



# LICENSEE CONNECTION

A GUIDE FOR LIQUOR LICENSE HOLDERS  
IN NOVA SCOTIA





# CONTENTS





# LICENSEE CONNECTION

This document, jointly produced by the Nova Scotia Liquor Corporation (NSLC) and the Alcohol, Gaming, Fuel, and Tobacco division of Service Nova Scotia (AGFT) is intended to be a guide for liquor license holders in Nova Scotia.

In this guide, you will find information on the roles and responsibilities of each organization, the services available to you as an NSLC and AGFT licensee, and some important regulatory information.



# ABOUT US

## **THE NOVA SCOTIA LIQUOR CORPORATION (NSLC)**

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The NSLC is Nova Scotia's responsible retailer of beverage alcohol and cannabis with 110 corporate stores across the province, selling beer, wine, sprints, ready-to-drink, and cannabis products. The NSLC also has an agency store network to retail beverage alcohol products in places that are not serviced with a NSLC corporate store. The NSLC's Service Excellence Centre includes both service representatives and an Inside Sales team that services licensee customers from its Support & Distribution Centre in Halifax.

In addition, there are four private wine and specialty stores (PWSS) offering rare and unique products and several local production outlets operated by wineries, breweries, and distilleries throughout the province. Combined, these channels make up the retail beverage alcohol and cannabis sales chain in Nova Scotia.

The service representatives are there to maintain your account and provide helpful advice on choosing products that work best for your business. Each member is committed to providing you with the highest quality of service possible and strives to make every interaction a positive experience. The NSLC Support & Distribution Centre is in Bayer's Lake Business Park in Halifax. Detailed contact information is found at the end of this guide.

## **THE ALCOHOL, GAMING, FUEL AND TOBACCO DIVISION (AGFT)**

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The AGFT is responsible for licensing and regulating beverage alcohol, gaming, and amusement activities. The goal is to ensure these activities are conducted safely with honesty and integrity and in the best interest of the public.

The Metro and Western Region office for the AGFT is in Dartmouth, and maintains Registration and Licensing, Investigation and Enforcement, and Film Classification units.

The Cape Breton Regional Office in Sydney maintains Licensing and Investigation and Enforcement units. Contact information for both can be found at the end of this guide.

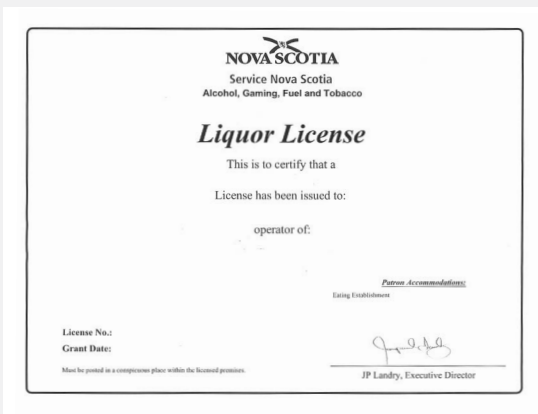
## **AGFT LIQUOR LICENSES AND NSLC PERMITS – WHAT'S THE DIFFERENCE?**

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The AGFT issues a variety of liquor licenses for the sale of beverage alcohol, and the NSLC regulates permits for beverage alcohol manufacturers, their representatives and groups such as wine societies that may hold events where product samples are offered.

# PURCHASING ON AN AGFT LICENSE

Under Section 49 of the *Liquor Licensing Regulations* (the “Regulations”), you are required to identify that the product being purchased is for sale in your licensed premises. The NSLC will indicate the license number on invoices and sales receipts. These records must be retained at your licensed premises to prove valid purchase of the product on the license.



While the NSLC permit and AGFT license processes may seem similar, they are very different. The AGFT liquor license is intended to cover those instances where full individual servings of beverage alcohol are offered for commercial sale in premises such as restaurants, bars and clubs. The NSLC permit is intended to cover sampling of beverage alcohol products by a manufacturer or groups. These samples are not for sale and the serving and a sample size is mandated by the NSLC, which is less than a full individual serving.

Please note, that NSLC permits and AGFT licenses cannot co-exist simultaneously in the same physical space. A licensee must suspend their AGFT liquor license to host an event with a NSLC permit. Products being offered under a NSLC permit cannot be sold under the liquor license while the permit is in effect.

