



Alcohol and Gaming Commission of Ontario

Beer Manufacturers' Guide

FEBRUARY 2018

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AGCO

Alcohol and Gaming
Commission of Ontario



AGCO

Alcohol and Gaming
Commission of Ontario

Alcohol and Gaming Commission of Ontario

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TABLE OF CONTENTS

Section 1: Manufacturer’s Licence – Brewery	5
Information Guide for NEW Applicants	5
<i>What is a Manufacturer’s Licence?</i>	5
<i>Things to know before applying</i>	5
Licences/Authorizations Related to a Manufacturer’s Licence-Brewery	6
<i>How to apply</i>	7
Changes of Ownership: Transferring a Manufacturer’s Licence	8
<i>When is a Transfer of Licence required?</i>	8
<i>How to transfer a Manufacturer’s Licence</i>	8
Renewing a Manufacturer’s Licence	11
<i>Change of Ownership</i>	11
<i>Expiry Date</i>	11
<i>How to renew your licence</i>	11
Section 2: On-Site Brewery Retail Store Authorization	12
Information Guide for NEW On-Site Retail Store Applicants	12
<i>What is an On-Site Brewery Retail Store Authorization?</i>	12
<i>Things to know before applying</i>	12
<i>How to apply</i>	12
Renewing your Retail Store Authorization	13
Relocating your On-Site Brewery Retail Store	14
<i>Things to know before applying</i>	14
<i>How to apply</i>	14
Section 3: Manufacturer’s Limited Liquor Sales Licence (“By the Glass”) – Brewery	16
Information Guide for NEW Manufacturer’s Limited Liquor Sales Licence (“By the Glass”) Applicants	16

<i>What is a Manufacturer's Limited Liquor Sales Licence ("By the Glass") – Brewery?</i>	16
<i>Things to know before applying</i>	16
<i>How to apply</i>	16
<i>Supporting Documents</i>	16
Transferring a Manufacturer's Limited Liquor Sales Licence ("By the Glass")	17
<i>When is a Transfer of Licence required?</i>	17
<i>How to apply</i>	17
<i>Supporting Documents</i>	18
Renewing a Manufacturer's Limited Liquor Sales Licence ("By the Glass")	18
<i>How to apply</i>	18
Section 4: Liquor Sales Licence ("Tied House")	20
What is a "Tied House" Liquor Sales Licence?	20
<i>How to apply</i>	20
<i>Fees & Payment</i>	20
Other Information for Manufacturers	20
Section 5: Contacts for Research and Additional Information	21

Section 1: Manufacturer's Licence – Brewery

INFORMATION GUIDE FOR NEW APPLICANTS

What is a Manufacturer's Licence?

The Registrar of Alcohol, Gaming and Racing ("the Registrar") issues Manufacturer's Licences which allow manufacturers to sell their Ontario wine, beer, or spirits to the Liquor Control Board of Ontario (LCBO) for distribution in its system or by other approved means.

A Manufacturer's Licence is **NOT** a licence to manufacture liquor.

Things to know before applying

Contact Information

Prior to submitting an application for a Manufacturer's Licence to the AGCO, applicants should contact the LCBO to obtain information on relevant policies. Please refer to Section 5, "Contacts for Research and Additional Information" located at the end of this guide.

Eligibility Criteria

To be eligible for a Manufacturer's Licence, applicants must be:

- Nineteen (19) years of age or older;
- Financially responsible;
- Conduct the business in accordance with the law and with integrity and honesty (please note that police records checks will be conducted on all individuals involved in an application).

Applicants are generally not permitted any direct or indirect financial ownership in a premises holding a Liquor Sales Licence (i.e. licensed restaurants and bars). Please refer to Section 6 of the *Liquor Licence Act* for further information.

