



In This Issue



DAVID C. GAVSIE

From the Chair...

After several months of stakeholder consultation and seven pilot seminars in the Ottawa region last year, the AGCO is now ready to roll out a province-wide educational and information program for liquor sales licensees and their staff aimed at increasing awareness and knowledge of Ontario's liquor licensing regulations.

Over the next twelve to fifteen months, AGCO representatives will hold about 58 educational seminars and visit 32 communities. Details of the program can be found on page three of this edition of Licence Line, along with an enclosed invitation and calendar outlining locations, times and dates for each educational seminar. The Ottawa pilot events proved very popular with a large turnout of participants, including licensees, managers, security and liquor sales staff. We believe the same will happen across the province and we encourage all owners and employees in the liquor sales business to register early. This is a great opportunity to gain more knowledge and understanding about the Liquor Licence Act and Regulations. All the seminars are free and open to licensees and their staff, and are structured to allow for an open question-and-answer session to ensure attendees are able to participate fully in the presentations.

Continued on p. 7 See *Chair's column*

Extension of hours to 10 a.m. for FIFA World Cup

The Registrar of Alcohol and Gaming has approved the start of liquor service in Ontario at 10:00 a.m. during the FIFA World Cup tournament from June 11 to July 11, 2010. This extension applies across the province and individual applications are not required. The closing service time of 2 a.m. will remain unchanged. If a municipality objects to the extension of hours in its jurisdiction, it may notify the Registrar in writing and local wishes will be respected.

For more information on the extension of hours, including a list of municipalities where the extension of hours is not permitted, please call AGCO Customer Service at 1 800.522.2876, or visit the AGCO website at www.agco.on.ca

Know the liquor laws

Province-wide seminars to begin

The AGCO is pleased to announce the launch of a series of free educational seminars for liquor sales licensees and their employees to increase awareness and understanding of the alcohol laws in Ontario, and of their responsibilities under the *Liquor Licence Act* (LLA) and its Regulations.

The province-wide launch follows seven pilot seminars in Ottawa last summer, attended by some 300 owners, managers, servers, bartenders and security staff. Of those, more than 85% say the information helped them in their jobs, with about 80% saying they learned something new and just under 80% saying they would recommend the seminars to others in the business.

With this positive response, the seminars will now be rolled out to more than 30 Ontario communities. The locations have been selected so that 95% of all liquor sales licensees are within a one hour drive of the locations. For areas with a higher concentration of licensees, multiple seminars will be scheduled throughout the coming months.

Continued on p. 3 See *AGCO free seminars*

New information materials now available – Get in the Know!

A series of new and updated information materials to help educate liquor sales licensees and their staff on the liquor laws and enhance compliance is now available. The **AGCO Information Kit**, which was introduced during a pilot project in Ottawa last summer, contains information covering a range of topics to help licensees increase their awareness and understanding of their responsibilities under the *Liquor Licence Act* (LLA) and Regulations.

Continued on p. 2 See *New materials*

Advisory: Liquor servers wage rates

Amendments to Regulation 285/01 of the *Employment Standards Act, 2000* have increased the minimum wage rates in Ontario for liquor servers, students, home workers and hunting/fishing guides. For liquor servers, **effective March 31, 2010** the minimum wage rate was raised from **\$8.25 per hour to \$8.90 per hour**. This hourly rate applies to employees who serve liquor directly to customers or guests in licensed premises as a regular part of their work. "Licensed premises" are businesses for which a licence or permit has been issued under the *Liquor Licence Act*.

For complete details of this change in hourly wage, please refer to the Ministry of Labour website at <http://www.labour.gov.on.ca/inf/minimunwage/> or telephone 1 800.531.5551 (toll free) or Greater Toronto area at 416.326.7160. ■

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Continued from p. 1 **New information materials now available**

The **AGCO Information Kit** contains bilingual educational materials for all those involved in the sale and service of beverage alcohol in liquor sales licensed establishments.

"Excellent package for presentation to all involved in our industry. Very professional. Education is needed in the liquor industry."
— Liquor Sales Licensee, Manotick

Inside the kit are two reference guides: **You and the Liquor Laws**—a short booklet for employees of liquor sales licensed establishments, and **You and the Liquor Laws Plus**—a guide for owners and managers focusing on the operational aspects of maintaining a liquor sales licence in good standing. For those who want more comprehensive information, the **Liquor Licence Act** and Regulations are included in the **Know the Liquor Laws** mini CD.