If you have questions regarding NSLC permits, please contact the NSLC Supervisor of Permit and Regulatory Affairs at (902) 450-5914. If you have questions regarding your AGFT liquor license, please contact the AGFT at (902) 424-6160 or 1-877-565-0556.

## SOCIAL RESPONSIBILITY

Social responsibility is at the heart of the NSLC. As a crown corporation, the NSLC is mandated by the *Liquor Control Act* and the *Cannabis Control Act* to control the sale of beverage alcohol and cannabis in Nova Scotia. Responsible retailing starts in-store with NSLC team members diligently checking customers for valid identification through the WeID program. Externally, advertising, and social marketing campaigns share messages around responsible consumption by building awareness and encouraging Nova Scotians to consume responsibly, keep beverage alcohol and cannabis out of the hands of minors, and to plan ahead to get home safely.

# NSLC LICENSEE SERVICES

## SERVICE EXCELLENCE CENTRE

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The Service Excellence Centre are here to assist in setting you up on the Licensee Online Portal and provide helpful advice on choosing products that work best for your business. If you're outside Halifax Regional Municipality (HRM), our Retail store team members are always available to assist you with placing your orders, product selection, and servicing your licensed establishment from their store inventory.

## MYNSLC.COM

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[myNSLC.com](https://myNSLC.com) offers valuable information on all listed products. In addition, you will find updated price lists, promotional offers, new products, delisted and clearance items, informative videos, and a variety of useful links. Check it out [here!](#)

Please send all inquiries to:  
[ServiceExcellenceCentre@myNSLC.com](mailto:ServiceExcellenceCentre@myNSLC.com)

## NSLC PERMITS AND REGULATORY AFFAIRS

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The NSLC is responsible for beverage alcohol permits for local manufacturers, manufacturing companies and other general permits. Starting a permit application will initiate a review and approval process with the NSLC's Permits and Regulatory Affairs Department. Applications can be found online at [permits.myNSLC.com](https://permits.myNSLC.com)

## AFTER YOU HAVE OBTAINED A LIQUOR LICENSE FROM AGFT

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NSLC is notified of all newly issued AGFT Liquor Licenses. The NSLC will contact the licensee to set up a customer account.

A welcome letter is sent to each new customer highlighting the information and next steps. Each new licensee customer is allocated a 6-digit customer number that is directly linked to your AGFT liquor license. Licensee customers will need to use this NSLC customer number whenever purchases are made. This customer number also qualifies you for a licensee discount and specific promotions.

## NSLC WHOLESALE ONLINE PORTAL

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The NSLC has implemented a Wholesale online portal platform for all Licensee and Agency store customers. The online portal allows customers a secure way to place orders from our distribution centre, review invoices and past orders, news, and promotions, as well as maintain financial data.

# PLACING ORDERS

## ORDERING ONLINE

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Ordering online is the easiest and most efficient way for you to place your product order once you've received your AGFT liquor license.

Contact a NSLC Service Excellence Centre team member to get your account set up on the Wholesale Portal website.

### Service Excellence Coordinator

902-450-5945, (Mon. – Fri., 8 a.m. – 4 p.m.)

### The Service Excellence Centre

1-800-567-5874 (Mon. – Sat., 9 a.m. – 5 p.m.)

Be prepared to provide the following information:

Your method of payment.

Your primary and secondary contact information (email address & phone number for both).

Air Miles number.

Let us know if you are getting your order delivered or if you are picking it up at a store.

Here are your options:

Third-party delivery service to your door – You are responsible for arranging and paying for this service.

- A. Picking up at an NSLC location – we call this a “Cross Dock”. Just let us know which store you will be picking up from and leave the rest to us.
5. Are you ordering beer kegs? Kegs are delivered directly by the breweries (Labatt, Moosehead, Molson, Sleeman & Guinness family) on their schedule so this is a separate order from your bottled products.

**Note:** All orders must be submitted before **2 p.m. daily** for next day delivery of package product and 12 noon is the daily deadline for keg orders. Your keg orders are subject to the weekly keg schedule managed by the breweries.

## SHOPPING AT OUR STORES

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You can purchase beverage alcohol using your NSLC licensee customer number at any NSLC store.

Some stores may offer to prepare your order in advance for your convenience. Please contact your desired store and introduce yourself to the management team, and they will make arrangements to prepare your order in advance, if possible. You will be expected to provide your NSLC customer number and a form of ID.