Compliance Assurance – Maintaining your Licence

Once a Manufacturer's Licence has been issued, the holder of the licence is responsible for operating their business responsibly and in accordance with applicable laws and regulations. Licence holders will be subject to the following:

- **Regular renewal of the licence** – Manufacturer's Licences are valid for a period of either two (2) years or four (4) years. As a courtesy, licence holders will be sent a renewal notice approximately sixty (60) days prior to the expiry date shown on the licence, however it remains the licensee's responsibility to ensure the licence is renewed on time.
- **Periodic inspections by AGCO Inspectors** – All locations may be inspected by AGCO Inspectors for compliance with the *Liquor Control Act*, *Liquor Licence Act* and their regulations. You must allow AGCO Inspectors unobstructed access to your business and you must facilitate their inspections.

- **Beer Taxes** – beer manufacturers will collect the beer taxes and remit them to the Ministry of Finance on a monthly basis. For additional information, please contact the Ministry of Finance at 1-866 ONT-TAXS (1-866-668-8297) or visit www.fin.gov.on.ca .
- The *Liquor Licence Act*, its regulations and the Registrar’s Advertising Guidelines and Sampling Guidelines.
- Any conditions attached to the licence.
- **Mandatory Staff/Server Training** –The manufacturer must ensure that any person involved in the sale, service or sampling of liquor, or who are involved in taking orders for liquor from customers has successfully completed a server training course approved by the Board of the Alcohol and Gaming Commission of Ontario (the “Board”). The Board has approved the Smart Serve® Training Program. Please visit www.smartserve.ca for more information. *Please note that the AGCO recognizes The Server Intervention Program certification issued prior to May 1995.*

For more information on the **legal responsibilities** of a licence holder, please refer to the *Liquor Licence Act* and regulations, available at www.e-laws.gov.on.ca .

LICENCES/AUTHORIZATIONS RELATED TO A MANUFACTURER’S LICENCE-BREWERY

Current legislation allows other limited activities at the site of a beer manufacturer. Holders of a Manufacturer’s Licence may also be eligible for:

- The operation of an on-site brewery retail store where eligible products made by the manufacturer may be sold directly to the public. Please refer to the AGCO’s *Brewery Retail Store Information Guide* and Section 2 of this guide for further information.
- A Manufacturer’s Limited Liquor Sales Licence (“By the Glass”) allowing manufacturers to sell and serve their products for consumption on their manufacturing site(s) where the sale is primarily aimed at promoting the manufacturer’s product and either providing an enhanced tourist experience or fulfilling an educational purpose. Please refer to Section 3: Manufacturer’s Limited Liquor Sales Licence (“By the Glass”) of this guide for more information.
- The operation of a licensed premise on the manufacturing site. This allows a manufacturer to host an on-site restaurant/premises where products may be “showcased” on their own or in conjunction with other brands and types of liquor. This type of licensed premises, often referred to as a “Tied House”, is exempt from the requirement of having to sell a variety of brands, and may provide for the full sale and service of liquor and food within the licensed premises. Please refer to the **AGCO website** and/or Section 4 of this guide for more information.

How to apply

You can apply for a manufacturer's licence online through the iAGCO portal at www.agco.ca/iagco.

What supporting documents/information are needed to apply

When applying for your Manufacturer's Licence online, you will be asked to provide the following as part of your application. These items can be provided to the AGCO at any time during the application process:

A summary of your Business Plan, which sets out:

- A full description of the product(s) to be manufactured on site at the new facility;
- Floor plans showing the complete layout of the manufacturing facility, including equipment and proposed location of an on-site retail store (if applicable);
- The channel(s) through which you plan to sell your product(s) (i.e., LCBO; on-site; direct to licensees; export);
- If your product(s) will be manufactured at a facility other than your own, please provide details.

Copy of Federal Excise Licence (Brewery)

- The *Excise Act* and the *Excise Act, 2001* (administered by the Canada Revenue Agency) requires that a person obtain a licence under these federal statutes prior to producing or packaging wine, beer and/or spirits in Canada. Please contact the Canada Revenue Agency at 1-866-667-9851 for further information.

