and signed by a volunteer of your organization.

This document must contain the following information:

- Name of licensee;
- Date of event;
- Product/series number(s) of bingo paper used at the event;
- Total value of all prizes awarded and any progressive (carryover) contributions; and
- For each game:
 - Number/game;
 - Series number(s) of winning card(s);
 - Audit number(s) of winning card(s);
 - Number of winners per game;
 - Value of prize paid out;
 - Bonus prize payouts; and
 - Winners' signature(s).

Caller's record (example 2 in Appendix B)

The caller's record purpose is to provide an independent verification of prizes awarded by recording awarded prizes and it also provides a record of the event program.

This document is signed by the caller and must contain the following information:

- Name of licensee;
- Date of event;
- Product/series number(s) of bingo paper used at the event; and
- For each game:
 - Number/game;
 - Number of winners per game;
 - Value of prizes paid out;
 - Running total of prizes;
 - Caller's name; and
 - Caller's signature.

Bingo event summary sheet (example 3 in Appendix B)

This summary sheet records the results of financial transactions at the bingo event. It is signed by the bingo manager or the appropriate delegate, and must be verified and signed by your organization's volunteer.

This sheet must contain the following information:

- Name of licensee;
- Date of event;
- Gross revenue from bingo paper sales;
- Bonus game sales;
- Total value of cash prizes;
- Total value of merchandise prizes;
- Total value of all carryover prizes;
- Total value of all prizes;
- Cash over or cash short; and
- Cash reconciliation.

Inventory/revenue reconciliation (example 3 in Appendix B)

Used to reconcile bingo paper usage to revenue and to record bingo paper used during the event by series, colour and quantity, this document must be prepared and signed by a volunteer from your organization. A second volunteer must verify and sign the documentation.

Registered independent bingo licensees use the Master Bingo Paper Inventory Record and cash register till tape when preparing this information.

This document must contain the following information:

- Name of licensee;
- Date of event;
- Type of product;
- Till number;
- Total products sold;
- Total revenue from all sales;
- Difference between revenue and products sold;
- Opening inventory;
- Closing inventory;
- Stock sold;

- Voids;
- Total products sold at event; and
- Gross revenue.

Master bingo paper inventory record (example 4 in Appendix B)

All of your organization's purchases of bingo paper and transfers of bingo paper from inventory to the sales area must be recorded on this document, to keep an ongoing record of all bingo paper inventory and transactions. This document must be prepared, signed by and verified by your organization's volunteers.

The following information must be recorded:

- Name of licensee;
- Description of bingo paper purchased identifying product, colour, pages and faces, obtained from BCLC bingo paper invoices;
- Invoice number from BCLC;
- Date of purchase;
- Transferred To/From; and
- Series number.

Sign-in sheet (example 5 in Appendix B)

The sign-in sheet records the identity, arrival times and departure times of all volunteers and paid bingo staff present during bingo events.

This document must contain the following information:

- Name of licensee;
- Date of event;
- Volunteer names, signatures and positions, including time in and time out; and
- Paid staff names, signatures and positions, including time in and time out.

16.3. Additional required documentation for registered bingo licensees

The following documents must be completed by registered licensees and are recommended for all other bingo licensees.

Floor sales report (example 6 in Appendix B)

A Floor Sales Report ensures each person selling paper is accountable for paper given to them to sell. Basic information includes product type, colour and series number. Each seller should be identified with audit numbers, quantity out, returned, sold and cash.

Cashier's report (example 7 in Appendix B)

The Cashier's Report provides basic control over paper and cash at the cash register. Each cashier should be accountable for the paper given to them for sale to players. Basic information includes product type, colour and series number. Each sales station should be identified with audit numbers, quantity out, returned, sold and cash count. Till tapes (Z readings) and journal tapes should be included with the event working papers.

17. Public Complaints Concerning the Conduct of Bingo Events

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

Complaints about the conduct and management of bingo 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.

18. 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.

19. Gaming Policy and Enforcement Branch Contact Information

Head Office

Mailing address:

Gaming Policy and Enforcement Branch
Ministry of Public Safety and Solicitor General
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.pssg.gov.bc.ca/gaming/

Lower Mainland Regional Office

Gaming Policy and Enforcement Branch
Ministry of Public Safety and Solicitor General
408 – 4603 Kingsway Avenue
Burnaby BC V5H 4M4

Telephone: 604 660-0245

Facsimile: 604 660-0267

Southern Interior Regional Office

Gaming Policy and Enforcement Branch
Ministry of Public Safety and Solicitor General
200 – 1517 Water Street
Kelowna BC V1Y 1J8

Telephone: 250 861-7363

Facsimile: 250 861-7362

Northern BC Regional Office

Gaming Policy and Enforcement Branch
Ministry of Public Safety and Solicitor General
211, 1577 – 7th Avenue
Prince George BC V2L 3P5

Telephone: 250 612-4122

Facsimile: 250 612-4130

Other Key Contacts

Audit & Compliance Division (Lower Mainland)	604 660-0245
Investigation Division (Lower Mainland).....	604 660-0245
Licensing and Proceeds Distribution Division (Victoria).....	250 387-5311
Registration Division (Victoria)	250 356-0663

Appendix A – Advertising and Marketing Standards for the B.C. Gambling Industry



ADVERTISING AND MARKETING STANDARDS FOR THE B.C. GAMBLING INDUSTRY

Context

The Province of BC wants to ensure gambling activities are carried out in a socially responsible manner.

The Gaming Policy and Enforcement Branch regulates gambling in British Columbia.

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

Private companies are licensed, as service providers, to operate horse race tracks and teletheatre outlets.