## CALLING IN YOUR ORDER THROUGH NSLC SERVICE EXCELLENCE CENTRE (SEC)

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Ideally, the preferred method of placing your order is through our Wholesale Online Portal. If you need to call your order in, you can do so by contacting our Service Excellence Centre by calling 1-800-567-5874 and choosing option #1.

Our team is available Monday to Saturday from 8:30 a.m. to 6 p.m. You can also reach us via email at [ServiceExcellenceCentre@myNSLC.com](mailto:ServiceExcellenceCentre@myNSLC.com).

## BEER KEG ORDERING

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We encourage you to complete your beer keg order through our Wholesale Online Portal. If you need details on logging into your Online Portal account, please contact our Service Excellence Centre by calling 1-800-567-5874.



## LICENSEE DISCOUNT

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No matter how you place your order, all licensees will qualify for a **10% discount** on purchases. Our posted pricing includes promotional offers, taxes, and bottle deposits. Please note, there is no discount on kegged beer.

Licensees are only permitted to purchase at specific NSLC Agency Stores if special arrangements have been made with their NSLC Account Manager and NSLC Manager - Agency Store Network.



## PAYING FOR YOUR ORDER

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The NSLC's payment policy is guided by the *Liquor Control Act*, which outlines the approved terms of sale for the purchase of beverage alcohol. Keeping with this policy, all orders are to be paid at the time of ordering.

Payment is accepted in two forms by the Service Excellence Centre:

- Credit Card – All customer financial information is managed by each customer through the Wholesale Online Portal.
- Pre-authorized Debit – Payment is processed through your bank via NSLC. Ask your SEC team member for an application form.

Product purchased at NSLC stores must be paid for at the store at time of purchase. Stores accept credit card, cash, and pre-authorized payment.

## PRODUCT RETURNS

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Please contact your NSLC Account Manager for any returns larger than one case (12 bottles) of product. If you are returning less than 12 bottles, you can return it to your local NSLC store. Please contact the local store team to confirm details.

## RETURNING UNOPENED PRODUCT

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Full refunds will be issued for unopened products if the product is still listed, is in resalable condition, and is not within 90 days of its expiry date. Please be advised that returns may be subject to a restocking fee. Please contact your NSLC Account Manager for any returns of quantities greater than one case.

## PRODUCTS DAMAGED DURING TRANSIT

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All product is double checked by NSLC warehouse team members and your licensee carrier service driver before it leaves the Distribution Centre. All licensees should be checking their shipment when receiving upon arrival.

**PLEASE NOTE: Products damaged while unloading or during licensee service does not qualify for a refund by the NSLC.**

**Damaged product will be defined as DRY or WET Breakage.**

\*When product arrives damaged and your carrier is **still present**, please follow these steps:

### WET BREAKAGE

1. If your product is WET Breakage, this means it was damaged in transit by your carrier service. The packaging and product are clearly wet and evident of a recent break.

- Note on the bill of lading (BOL) 'Damaged + name of product and the quantity'.
- Write the total number of cases you are accepting and sign your BOL.
- Communicate with your driver and contact your carrier service manager to discuss the situation. Product damaged by your carrier in transit is the responsibility of that carrier and the customer.

## DRY BREAKAGE

If your product is DRY Breakage, this means it was most likely not broken in transit by your carrier service. The packaging and product are clearly not wet and not recently damaged.

- Note on the bill of lading (BOL) 'Damaged + name of product and the quantity'.
- Write the total number of cases you are accepting and sign your BOL.
- Communicate with your driver that you are sending the damaged product back to the NSLC Distribution Centre.
- Do not keep product that arrives damaged. If one bottle of beer in a case of 24 is damaged, all 24 bottles must be returned. The case is compromised.
- Please call the Service Excellence Centre (902-450-5253 or 800-380-7449).  
**A call must be made within 24 hours** to ensure you receive credit for the damaged product or it might result in delays with your refund; simply returning with your carrier is not enough.
- The carrier will return the damaged product to the NSLC Distribution Centre where it is recorded and disposed of.

\*When product arrives damaged and your carrier is **no longer present**, please follow these steps:

- If the quantity of your damaged product is more than one case, you must contact the Service Excellence Centre (902-450-5253 or 800-380-7449) within 24 hours to plan to have the product shipped back to the NSLC and refunded.
- If the quantity of your damaged product is no more than one case of beer, or one case of spirits, or one case of wine, it is possible to return the product to your closest NSLC Retail store for an exchange or refund. You must contact the store to confirm the details of your situation.