Written Proof of LCBO Product Testing

- Please contact the LCBO's Quality Assurance Department at 416-864-6724 for further information, including laboratory testing fees.

Copy of Business Name Registration

- The business name under which you intend to operate may have to be registered under the *Business Names Act*. For information regarding business name registration please call toll free 1-800-361-3223 or visit the website at: www.serviceontario.ca.

Fees & Payment

- Please refer to the AGCO's Application Fee Schedule at www.agco.ca for the applicable fee.
- When using online services, payments must be made by Visa, MasterCard or *Interac*[®] Online.
- Payments of \$30,000 or more must be made by money wire transfer or electronic funds transfer. For more information please contact AGCO Customer Service at 416-326-8700 or 1-800-522-2876.

- All application fees must be received by the AGCO before an application will be processed.
- **All fees are non-refundable.**

CHANGES OF OWNERSHIP: TRANSFERRING A MANUFACTURER'S LICENCE

When is a Transfer of Licence required?

Changes in ownership require the approval of the Registrar. Licence holders must notify the AGCO and an application to transfer the licence must be submitted **prior to any changes in ownership** to allow the application to be processed before the completion of the change.

Licence transfers generally fall into two categories:

- **A 100% change of ownership:**
For example, a business with a Manufacturer's Licence is purchased by another business/corporation (e.g. all shares of a corporation that holds an active licence are purchased).
- **A partial change in ownership:**
 - ◆ An individual or a partnership holds a current licence and takes on a new partner;
 - ◆ An individual or a corporation holds a current licence and a change in the corporate structure will result in a person or corporation gaining ten percent (10%) or more of the shares.

Other changes to ownership structure

The AGCO must also be informed of, and an application submitted for, any other types of changes to the ownership structure of a business, including where:

- An individual or a partnership decides to incorporate. In this case, the individual or the existing partners must be the only officers, directors and shareholders of the new corporation;
- A corporation with a sole officer, director and shareholder becomes a sole proprietorship and the single officer, director or shareholder of the former corporation is the sole proprietor;
- A corporation with more than one officer, director or shareholder becomes a partnership and the existing officers, directors and shareholders are the only partners.

How to transfer a Manufacturer's Licence

Applications to transfer your Manufacturer's Licence **may be made online** through the iAGCO portal at www.agco.ca/iagco .

Please contact AGCO Customer Service at 416-326-8700 (or toll free in Ontario at 1-800-522-2876) or via e-mail at customer.service@agco.ca for more information on transferring a Manufacturer's Licence.

Please note:

- The entity to whom the licence is being transferred TO is responsible for submitting the application to transfer the licence;
- All questions **must** be answered; if a question does not apply, print "N/A";
- The application form must be signed and dated by the transfer applicant(s);
- The application form must be signed by the **current licence holder(s)**;

What supporting documents/information are needed to transfer a licence?

When applying to transfer a Manufacturer's Licence, you must provide the following as part of your application:

- **Entity Disclosure* (if applicable)**
Entity disclosure information must be provided by the applicant corporation and by all corporations directly or indirectly holding 10% or more of any class of shares of the applicant.
- **Personal Disclosure***
Personal Disclosure information must be provided by **all** of the following persons:
 - ◆ Sole Proprietors;
 - ◆ All Officers and/or Directors;
 - ◆ All Partners;
 - ◆ Any shareholder holding 10% or more of any class of shares;
 - ◆ On-site manager, if applicable.

* For complete information, please refer to the *Personal and Entity Disclosure Requirements Guide* available at www.agco.ca .

The following items are not required with the initial application, and can be submitted to the AGCO at any time during the application process. As these items are required in order to complete your application, we recommend they be submitted as soon as possible.