The **AGCO Information Kit** also includes a series of Responsible Service Tip Sheets, some redesigned and some new. These topic-specific tip sheets cover a wide range of important information:

- **Checking ID** identifies acceptable forms of identification, spotting fake ID and the security features of both the old and the new driver's licence.
- **Recognizing Intoxication** identifies the main signs of intoxication and how to deal with and lower the risk of customer intoxication.
- **Liability: There's more to lose than your licence** outlines potential consequences of serving liquor to someone whose intoxication causes harm to others.
- **Taking "Reasonable Measures" Outside Your Establishment** addresses disorderly conduct in and around an establishment.

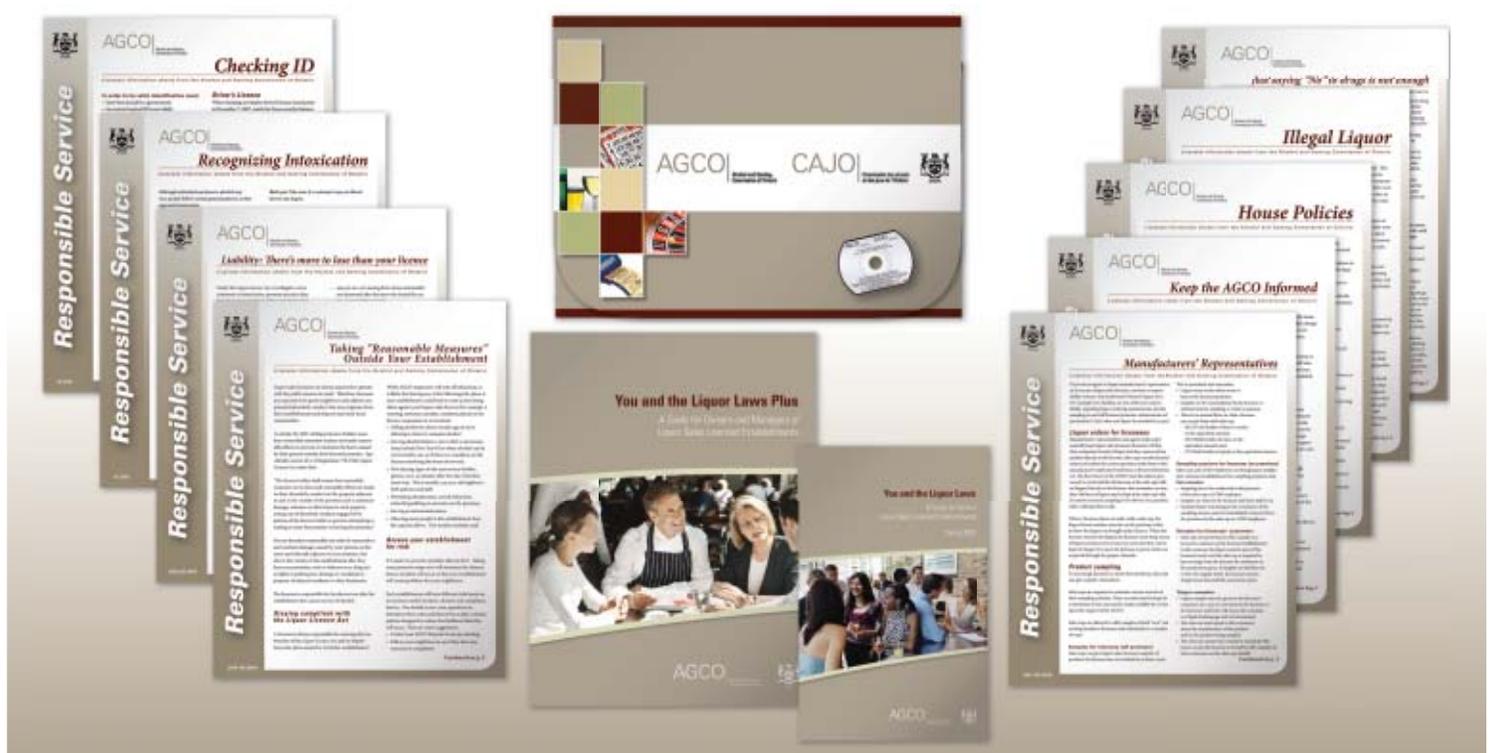
- **Just saying "No" to drugs is not enough** identifies actions that can be taken to prevent illegal drugs on licensed premises.
- **Illegal Liquor** defines illegal liquor and the potential risks for licensees and public safety.
- **House Policies** encourages the development of house policies for use by staff to address common problems in a licensed establishment.
- **Keeping the AGCO Informed** advises licensees when to inform the AGCO of changes that may affect the liquor sales licence
- **Manufacturers' Representatives** outlines the responsibilities for agents or liquor manufacturers' representatives (sales reps) who promote their brands of liquor to licensees and their patrons.