## PRODUCTS WITH QUALITY ISSUES

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If you experience product with an unknown quality issue with the liquid or the packaging, please contact the NSLC Service Excellence Centre (902-450-5253 or 800-380-7449), NSLC Account Manager, or your Sales Representative from that specific supplier.

## DAMAGED IN SERVICE

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Products damaged while in service on premise that are not a direct result of a defective bottle/package or delivery, may not be returned for refund or exchange. Examples of damaged in service includes accidents occurring because of mishandling of inventory by licensee staff.

## RETURNING PRODUCT RECEIVED IN ERROR

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If you have received product in error, please contact the Service Excellence Centre within 24 hours. Arrangements will be made to exchange the product, or you can take product to your closest NSLC Retail store for exchange. A copy of your invoice is required for this exchange. Please **DO NOT** return products that are received in error with the carrier without contacting the NSLC and making note on your BOL.

## FAULTY KEGS

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If you are outside HRM, please contact the AGFT Investigation and Enforcement Division and let them know that you have a faulty keg. A Compliance Officer will come on-site to inspect the keg, mark it, and provide you with copies of the completed B-64 Form. You must then contact the NSLC Service Excellence Centre with the type of keg, reason for defect and return number found on the top of the form. The AGFT does not contact the brewery or the NSLC in these instances. It is your responsibility to contact the NSLC to ensure the keg is picked up and either exchanged or refunded.

If you are within HRM, please contact the appropriate brewery or The NSLC Service Excellence Centre (902-450-553 or 800-380-7449).





## LICENSEE STAFF SAMPLING

Manufacturers or registered representatives can bring product into your licensed premises so you or your staff can try samples. Section 62 of the Liquor Licensing Regulations outlines the requirements when sampling to you and your staff:

- A. The licensee must ensure that the manufacturer or registered representative is present during the sampling process.
- B. The licensee must ensure that the total samples of products provided to the licensee by a manufacturer or registered representative is not more than the maximum amount set out in the following table for the type of product in one calendar year:

| Type of Product | Maximum Total Samples/Year  |
|-----------------|---|
| Beer or coolers | 48 bottles or equivalent containers, containing 355 ml of product |
| Wine            | 10 bottles or equivalent containers, containing 750 ml of product |
| Spirits         | 3 bottles or equivalent containers, containing 750 ml of product  |

## PRODUCT SAMPLING

Product sampling in licensed establishments may occur under specific conditions. These are outlined as follows.

### SAMPLING BY A REGISTERED REPRESENTATIVE

All representatives of beverage alcohol manufacturers must be registered as outlined in NSLC Regulations. These representatives can call upon licensees to offer sampling to either the manager and staff or to shoppers. If doing so, the following regulations apply only to registered representatives at non-licensed premises (or where the license has been suspended) with a Sampling/Tasting Permit. For a paid event, a Tasting Permit would be required.

- C. The licensee must ensure that the sample bottle or equivalent container is disposed of or removed from the licensed premises by the manufacturer or registered representative immediately after the sampling and before any further sampling begins.

## CUSTOMER SAMPLING

Section 63 of the Liquor Licensing Regulations outlines requirements while providing samples to customers:

1. A licensee may permit a manufacturer or a registered representative to provide a sample of liquor to a customer only if all of the following conditions are met:
  - A. the sample is purchased from the licensee by the manufacturer or registered representative;
  - B. the manufacturer or registered representative remains on site while the sample is consumed;
  - C. samples are provided by the manufacturer or registered representative no more than once a month;
  - D. the duration of the sampling event is no longer than 1 hour;
  - E. the sampling event is not held after 12:00 a.m.
2. A licensee must ensure that a manufacturer or registered representative does not serve more than 1 regular serving to each customer during a sampling event.
3. A licensee must keep a record of all of the following information about a sampling event in accordance with Section 75:
  - A. the name of the manufacturer or registered representative;
  - B. a list of the products sampled;
  - C. the amount of products sampled.
4. A licensee may sell a sample to a manufacturer or registered representative that is half the size of a regular serving or less, but a licensee must not reduce the price of the sample to below half of the licensee's price for the regular serving set out in the list referred to in Section 51.