- ◆ **A summary of your Business Plan, which sets out:**
- ◆ A full description of the products to be manufactured on site at the new facility;
- ◆ Floor plans showing the complete layout of the manufacturing facility, including:
 - equipment and proposed location of an on-site retail store (if applicable);
 - The channel(s) through which you plan to sell your product(s) (i.e., LCBO; on-site; direct to licensees; export);
- ◆ If your product(s) will be manufactured at a facility other than your own, please provide details.

- **Business Name Registration**

The business name under which you intend to operate may have to be registered under the *Business Names Act*. For information regarding business name registration please call toll free 1-800-361-3223 or visit the website at: www.serviceontario.ca .

- **Copy of Federal Excise Licence (Brewery)**

The *Excise Act* and the *Excise Act, 2001* (administered by the Canada Revenue Agency) requires that a person obtain a licence under these federal statutes prior to producing or packaging wine, beer and/or spirits in Canada. Please contact the Canada Revenue Agency at 1-866-667-9851 for further information.

- **Confirmation of Sale:** Transfer applicants must submit written confirmation signed by the vendor, a lawyer or an accountant, that the sale of the business or shares has been completed.

Other Notes for Transfer Applicants

Should the transfer application be approved, a licence shall be issued to the new owners with the expiry date of the original licence.

Transfer applicants **must check the expiry date** of the existing licence to ensure that the licence will not expire during the time it takes to process the transfer application.

Fees & Payment

- Please refer to the AGCO's Application Fee Schedule at www.agco.ca for the applicable fee.
- When using online services, payments must be made by Visa, MasterCard or *Interac*[®] Online.
- Payments of \$30,000 or more must be made by money wire transfer or electronic funds transfer. For more information please contact AGCO Customer Service at 416-326-8700 or 1-800-522-2876.
- All application fees must be received by the AGCO before an application will be processed.
- **All fees are non-refundable.**

RENEWING A MANUFACTURER'S LICENCE

Manufacturer's licences are valid for a period of either two (2) years or four (4) years. As a courtesy, licence holders will be sent a renewal notice approximately sixty (60) days prior to the expiry date shown on the licence, however it remains the licensee's responsibility to ensure the licence is renewed on time.

Change of Ownership

Your renewal application will not be accepted if there has been a change of ownership that has not been previously reported to the AGCO. If there has been a change of ownership, you must complete a Transfer application (please see section on Changes of Ownership: Transferring your Manufacturer's Licence).

Expiry Date

Your renewal application must be received by the AGCO on or before the expiry date on your Manufacturer's Licence.

If your renewal application is not received by the expiry date on your liquor licence, your licence will expire and you can no longer sell or serve alcohol.

How to renew your licence

You can apply to renew your Manufacturer's Licence online, through the iAGCO portal, at www.agco.ca/iagco .

Fees & Payment

- Please refer to the AGCO's Application Fee Schedule at www.agco.ca for the applicable fee.
- When using online services, payments must be made by Visa, MasterCard or *Interac*[®] Online.
- Payments of \$30,000 or more must be made by money wire transfer or electronic funds transfer. For more information please contact AGCO Customer Service at 416-326-8700 or 1-800-522-2876.
- All application fees must be received by the AGCO before an application will be processed.
- **All fees are non-refundable.**

Section 2: On-Site Brewery Retail Store Authorization

INFORMATION GUIDE FOR NEW ON-SITE RETAIL STORE APPLICANTS

What is an On-Site Brewery Retail Store Authorization?

An On-Site Brewery Retail Store Authorization allows a beer manufacturer to operate a store for the retail sale of its beer.

Things to know before applying

General Eligibility Criteria

Generally, in order to be eligible for a On-Site Brewery Retail Store Authorization:

- The applicant must be a brewery with a valid Manufacturer's Licence issued by the Registrar;
- The proposed on-site brewery retail store must be located on the same parcel of land as the applicant's production site and the beer to be sold in the on-site store must be made by the applicant at that production site; and
- The applicant must meet the criteria and requirements outlined in the AGCO's "**Brewery Retail Store Information Guide**", which has been developed to assist those wishing to apply for a new retail store authorization, or for approval to relocate an existing authorized retail store.