A colour version of Sandy's Law Poster (FASD – fetal alcohol spectrum disorder) is also included in the kit.

The kit will be distributed by AGCO inspectors when the need for further education is identified. Inspectors will review the contents of the information in the kit with the licensee. Inspectors play a role in providing education to licensees, and the kit supports their efforts in helping licensees understand their obligations under the law and serves as a reference tool to highlight areas of concern or interest in the inspectors' in-person meetings with licensees.

AGCO Information Kits or any of the materials contained in the kit may be requested by contacting your inspector directly or by calling AGCO Customer Service at 416.326.8700 or toll free in Ontario 1 800.522.2876, or by emailing customer.service@agco.ca.

To view an electronic version of any of the kit materials, please visit the AGCO website at www.agco.on.ca



Continued from p.1 *AGCO free seminars coming to a location near you!*

Each seminar will consist of two parts. The first part is geared to all those involved in the day-to-day sale and service of alcohol, while the second part focuses on licensing and other information specifically aimed at owners and managers. That being said, anyone working at a licensed establishment is welcome to attend the first or both parts.

Part 1 topics include:

- The role of the AGCO and its relationship with licensees
- The obligations of licensed establishments under the *Liquor Licence Act* and its Regulations
- Responsible sale and service of alcohol (drinking age, hours, house policies, etc.)
- Where liquor may be served, sold and consumed
- An open question-and-answer period

Part 2 topics include:

- Risk-based licensing and risk-based enforcement
- Compliance with the liquor laws and why it's important
- Maintaining a liquor licence in good standing, and making changes to a licensed establishment
- Advertising requirements and guidelines for the pricing and promotion of liquor
- The relationship with manufacturers' representatives
- An open question-and-answer period

Part 1 and Part 2 are each about an hour and 15 minutes in duration with a short break in between.

An invitation with the dates, times and locations for each of the seminars has been included. Information will also be available on the AGCO website at www.agco.on.ca

You are encouraged to register early because space is limited and based on the results of the Ottawa pilot seminars may fill to capacity quickly (see calendar below). ■

Educational Seminars Calendar

JULY 2010	AUGUST 2010	SEPTEMBER 2010
Toronto (West)* July 12	St. Catharines August 17	Kingston September 14
Thunder Bay July 14	Hamilton August 18	Belleville September 15
Kenora July 20	Guelph August 19	Peterborough September 16
	Toronto (North)* August 23	Mississauga September 21
	Timmins August 25	Toronto (East)* September 22
OCTOBER 2010	NOVEMBER 2010	DECEMBER 2010
Kincardine October 18	London November 16	No Sessions
Owen Sound October 19	Sarnia November 17	
Barrie* October 20	Windsor November 18	
Huntsville October 21	Toronto (West)* November 24	
Toronto (Central)* October 25		
JANUARY 2011	FEBRUARY 2011	MARCH 2011
Toronto (North)* January 18	Kitchener February 7	Toronto (East)* March 28
Oshawa January 24	Burlington February 8	Oakville March 29
Peterborough January 25	Niagara Falls February 9	
Ottawa (Centre)* January 26		
Mississauga January 31		
APRIL 2011	MAY 2011	JUNE 2011
London April 11	Brockville May 9	Niagara Falls June 13
Chatham April 12	Cornwall May 10	Hamilton June 14
Windsor April 13	Ottawa (Nepean)* May 11	Cambridge June 15
Aurora April 19	North Bay May 17	Toronto (Central)* June 21
Sault Ste. Marie April 27	Sudbury May 18	
	Mississauga May 25	

*denotes 2 sessions on this date

Decision Summary

The following establishments were recently brought before the Board of the AGCO for disciplinary action. The list represents only those licensees that received suspensions of 14 days or more and revocations for the period beginning **February 1, 2010** ending **April 30, 2010**. Sanctions for similar infractions may vary in length according to the specifics of each case. Details about all Board decisions are now available on **QUICKLAW**.