The manufacturer or registered representative must be registered with the NSLC.

| Beverage Alcohol Type  | Sample Size |
|------------------------|-------------|
| Beer                   | 2 oz        |
| Cider                  | 2 oz        |
| Wine                   | 1 oz        |
| Mead (ABV<10%)         | 2 oz        |
| Mead (ABV>10%)         | 1 oz        |
| Spirits                | 0.5 oz      |
| Cocktails              | 0.5 oz      |
| RTD (any base alcohol) | 2 oz        |

| TASTING EVENT WITH FOOD |         |             |                   |
|-------------------------|---------|-------------|-------------------|
| Beverage Alcohol Type   | ABV     | Sample Size | Sold Serving Size |
| Beer                    | N/A     | 2 oz        | N/A               |
| Cider                   | N/A     | 2 oz        | N/A               |
| Wine                    | N/A     | 1 oz        | 5 oz              |
| Mead (ABV<10%)          | N/A     | 1 oz        | 5 oz              |
| Spirits                 | N/A     | 0.5 oz      | 2 oz              |
| Cocktails               | ABV>23% | 0.5 oz      | 1 oz              |
| Cocktails               | 7-23%   | 0.5 oz      | 5 oz              |
| Cocktails               | ABV<7%  | 1 oz        | N/A               |
| RTD (any base alcohol)  | N/A     | 2 oz        | N/A               |

# DEALING WITH REGISTERED REPRESENTATIVES

## VOUCHERS

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Vouchers are required for beverage alcohol giveaways to be redeemed at NSLC Retail stores or Private Wine and Specialty Stores, and cannot be redeemed at Agency stores. Voucher designs are solely your responsibility, and an example template can be found below.



## FREE PRODUCT

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Registered representatives are not permitted to offer free product to licensees for resale in the licensed premise. This is considered an inducement, which is prohibited under the *Liquor Control Act* as outlined in the following section.

## INDUCEMENTS

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Inducements are defined in the NSLC Regulations as “any act by a liquor manufacturer or liquor representative to persuade a licensee or retailer through any benefit including, but not limited to, cash or alcoholic products, to buy more of a particular product than would be bought under normal circumstances, to the detriment of other manufacturers”. Inducements are forbidden by both the representative and the licensee. Normal promotional activities by a representative, including provision of promotional material, signage, sponsorship of contests and other like activities are not considered an inducement. As every instance is different, please contact your NSLC Account Manager for guidance.

# ALCOHOL, GAMING, FUEL AND TOBACCO DIVISION LICENSEE INFORMATION

## OBTAINING A NEW LIQUOR LICENSE

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An establishment that would like to serve beverage alcohol must complete an application for a permanent liquor license. This application can be found [here](#).

The form is designed to gather all the information necessary to meet the regulatory requirements. Please take the time to complete it properly to ensure timely processing of your application.

Details about where to send your completed application and where to direct questions when completing the application can be found at the end of this document.

## EDUCATION

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We all play a part in the successful management of beverage alcohol in Nova Scotia. Taking the time to understand the rules and regulations is important for both you and your staff, and can help ensure the success of your business and compliance with regulations.

One valuable resource is the Nova Scotia Tourism Human Resource Council, which offers online training for servers working in licensed premises. As per the Liquor Licensing Regulations, every person who has served or will serve liquor at the licensed premises must complete a responsible alcohol service program that is approved by the Executive Director. Information about the “Serve Right” program can be found [here](#).

The AGFT offers two types of training for you and your staff:

- Staff Instruction: Regulatory review provided by the AGFT.
- ID Training: Provides useful tips and other information to assist staff in identifying altered, fraudulent identification.

These training sessions can be scheduled by contacting your local AGFT office or Compliance Officer.

## **CATERING EXTENSION TO AN EATING ESTABLISHMENT LICENSE**

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An Eating Establishment Licensee may apply for a caterer's extension that allows the licensee to serve liquor at the premises specified in the caterer's extension application. Contact AGFT for further information on Catering Extensions, contact information is located under useful contacts on page 19.

## **CUSTOMERS MAY BRING THEIR OWN WINE INTO A LICENSED EATING ESTABLISHMENT**

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Eating establishment licensees have the option to permit patrons to bring their own wine into their licensed premises to consume during a meal. This applies only to wine and does not include spirits or beer. The wine must be purchased from the Nova Scotia Liquor Corporation. Homemade wine is not permitted.

## **CLASS 4 SPECIAL OCCASION LICENSE**

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You may apply for a physical extension of your liquor license to an area immediately adjacent to your licensed premises. For example, an adjacent parking lot or field can be licensed for hosting a special event.