Please note that the application process also includes a site inspection of the constructed retail store by an AGCO Inspector to confirm that all eligibility criteria and requirements have been met.

How to apply

You can apply for an On-Site Brewery Retail Store Authorization online, through the iAGCO portal at www.agco.ca/iagco .

What supporting documents/information are needed for an On-Site Brewery Retail Store Authorization application?

When applying online for an On-Site Brewery Retail Store Authorization, you will be asked to provide the following as part of your application. These items can be provided to the AGCO at any time during the application process:

- ✓ Completed Original "Municipal Information for a Retail Store Authorization" form (Form 3161);
- ✓ Site plan detailing the production site and the proposed retail store location;
- ✓ Floor plan of the proposed retail store including square footage;

- ✓ If ownership and control of the production site shared with any other licensed manufacturer – supplementary documentation demonstrating substantial ownership and control of the production site;
- ✓ **A copy of each notification letter** (if applicable) sent to any place of religious assembly, schools, public parks and playgrounds, community centers and/or libraries located within 1 kilometre (1km) of your proposed store location.

NOTE: As part of the application for an On-Site Retail Store Authorization, you must provide written notification to the above noted institutions of your proposed retail store is located within 1 kilometre (1km) of any such premises. A copy of each notification letter sent must also be submitted to the AGCO. The notification letter must instruct the reader to notify the AGCO in writing of any objections they may have to your proposed store within fifteen (15) days of the date of your notification letter.

Fees & Payment

- Please refer to the AGCO's Application Fee Schedule at www.agco.ca for the applicable fee.
- When using online services, payments must be made by Visa, MasterCard or *Interac*[®] Online.
- Payments of \$30,000 or more must be made by money wire transfer or electronic funds transfer. For more information please contact AGCO Customer Service at 416-326-8700 or 1-800-522-2876.
- All application fees must be received by the AGCO before an application will be processed.
- **All fees are non-refundable.**

RENEWING YOUR RETAIL STORE AUTHORIZATION

Retail Store Authorizations are valid for a period of either two (2) years or four (4) years and expire when the associated Manufacturer's Licence expires or is terminated. As a courtesy, Manufacturer's Licence holders will be sent a renewal notice approximately sixty (60) days prior to the expiry date shown on the licence, however it remains the licensee's responsibility to ensure the licence is renewed on time.

To ensure your Retail Store Authorization and Manufacturer's Licence remain valid, please see the section on "Renewing a Manufacturer's Licence" for instructions on completing the renewal application.

Fees & Payment

- Please refer to the AGCO's Application Fee Schedule at www.agco.ca for the applicable fee.
- When using online services, payments must be made by Visa, MasterCard or *Interac*[®] Online.

- Payments of \$30,000 or more must be made by money wire transfer or electronic funds transfer. For more information please contact AGCO Customer Service at 416-326-8700 or 1-800-522-2876.
- All application fees must be received by the AGCO before an application will be processed.
- **All fees are non-refundable.**

RELOCATING YOUR ON-SITE BREWERY RETAIL STORE

An on-site brewery retail store cannot be relocated without prior authorization from the Registrar. In addition, an on-site store cannot be relocated to an off-site location. It must be located at a production site of the holder of the on-site store authorization.

For information on the criteria and requirements for the relocation of an on-site brewery retail store, please see the AGCO's **"Brewery Retail Store Information Guide"** at www.agco.ca.

Things to know before applying

General Information

- Once the relocation has been authorized by the Registrar, the store being relocated must be open and operational in the new location within six (6) months from the date of the closure of the store in its original location.
- The applicant must meet the criteria and requirements for an on-site brewery retail store outlined in the AGCO's **Brewery Retail Store Information Guide** at www.agco.ca.
- Please note that the application process also includes a site inspection of the constructed retail store by an AGCO Inspector to confirm that all eligibility criteria and requirements have been met.