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

Objectives

- To ensure gambling is represented in a responsible manner in all advertising and marketing.
- To pursue opportunities to partner with the BC Lottery Corporation and service providers to develop and deliver specific, targeted media campaigns that enhance public awareness of problem gambling issues and services.

Authority and Application

Section 27(2)(d) of the Gaming Control Act authorizes the general manager 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, BC's 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.

Advertising and Marketing Standards

Responsible Gambling

- Advertising and marketing materials, whenever reasonable and appropriate, must contain a responsible gambling message.
- The Province's responsible/problem gambling materials, and information about how a problem gambler may obtain help, must be readily visible in high traffic areas in gaming facilities, at locations where gaming products are being sold, or (when requested) at licensed gaming events.

Appendix A – Advertising and Marketing Standards for the B.C. Gambling Industry

- 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 can influence the outcome.
 - Knowingly be placed in, or adjacent to, other media that depict inappropriate use of the product(s).
 - 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 upon request, through relatively accessible means.
- When provided, 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.
 - 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 billboards or other 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 during television or radio programming where the primary audience is expected to be minors.
 - Contain cartoon figures, symbols, role models, and/or celebrity/entertainer endorsers whose primary appeal is to minors.

Issued by:

Derek Sturko, General Manager
May 2003

Appendix B – Sample Forms

The following are example forms that may be used to complete your organization's bingo event paperwork requirements. Your organization may also create its own forms, as long as they contain all of the information required in section 16.

Forms required for all licensees:

Example 1 – Bingo prize payout record

Example 2 – Caller's record

Example 3 – Combined bingo event summary sheet and inventory/revenue reconciliation

Example 4 – Master bingo paper inventory record

Example 5 – Sign-in sheet

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

Example 6 – Floor sales report

Example 7 – Cashier's report

Caller's Record

Licensee:	Event Date:
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Game No.	No. of Winners	Prize Amount	Running Total		Special Game	No. of Winners	Prize Amount	Running Total
		\$	\$				\$	\$
		\$	\$				\$	\$
		\$	\$				\$	\$
		\$	\$				\$	\$
		\$	\$				\$	\$
		\$	\$				\$	\$
		\$	\$				\$	\$
		\$	\$				\$	\$
		\$	\$				\$	\$
		\$	\$				\$	\$
		\$	\$				\$	\$
		\$	\$				\$	\$
		\$	\$				\$	\$
		\$	\$				\$	\$
		\$	\$				\$	\$
		\$	\$				\$	\$
		\$	\$				\$	\$
		\$	\$				\$	\$
		\$	\$				\$	\$
		\$	\$				\$	\$
		\$	\$				\$	\$
		\$	\$				\$	\$
TOTAL 1			\$		TOTAL 2			\$
TOTAL 1 plus TOTAL 2 equals GRAND TOTAL								
\$								

SERIES IN USE:			
6 UP		9 UP	
12 UP		E.B.	
BONANZA		SPECIALS	

Caller: (print name)	
Caller Signature:	

Bingo Event Summary Sheet Inventory / Revenue Reconciliation

Licensee:	Event Date:
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Bingo Paper	Total Sold	Unit Price	Sales	Cash	Cash +/-
			\$	\$	\$
			\$	\$	\$
			\$	\$	\$
			\$	\$	\$
			\$	\$	\$
			\$	\$	\$
			\$	\$	\$
			\$	\$	\$
			\$	\$	\$
			\$	\$	\$
			\$	\$	\$
			\$	\$	\$
			\$	\$	\$
			\$	\$	\$
TOTAL			\$	\$	\$

CASH COUNT			CASH RECONCILIATION			
	x 5.00 =	\$				
	x 10.00 =	\$		+	Paper Sales	\$
	x 20.00 =	\$			Cash Register Sales	\$
	x 50.00 =	\$			Total	\$
	x 100.00 =	\$		Minus:	Cash Prizes	\$
Coins:					Total Cash Should Be:	\$
	x 1.00 =	\$			Add: Returned Float	\$
	x 2.00 =	\$			Total Actual Cash:	\$
	Other	\$			Over/Short:	\$
	Total	\$				

Manager:		Volunteer:	
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Floor Sales Report

Licensee:	Event Date:
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SELLER:	
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GAME					
Cards Out	Returns	Sold	Voids	Cash Required	Cash +/-
				\$	\$
				\$	\$
				\$	\$
				\$	\$
				\$	\$
				\$	\$
	Totals			\$	\$

GAME					
Cards Out	Returns	Sold	Voids	Cash Required	Cash +/-
				\$	\$
				\$	\$
				\$	\$
				\$	\$
				\$	\$
				\$	\$
	TOTALS			\$	\$

Float issued:
Returned:

Floorseller:	Volunteer:
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Cashier's Report

Licensee:	Event Date:
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Description	Series No.	Start Audit	End Audit	Total Sold

Float Received	\$	Cashier	
Float Returned	\$	Coordinator	

CASH COUNT			BOOKLET SALES			
	x 5.00 =	\$				
	x 10.00 =	\$		Number Used	Selling Price	Total
	x 20.00 =	\$		x 3 UP	\$	\$
	x 50.00 =	\$		x 6 UP	\$	\$
	x 100.00 =	\$		x 9 UP	\$	\$
Coins				x 12 UP	\$	\$
	x 1.00 =	\$	Total			\$
	x 2.00 =	\$				
	Other	\$				
	Total Cash	\$				
RECONCILIATION						
Booklet Sales	\$					
Minus Float Received	\$					
Total	\$					
Tape Total	\$					
Over/Under	\$					

Cashier:		Volunteer:	
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