ESTABLISHMENT	INFRACTION	SANCTION
7Star Thai Cuisine, Toronto	Overcrowding; permitted narcotics on premises	30 days
Central Bar & Grill, Toronto	Overcrowding; failure to clear signs of service	24 days
Gojo Restaurant, Toronto	Failure to facilitate inspection; non-compliance with <i>Fire Protection and Prevention Act</i>	14 days
Level Night Club/Mansion, Toronto	Permitted drunkenness and disorderly conduct; permitted narcotics on premises	21 days
Lot 332, Toronto	Permitted drunkenness; overcrowding	21 days
Oregano Woodbridge, Woodbridge,	Past conduct; not financially responsible in conducting its business due to <i>Retail Sales Tax Act</i>	Revoked
Penalty Box Restaurant, Fort Erie	Past conduct; permitted narcotics on premises	Revoked
Reign Lounge, Toronto	Licensee failed to ensure reasonable measures taken to deter disorderly conduct, or minimize the harm caused from it, in the vicinity of the licensed establishment	18 days
Suite 34, Ottawa	Overcrowding	18 days
The Deck Pub & Grill, Orangeville	Serving minors; permitted drunkenness; permitted removal of liquor from premises; failure to ensure required persons successfully completed approved server training within 60 days of employment start date; non-compliance with <i>Fire Protection and Prevention Act</i> ; breach of condition	37 days
The Suite Night Club, Toronto	Serving minors; permitted drunkenness; permitted narcotics on premises; overcrowding; permitted removal of liquor from premises	21 days
Tropical Sunset, Scarborough	Permitted narcotics on premises	21 days

The following is a list of sanctions where the licensee did not request a hearing and received suspensions of 14 days or more and revocations for the period beginning **February 1, 2010** ending **April 30, 2010**. Any omissions will be reflected in our next edition. Sanctions for similar infractions may vary in length according to the specifics of each case.

Blvd Room, Toronto	Permitted drunkenness, quarrelsome, violent and disorderly conduct—did not contest	25 days
B'n B Lounge Café, Vaughan	Liquor sold to person who appears to be intoxicated; permitted drunkenness; obstructing an inspection; failure to facilitate inspection; service outside prescribed hours; failure to clear signs of service; illegal liquor; liquor not purchased under licence; no light meals available; permitted unauthorized persons behind bar; failure to retain records of sales and purchases of liquor—did not contest	40 days

* All managers and servers must take Smart Serve responsible server training program.

Decision Summary continued from page 4

ESTABLISHMENT	INFRACTION	SANCTION
B'n B Lounge Café, Vaughan	Failure to clear signs of service—did not contest	14 days
Jerseys Sports Grill,	Not financially responsible in conducting its business due to <i>Retail Sales Tax Act</i> —did not contest	Revoked
Karaoke Nhi Nhi, North York	Permitted narcotics on premises; obstructing an inspection; failure to clear signs of service; non-compliance with <i>Fire Protection and Prevention Act</i> —did not contest	14 days
Le Skratch Billiards Bar & Grill, Oshawa	Serving minors; permitted drunkenness; permitted removal of liquor from premises; obstructing an inspection; breach of condition; failure to clear signs of service—did not contest	40 days
Roti & Doubles Express, Toronto	Not financially responsible in conducting its business due to <i>Retail Sales Tax Act</i> — did not contest	Revoked
Wild Indigo, Toronto	Overcrowding—did not contest	14 days

* All managers and servers must take Smart Serve responsible server training program.

Board Profiles

This continues the series of short profiles on members of the Board of the AGCO. These members are appointed to the Board of the AGCO by the Ontario government. They can be appointed as full-time or part-time members. The Board has a quasi-judicial function. It holds hearings and conducts appeals when necessary on certain matters that arise relating to liquor and gaming legislation, regulation and registration. There are currently fourteen members of the Board, including the Chair.



Beryl Ford is a former Chair of the Peel District School Board and elected trustee for 24 years. Her experience includes Director with the Ontario Institute for Studies in Education (OISE – University of Toronto), Director of the Peel Memorial Hospital Board, Director of the Ontario Public School

Board Association and vice-president of the Peel Children's Aid Foundation. In 1993, Ms. Ford was recognized by the Government of Canada with the award of the Governor

General Commemorative medal for significant contribution to the community and Canada. Beryl Ford received the Women of Achievement Award in 1992 for Outstanding Contribution to Community Service.