How to apply

You can apply to relocate an existing on-site brewery retail store online through the iAGCO portal at www.agco.ca/iagco.

What supporting documents/information are needed for the relocation of an On-Site Brewery Retail Store Authorization?

When applying **online** to relocate an On-Site Brewery Retail Store Authorization, you will be asked to provide the following as part of your application. These items can be provided to the AGCO at any time during the application process:

- ✓ Completed Original "Municipal Information for a Retail Store Authorization" form (Form 3161);

- ✓ Floor plan of the proposed retail store including square footage;
- ✓ **A copy of each notification letter** (if applicable) If the proposed retail store site is located within close proximity to any churches, schools, playgrounds, community centres, parks or libraries, you must notify each institution of the proposed retail store and ask that they provide any written objections to you and the AGCO within fifteen (15) days of receiving the notification. A copy of each "Notification Letter" you send must be submitted with this application.

Fees & Payment

There is currently no fee to relocate an on-site brewery retail store.

Section 3: Manufacturer's Limited Liquor Sales Licence ("By the Glass") – Brewery

INFORMATION GUIDE FOR NEW MANUFACTURER'S LIMITED LIQUOR SALES LICENCE ("BY THE GLASS") APPLICANTS

What is a Manufacturer's Limited Liquor Sales Licence ("By the Glass") – Brewery?

A Manufacturer's Limited Liquor Sales Licence ("By the Glass") allows eligible Ontario breweries to sell and serve their products for consumption on their manufacturing site(s) where the sale is primarily aimed at promoting the manufacturer's product and either providing an enhanced tourist experience or fulfilling an educational purpose.

Things to know before applying

Eligibility Criteria

Only Ontario breweries which hold a Manufacturer's Licence (issued pursuant to the *Liquor Licence Act*) are eligible for this licence. The Manufacturer's "By the Glass" Licence will only be issued to the same entity which holds the Manufacturer's Licence.

Operational Restrictions

Ontario breweries which hold a Manufacturer's "By the Glass" Licence are only permitted to sell and serve the beer which it has manufactured and in servings whose quantities do not exceed 341 ml (12 oz.).

Beer may only be sold and served between 11:00 a.m. and 9:00 p.m. on any day. The sale and service of beer is only permitted in areas approved under the licence that are on or immediately adjacent to a manufacturing site and under the sole control of the manufacturer.

How to apply

You can apply for a Manufacturer's "By the Glass" Licence – Brewery online through the iAGCO portal at www.agco.ca/iagco .

Supporting Documents

What supporting documents/information are needed to apply for a Manufacturer's "By the Glass" Licence?

When applying for an On-Site Brewery Retail Store Authorization online, you will be asked to provide the following as part of your application. These items can be provided to the AGCO at any time during the application process:

- ✓ **Site Plan of the Property** – The site plan of the property must outline in red the area(s) in which the manufacturer is applying to have the sale, service and consumption of its product(s) take place. The area(s) must be under the sole control of the manufacturer and located on or immediately adjacent to the manufacturing site of the applicant.
- ✓ **Municipal Resolution** – Written notice from the Council of the Municipality within which the applicant’s manufacturing site is located confirming that it has passed a resolution in support of the issuance of the licence.

Fees & Payment

- Please refer to the AGCO’s Application Fee Schedule at www.agco.ca for the applicable fee.
- When using online services, payments must be made by Visa, MasterCard or *Interac*® Online.
- Payments of \$30,000 or more must be made by money wire transfer or electronic funds transfer. For more information please contact AGCO Customer Service at 416-326-8700 or 1-800-522-2876.
- All application fees must be received by the AGCO before an application will be processed.
- **All fees are non-refundable.**

TRANSFERRING A MANUFACTURER’S LIMITED LIQUOR SALES LICENCE (“BY THE GLASS”)

When is a Transfer of Licence required?