Club licensees may rent the venue for private events that are not open to the public, this includes weddings, anniversaries, and staff

parties. If the Club has an agreement or contract with the person or organization, then notification of the event to AGFT would be required. If there is no rental agreement, the person or organization must obtain a Class 4 Private Event License. Contact AGFT for further information.

An application for a Class 4 Special Occasion License must be made for each event. Contact information for AGFT for where to send your completed application and to direct questions about Class 4 Special Occasion Licenses are found on page 19 under Useful Contacts.

## **CONVERTING AN EATING ESTABLISHMENT TO A LOUNGE**

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Licensees who hold both an Eating Establishment and Lounge may be permitted to operate their Eating Establishment as a Lounge after a specific time. To convert the Eating Establishment must be operational for five hours on any day they choose to convert. Contact AGFT for further information.

## **AGD ROUTINE INSPECTION**

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Compliance Officers will conduct routine inspections from time to time. In general terms, the Officer is inspecting your premises for compliance with the applicable Regulations. This includes inspection for over-service, underage, overcrowding, and care and control as well as other regulatory requirements. A Compliance Officer will typically ask a security person to accompany them on the inspection and may look to the security person to request identification from an individual. Officers may inspect all areas of your licensed premises, including the patio area, storage area, exterior of the building, bar area, stock room and VLT area.

You must give Compliance Officers immediate access to all areas of your establishment on request.

Licensees must assist the compliance officer to exercise their powers. This may include access to the licensed premises or providing records or receipts as requested. It is a contravention of the Liquor Licensing Regulations to delay or impede a Compliance Officer and may result in disciplinary action for the licensee.

If the Compliance Officer observes a concern, typically it will be brought to you or your staff's attention immediately and, when applicable, corrective action by you or your staff may be expected. More serious incidents may require further action or warnings, which are detailed in the following sections.

You and your staff have the right to request identification from a Compliance Officer and the AGFT encourages this practice if you are unfamiliar with the individual.

Should you have any questions for the Compliance Officer, a routine inspection may be a good time to ask, or you may schedule a follow-up conversation at a later time.

## **NON-COMPLIANCE**

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If at any time an AGFT Compliance Officer determines that non-compliance has occurred, they are expected to document this event. The details will be communicated to the licensee. Based on frequency of the occurrence and seriousness of the non-compliance, action may be taken. This can range from a verbal or written warning to disciplinary action, which may include suspension or condition of license.

## **VERBAL/WRITTEN WARNINGS**

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Warnings are intended to help educate you on rules and regulations and provide an opportunity to either correct an issue immediately or reduce the risk of reoccurrence.

Warnings may be followed up with a request for a compliance meeting. The purpose of the

meeting is to promote voluntary compliance with the liquor licensing rules, provide an opportunity for discussion and education, and allow the licensee a mechanism to express the steps taken (action plan) to mitigate risk of reoccurrence. This action plan will be put on your file for future reference.

Compliance meetings are not a required step before the AGFT takes enforcement action.

## **NOTICES**

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Disciplinary action may be taken when serious or reoccurring non-compliances occur. Penalties may include suspension or cancellation of license and/or condition of license.

When disciplinary action is taken against a licensee (and both the AGFT and the licensee agree to the facts and penalty), a copy of this signed agreement and a Notice of Disciplinary Action, which provides the particulars of the infractions, is posted on the AGFT's website.

When disciplinary action is taken against a licensee and an agreement is not reached, a hearing will be requested with the Utility and Review Board.

## **POLICE WALK-THROUGHS/JOINT INITIATIVES**

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AGFT Compliance Officers work closely with local police authorities to carry out joint inspections. While conducting inspections with local police authorities, police may issue Summary Offence Tickets to underage patrons or intoxicated patrons found on the licensed premises and may deal with any other illegal activities on the licensed premises.

In Halifax, the Halifax Regional Police Liquor Enforcement Unit and the AGFT work closely with licensees in the downtown Halifax area to ensure all licensed premises are operating safely and in compliance with regulations.



## UNDERAGE PATRONS – ID CHECKING TIPS

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19 is the legal drinking age in Nova Scotia. Minors are not to be sold, served, or permitted to consume beverage alcohol while in a licensed premises. Further, several license types have restrictions which prohibit/limit minors from being in the licensed premises.