Bruce Miller retired in 2008 from his position as Chief Administrative Officer of the Police Association of Ontario. Prior to that Mr. Miller was a police officer with the London Police Service for 22 years. He is a member of the Sponsors Corporation of the Ontario Municipal Employees Retirement

System (OMERS). Mr. Miller has served on numerous boards and committees. Mr. Miller is a graduate of McGill University and is the recipient of the Ontario Medal for Police Bravery, the Canadian Police Exemplary Service Medal, the Golden Jubilee Medal and the Canadian Police Association's Award of Excellence.

AGCO website has lots of information

If you are looking for general information on beverage alcohol, how to apply for a liquor sales licence or other liquor licensing matters, please visit our website at www.agco.on.ca. You can download and fill out on screen, liquor related forms such as liquor licence applications, renewals, transfers, etc.

Alcohol and Gaming Commission of Ontario

OFFICES | ALCOHOL FAQS | EMPLOYMENT | SITE MAP | USEFUL LINKS + CONTACTS

Welcome	About AGCO Publications	Alcohol Fees	Gaming & Lottery Hearings & Appeals	AGCO Features > New On This Site > Alcohol Licence Application Forms > Gaming & Lottery Licence Application Forms > Acts - Alcohol and Gaming
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Welcome to Alcohol and Gaming Commission of Ontario web site
AGCO

Guest column: From the front line

(This article was written and submitted to Licence Line by Andrew Marcolini, an owner of The Boston Manor, Burlington, Ontario. This article is reprinted with permission. It sets out how one licensee proposes to deal with risks to compliance with legal requirements, to the property of the licensee, to public safety and to its reputation. Other licensees' situations will be different. The AGCO encourages licensees to look to ways to identify and reduce risks.)

We are The Boston Manor in Burlington, Ontario, and have been in business for 14 years. We are part billiards/restaurant live music venue and we have a mature customer base—minimum age 19 years. Crowd tends to be late 20's and up.

We are live on the weekends. I had a difficult time trying to book entertainers for Saturday, January 2nd, 2010 because it was so close to New Year's Eve—the musicians I worked with regularly felt there wouldn't be a draw that weekend.

Needed better research

We decided to entertain a proposal to work with some local Indie bands that felt they could draw on the 2nd. The independent scene was new territory for us and we should have researched it better than we did.

We promoted the evening along with the bands, four of them, and monitored the feedback. Going into Saturday, the night of the performance, we were under the impression that it would be OK at best. All indications said 50–80 people at most. This assumption led to our first mistake of not staffing properly for the night.

By 9:30 p.m. attendance was minimal. By 10:30 p.m. we had close to 250 people in attendance—all of whom had to be ID'd because the crowd was 19 and 20 year olds. What we learned was that this demographic is wired into TEXT messaging: instant information, instant crowd.

It was like a house party—the place to be for that night, and it was instant. No warning.

Highly energetic

This crowd is highly energetic both physically and mentally, and has a tendency to move in groups.

We were overcrowded for the staff we had in place, and accordingly we had a very difficult time maintaining control of the room. Once you lose control, anything can happen—and usually it's not a positive outcome.

The music was harder and screamed of violence. Testosterone was abundant. The crowd was very hard on our establishment. Damage was done to the washroom.

The crowd had what felt like a gang mentality, and the end result was a group of aggressive males fighting in the

parking lot. We had no option but to call the police and shut down the music. In retrospect we can't blame the musicians. They did a good job at promoting the evening, and did everything they could to maintain some order during the evening.

Valuable lessons

We were lucky on the 2nd—nothing critical transpired, and we learned some valuable lessons that we'd like to share with other licensees.

- **When dealing with the unknown, make sure you educate yourself ahead of time.** We should have talked to people in the industry on what to expect from this demographic. Our usual crowd is much older and nothing like what we experienced.
- **Staff, Staff, Staff**—This is of major importance in order to maintain control of your establishment. A full complement of door personnel to watch exits, check and scrutinize IDs and monitor washrooms.
- **Have a plan in place for how to handle incidents that happen inside and outside.** Know what you are responsible for once the parties in question are outside your establishment.
- **Be aware of the effect of text messaging, Twitter and Facebook**—instant notification for this demographic. They text a location, and they flood said location, and it happens very fast. Try and slow this process down at the door—you take control of the pace.
- **It will be very difficult to monitor consumption**—they are moving constantly and will purchase alcohol from various staff, so it's important that the lines of communication between staff/management/owners be constant.
- **Have additional bus persons** to remove bottle and glassware and keep the room clean and clear of potential weapons.
- **This is a later crowd** so there is a chance they have been drinking or doing narcotics prior to arriving at your establishment.
- **It's essential to have well trained door persons** at the entrance looking for signs of impairment.
- **Be prepared for a stressful evening.** There was a sense of entitlement with this crowd. They do not like being told what to do, and they are not afraid of confrontation.