Changes in ownership require the approval of the Registrar. Licence holders must notify the AGCO **prior to any changes in ownership** to allow the application to be processed prior to the completion of the change.

Transfers of “By the Glass” Licences will be processed at the same time as the corresponding Manufacturer’s Licence transfer application.

You must also submit your completed Application to Transfer the corresponding Manufacturer’s Licence and application fee (Please see Section 1: “Change of Ownership: Transferring a Manufacturer’s Licence” for more information.)

How to apply

Applications to transfer your Manufacturer’s Limited Liquor Sales Licence (“By the Glass”) **may be completed online** through the iAGCO portal at www.agco.ca/iagco .

Please contact AGCO Customer Service at 416-326-8700 (or toll free in Ontario at 1-800-522-2876) or via e-mail at customer.service@agco.ca for more information on transferring a Manufacturer’s Licence and to obtain applicable application forms.

Please note:

- **The entity to whom the licence is being transferred TO is responsible for submitting the application to transfer the licence;**
- All questions **must** be answered; if a question does not apply, print “N/A”;
- Must be signed and dated by the transfer applicant(s);
- The application form must be signed by the **current licence holder(s)**.

Supporting Documents

What supporting documents/information are needed to transfer a licence?

Transfers of Manufacturer’s Limited Liquor Sales Licences will be processed at the same time as the corresponding Manufacturer’s Licence transfer application.

You must also submit your completed Application to Transfer the corresponding Manufacturer’s Licence and application fee (Please see Section 1: “Change of Ownership: Transferring a Manufacturer’s Licence” for more information.)

Fees & Payment

- Please refer to the AGCO’s Application Fee Schedule at www.agco.ca for the applicable fee.
- When using online services, payments must be made by Visa, MasterCard or *Interac*[®] Online.
- Payments of \$30,000 or more must be made by money wire transfer or electronic funds transfer. For more information please contact AGCO Customer Service at 416-326-8700 or 1-800-522-2876.
- All application fees must be received by the AGCO before an application will be processed.
- **All fees are non-refundable.**

RENEWING A MANUFACTURER’S LIMITED LIQUOR SALES LICENCE (“BY THE GLASS”)

Manufacturer’s Limited Liquor Sales Licences (“By the Glass”) are valid for a period of either two (2) years or four (4) years and expire when the associated Manufacturer’s Licence expires or is terminated.

How to apply

Renewals of “By the Glass Licences” will be processed at the same time as the corresponding Manufacturer’s Licence renewal application which can be completed **online** – please see section on Renewing a Manufacturer’s Licence for instructions on completing the renewal application.

Fees & Payment

- Please refer to the AGCO's Application Fee Schedule at www.agco.ca for the applicable fee.
- When using online services, payments must be made by Visa, MasterCard or *Interac*[®] Online.
- Payments of \$30,000 or more must be made by money wire transfer or electronic funds transfer. For more information please contact AGCO Customer Service at 416-326-8700 or 1-800-522-2876.
- All application fees must be received by the AGCO before an application will be processed.
- **All fees are non-refundable.**

Other Important Information: Retail Sales Tax

For Manufacturer's Limited Liquor Sales Licence ("By the Glass") holders, please note your renewal application will not be accepted if the licence holder owes money to the Minister of Finance. It is your responsibility to contact the Ministry of Finance at 1-866-668-8297 to determine if you owe any money.

Section 4: Liquor Sales Licence (“Tied House”)

WHAT IS A “TIED HOUSE” LIQUOR SALES LICENCE?

A “Tied House” for the manufacturing site of a brewery allows the manufacturer to host an on-site restaurant/premises where their products may be “showcased” on their own or in conjunction with other brands and types of liquor. The licensed premises is exempt from the requirement of having to sell a variety of brands but must provide for the full sale and service of liquor and food within the licensed premises.

How to apply

Applications for Liquor Sales Licences (“Tied Houses”) **may be submitted online** through the iAGCO portal at www.agco.ca/iagco . For more information on “Tied Houses” and how to apply, including the applicable forms, please see the **AGCO website**.