To ensure compliance, you should ask for proof of age of anyone that appears to be 30 years old or younger. Accepted proof of age consists of any valid official government identification card that displays a photo and date of birth of the patron, including, but not limited to:

- Provincial, Federal, or State photo
- Identification or driver's license
- Passport
- Canadian Permanent Resident Card
- Certificate of Indian Status Card (issued by Indigenous Services Canada)

You may wish to enforce a policy further to the legislation that anyone who appears under 30 years of age be required to provide two pieces of identification to enter the licensed premises. An acceptable piece of second identification could be any of the following:

- Military Identification Card
- Firearm License
- Valid Credit Card
- Health Card
- Imprinted Bank Card

## INTOXICATION AND OVER-SERVICE

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It is not permitted to allow intoxicated individuals at licensed premises. It is your responsibility to ensure due diligence regarding intoxicated patrons. Some signs of intoxication are as follows:

- Slurred speech
- Staggering/decreased motor skills
- Bloodshot/glassy eyes
- Speaking loudly
- Decreased alertness/inappropriate sweating
- Strong smell of beverage alcohol
- Acting out of the ordinary
- Tiredness
- Unable to follow clear instruction

Once a patron has been deemed to be intoxicated, it is your responsibility to ensure the patron is removed and provided a safe means of transportation home (e.g., taxi, designated driver, friend or, as a last resort, the police). You should make sure patrons have their coat and any other personal belongings. The licensee should provide the patron with a safe place to wait until the patron can be removed. When a patron has been placed in a taxi alone, the licensee should document the taxi company name and the taxi number.

You should also keep an incident book documenting the details of the incident.

Over service of beverage alcohol, to the point of where a patron becomes intoxicated, is also prohibited.

## CARE AND CONTROL AND OVERCROWDING

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You must maintain care and control of your premises. Examples of issues that may lead to loss of control include but are not limited to:

- Ensuring there are no illegal activities (prostitution, drugs, etc.).
- The premises does not become overcrowded.
- There is adequate security to address any fighting or unruly behavior.

To ensure the safety of your patrons, maintaining care and control is paramount.

## BEVERAGE ALCOHOL NOT OFFERED AS A PRIZE

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You are not permitted to give away or offer beverage alcohol as a prize in your licensed premises. You are not permitted to allow a contest that involves consuming beverage alcohol to be held in your licensed premises.

## DRINK PRICES

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You are required to have available a list of beverage alcohol including price and quantity being sold in your premises. Further to this, Nova Scotia has a minimum drink price of \$2.50 for the following volumes of beverage alcohol.

- 355 mL (12 oz) of beer, cider or cooler
- 29 mL (1 oz) of spirits
- 142 mL (5 oz) of wine
- 85 mL (3 oz) of fortified wine

If you are serving an amount that is different that the amounts outlined above; the minimum drink price is to be directly adjusted in proportion to the difference. For example: 18 oz beer: \$3.75.



# USEFUL CONTACTS



## NSLC

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Service Excellence Centre  
93 Chain Lake Drive  
Bayers Lake Business Park  
Halifax, NS, B2S 1A3

Email: [ServiceExcellenceCentre@mysnslc.com](mailto:ServiceExcellenceCentre@mysnslc.com)  
Phone: (902) 450-5253 or 1-800-567-5874  
Fax: (902) 450-7053 or 1-800-592-7788

Jib Nasrallah,  
Manager Licensee & PWSS Networks  
Email: [Jib.Nasrallah@myNSLC.com](mailto:Jib.Nasrallah@myNSLC.com)  
Phone: (902) 450-5968  
Fax: (902) 450-6165

We welcome feedback on this guide.  
Please forward any comments to us by  
email at: [SalesDesk@myNSLC.com](mailto:SalesDesk@myNSLC.com)



## HALIFAX REGIONAL MUNICIPALITY OFFICE

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AGFT Division - Service Nova Scotia  
780 Windmill Road, 2nd Floor  
Dartmouth, NS B2Y 3Y8  
Phone: (902) 424-6160 or 1-877-565-0556  
Fax: (902) 424-6313

## CAPE BRETON REGIONAL MUNICIPALITY OFFICE

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AGFT Division - Service Nova Scotia  
1030 Upper Prince Street, Suite 1  
Sydney, NS B1P 5P6  
Phone: (902) 563-3495  
Fax: (902) 563-3430

By email to Investigation and Enforcement:  
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