Damaged reputation

For The Boston Manor, the stress and potential for injury and a damaged reputation in our community far outweighed the monetary gain from hosting an event like this in the future.

I hope that our experience will assist any other licensees that are considering working with a younger clientele.

Licence Line accepts for publication material of a positive manner and that has useful educational value to liquor licensees and other interested readers.

Continued from p.1 *Chair's column*

Educational materials

In addition to the seminars, the AGCO has developed a number of new information products and updated the Responsible Service Tip Sheet series. More on these materials are covered elsewhere in this edition of Licence Line. Copies of *You and the Liquor Laws* and *You and the Liquor Laws—Plus* are included with this issue of Licence Line.

Overall, we believe our expanded public affairs and information program is a positive step forward. This should help increase awareness and knowledge by licensees and their staff of liquor laws, bringing about increased public safety, better operation of licensed establishments and fewer violations of the province's liquor legislation.

Other news

Elsewhere in this edition of Licence Line, we continue our profile of AGCO Board members. We also draw attention to recent changes for liquor server wage rates and mandatory licensing and training of liquor licensed establishment security personnel.

David C. Gavrie
Chair

A reminder:

Smart Serve training is mandatory

Liquor sales licensees must ensure that all managers and persons involved in the sale and service of beverage alcohol, including security staff, hold a certificate demonstrating the successful completion of a server training course approved by the Board of the AGCO.

Server training must be completed within sixty (60) days of the commencement of employment at a licensed establishment.

In Ontario, the AGCO Board-approved program is **Smart Serve**. This training program focuses on recognizing intoxication, responsible serving techniques, legal and liability issues and house polices.

Smart Serve requirements also apply to liquor delivery services.

For information on this mandatory training program please contact;

Smart Serve Ontario

5407 Eglinton Ave. West, Unit 105

Toronto, Ontario

Telephone: 416.695.8737 or toll free at 1.877.620.6082

Website: www.smartserve.org/home.asp

Email: general@smartserve.ca

Update

Mandatory licensing, training and testing for all private security personnel includes in-house security staff working in liquor licensed establishments

As reported in Licence Line Volume 8 Issue 2 2008, all security personnel whose main responsibilities in a liquor licensed premises are monitoring entrances and patrolling licensed areas to ensure the safety and security of the establishment,

its employees and patrons must be licensed under the *Private Security and Investigative Services Act* (PSISA).

The Act, which came into effect on **August 23, 2008**, is administered by the Ministry of Community Safety and Correctional Services.

Under the Act and beginning on **April 15, 2010**, all those applying to become security guards or private investigators (new applicants) must have successfully completed training and passed a ministry test before they can be licensed.

Also, starting on **July 16, 2010**, existing security guards or private investigator licence holders must pass the mandatory test prior to the expiry of their current licence in order to complete its renewal.

For more information on the Training and Testing Regulation, please contact the Ministry of Community Safety and Correctional Services, at www.ontario.ca/private-security.

There are over 67,000 licensed security guards and private investigators and more than 520 licensed agencies providing these services in Ontario.

ATTENTION ALL LICENSEES—We want to hear from you!

Licence Line is a publication intended to provide topical information to liquor licensees and interested parties in Ontario's beverage alcohol industry relating to licensing, regulation and enforcement under the *Liquor Licence Act* and its Regulations.

The publication is free of charge and mailed to liquor licensees and others, generally on a quarterly schedule.

To ensure Licence Line continues to print helpful and useful material, the Editor is requesting licensees and other interested parties to send along ideas for stories

you feel would be beneficial in explaining the liquor laws of Ontario, and that may help you to better operate your licensed establishment.