Fees & Payment

- Please refer to the AGCO’s Application Fee Schedule at www.agco.ca for the applicable fee.
- When using online services, payments must be made by Visa, MasterCard or *Interac*[®] Online.
- Payments of \$30,000 or more must be made by money wire transfer or electronic funds transfer. For more information please contact AGCO Customer Service at 416-326-8700 or 1-800-522-2876.
- All application fees must be received by the AGCO before an application will be processed.
- **All fees are non-refundable.**

OTHER INFORMATION FOR MANUFACTURERS

If a manufacturer’s retail store is located on the same manufacturing site as a “Tied House”, the licensee may bring sealed, unopened liquor purchased from the retail store onto the licensed premises for the purposes of selling it to a patron. This allows restaurant patrons that wish to purchase product for personal use from the retail store to pay for the product on their restaurant bill.

Please Note: A beer manufacturing site may have both a “Tied House” and a Manufacturer’s Limited Liquor Sales Licence. Patrons are permitted to move freely between the licensed areas with their beverages, however, licensees must ensure adherence to rules regarding the permissible hours of sale for each licence type. Generally, the hours of liquor sales and service for “Tied Houses” are 11:00 a.m.–2:00 a.m. on any day. Under a Manufacturer’s Limited Liquor Sales Licence, beer may generally be sold between 11:00 a.m.–9:00 p.m. on any day.

Section 5: Contacts for Research and Additional Information

Alcohol and Gaming Commission of Ontario (AGCO)

90 Sheppard Avenue East
Suite 200
Toronto ON M2N 0A4
Website: www.agco.ca
Tel.: 416-326-8711
Toll Free: 1-800-522-2876

Contact the Manufacturing & Special Licensing, Advertising and Promotions Division for information on:

- Manufacturer's Licences
- Retail Store Authorizations
- Liquor Sales Licensing ("Tied House") and Manufacturer's Limited Liquor Sales Licence ("By the Glass")
- Manufacturer Advertising

Liquor Control Board of Ontario (LCBO)

Website: www.lcbo.com
Website: www.doingbusinesswithlcbo.com
Tel.: 416-365-5900
Toll Free: 1-800-668-5226

For information on:

- New Product Listings (Beer & Special Markets)
- New Product Listings (Wines)
- New Product Listings (Spirits)
- Product Testing & Labelling Information
- Pricing
- Winery Production and Records
- Winery Direct Delivery Authorization

Contact:

- ▶ Product Management (Beer and Special Markets)
- ▶ Product Management (Wines)
- ▶ Product Management (Spirits)
- ▶ Quality Assurance Department
- ▶ Pricing Administration Department
- ▶ Winery Audit Department
- ▶ Policy & Government Relations Department

Additional Industry Contacts

Canada Revenue Agency

Website: www.cra-arc.gc.ca/exciseduty

Tel.: 1-866-667-9851

Ministry of Finance

Account Management and Collections Branch

33 King Street West

Oshawa ON L1H 8H9

Website: www.fin.gov.on.ca

Tel.: 1-866-668-8297 | 1-866-263-7776 (TTY)

Farm Products Marketing

Website: www.omafra.gov.on.ca/english/farmproducts

Tel.: 519-826-4220

Smart Serve Ontario

5407 Eglinton Avenue West

Suite 105

Toronto ON M9C 5K6

Website: www.smartserve.ca

Email: info@smartserve.ca

Tel.: 416-695-8737

Toll free: 1-877-620-6082

BEER

Beer Canada

Website: www.beercanada.com

Email: info@beercanada.com

Tel.: 613-232-9601

Brewers Retail Inc. (The Beer Store)

Website: www.thebeerstore.ca

Tel.: 905-361-1005

Ontario Craft Brewers

Website: www.ontariocraftbrewers.com

Email: info@ontariocraftbrewers.com

Tel.: 416-494-2766