

Appendix J

Key Training Information for Volunteers and Staff
Selling BOTs



FAQs

Q: What payment forms are acceptable for tickets?

A: *Cash and debit cards. Credit cards and cheques are not permitted*



FAQs

Q: Can customers remove the tickets from the container?

A: *No. Only your employees or volunteers may remove the tickets from the container.*



FAQs

Q: What happens if a player buys a ticket, leaves and comes back to redeem it?

A: *AGCO requires that players open all tickets immediately and redeem any winners immediately. This information must be posted on the clear plastic container.*



FAQs

Q: What do I do with the winning tickets?

A: *Once you have verified the ticket is a winner, pay the player the amount identified on the ticket in cash or more tickets and retain the winning ticket from the player. Punch a hole through the winning ticket.*



Continued

- *You must retain all winning tickets, with the exception of the \$1 winning tickets which may be destroyed by tearing them in half.*
- *Your Auxiliary may choose to hold onto all winning tickets (including \$1) for reconciliation purposes.*
- *All winning tickets (except \$1 winners) must be held for 90 days after the end of each reporting period.*



FAQs

Q: How old must customers be to purchase Break Open Tickets?

A: *Customers must be 18 years of age to purchase tickets.*



FAQs

Q: Do my staff or volunteers have to be 18 years of age or over to sell the tickets?

A: *No. Staff or volunteers do not have to be over 18 years to sell the tickets.*



FAQs

Q: Customers may ask how many of the top prize winners (ie \$125, \$100, etc.) remain in the container. Am I allowed to reveal this information?

A: *No. The Alcohol and Gaming Commission of Ontario prohibits the sharing of this information.*