Please address all correspondence to:

The Editor, Licence Line
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Toronto, Ontario M2N 0A4
or by e-mail to: editor@agco.on.ca

Changes to LCBO prices and HST

(The LCBO requested that this letter be included in Licence Line so all liquor sales licensees would be aware of changes resulting from the introduction of the HST. Inquiries regarding the HST changes should be directed to the LCBO.)

Dear licensee customers of the LCBO,

This letter is to inform you of changes to LCBO licensee sales which will take effect on July 1, 2010 with the introduction of the Harmonized Sales Tax (HST). Prices for LCBO licensee purchases will rise, however, the changes to taxes and pre-tax prices taking effect July 1 are designed to generate no new revenue for the province.

- You will be charged 13 per cent HST on purchases from the LCBO, but will be able to claim input tax credits for the full amount of HST you pay.
- After July 1, you will charge customers in your establishment the new 13 per cent HST rate, rather than the current 13 per cent combined federal Goods and Services Tax (GST) and the Ontario Retail Sales Tax (RST).
- While LCBO licensee mark-up and discounts will not change, pre-tax prices for LCBO products will increase.

Effective July 1, Ontario's RST will be combined with the federal GST to create a federally-administered HST. The Ontario portion of the HST will be eight per cent and the federal portion will be five per cent, for a combined HST rate of 13 per cent. The 13 per cent rate will apply to both your purchases from the LCBO and your sales to your customers.

Beginning on July 1, the LCBO will charge HST on sales to licensees. Licensees will be eligible to claim input tax credits on HST paid, just as input tax credits are currently claimed on GST paid. While you pay the 13 per cent HST when you purchase from the LCBO, the full 13 per cent can be claimed later as an input tax credit.

Beginning on July 1, you will charge the lower 13 per cent HST rate to your customers, rather than the current 15 per cent GST and RST combined rate. Since this lower tax rate, combined with the lower rate on alcohol sales to home consumers (down from 17 per cent to 13 per cent) will reduce the amount of revenue the province receives through alcohol taxes, LCBO pre-tax prices for many products will increase to compensate for this lost tax revenue. The licensee mark-up of six per cent (of the licensee basic price) on wine and spirits is not changing and there will continue to be no licensee mark-up on beer. The licensee discount of five per cent of the basic price (10 per cent for Ontario wine) also remains the same.

If you have questions regarding the application of the HST, visit the Canada Revenue Agency's "Are You HST Ready?" website at www.cra.gc.ca/harmonization or call 1 800.959.5525.

Further information on Ontario's move to HST including details on changes to beverage alcohol mark-ups and taxes is provided in Ontario's Tax Plan for Jobs and Growth: Cutting Personal and Corporate Taxes and Harmonizing Sales Taxes (www.fin.gov.on.ca/en/publications/2009/fbbb.html) and at <http://www.rev.gov.on.ca/en/taxchange/index.html>.

I understand additional information, specific to the hospitality sector, is also available on the Canadian Restaurant and Foodservices Association's website at www.crfa.ca/news/2010/how_will_ontarios_hst_impact_you.asp.

Returns and HST/GST

The Licensee return policy remains unchanged. Customers are required to present an LCBO receipt as proof of purchase for each saleable product to their supplying location, provided that the store manager approves such returns.

Effective July 1, 2010, HST will be applied to all returns and the HST value will be shown on all point of sale receipts.

If you have products purchased before July 1, 2010 which you wish to return, I encourage you to return them before HST comes into effect on July 1. You will receive a refund for the original purchase price, and you will receive a GST value for your return right on the in-store receipt. If such products are returned on or after July 1, you will receive a refund for the original purchase price, however the in-store receipt will show an HST value for the return. A comparable GST value for such transactions will be provided upon request up to October 31, 2010. After October 31 this comparable GST value will no longer be provided. Retail stores will not be able to provide you with the comparable GST value. Please contact LCBO Customer Service at customerservice@lcbo.com, or by calling 1 800.668.5226 416.365.5900 in the local Toronto area) for comparable GST value requests.

If you have questions regarding your purchases from the LCBO please contact LCBO Customer Service at customerservice@lcbo.com, or by calling 1 800.668.5226 (416.365.5900 in the local Toronto area).

Yours sincerely,

Michael Stephens

Director, Retail Systems and Wholesale

Licence Line is published by the Alcohol and Gaming Commission of Ontario to provide licensees and interested parties with information regarding alcohol legislation and related issues. Reader comments are welcome. This newsletter is available free of charge to all holders of a liquor sales licence in Ontario.

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Disponible en français



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