



AGCO

Alcohol and Gaming
Commission of Ontario

Responsible Service Tip Sheet: LIQUOR DELIVERY SERVICE

INFORMATION SHEET FROM THE ALCOHOL AND GAMING COMMISSION OF ONTARIO



A Liquor Delivery Licence allows you to deliver liquor purchased from the Liquor Control Board of Ontario (LCBO) or Brewers Retail Inc. (The Beer Store) or any manufacturer's on-site or off-site retail store to individuals for a fee. As a licence holder, you are not selling liquor – you are an agent for another person who is legally entitled to purchase liquor. You may operate the delivery service as your primary business, or in conjunction with other compatible services such as taxi, courier or grocery delivery business.

THE BASICS

PURCHASE ORDER

Before purchasing liquor, you must have an order from the person on whose behalf the purchase is being made. The order must include:

- a) your name and address;
- b) the name and address of the person on whose behalf the purchase is being made;
- c) the kind(s) of liquor to be purchased;
- d) the quantity of liquor to be purchased; and
- e) the residential address where the liquor is to be delivered.

Once an order has been placed, you may purchase the requested liquor at any government store or a store authorized under the *Liquor Control Act*. This includes the LCBO, The Beer Store and any manufacturer's on-site or off-site retail store (such as a retail wine store).

PURCHASE RECEIPT

Liquor must be delivered to a residential address or directly to a guest's hotel room, not the front desk of the hotel. When you deliver liquor, you must obtain a signed receipt from the person who placed the order or by another person, over 19 years of age, who resides at the place of delivery. The receipt must include:

- a) name and address of the person for whom the purchase was made;
- b) date of the delivery;
- c) kind(s) of liquor delivered;
- d) quantity of liquor delivered;
- e) price paid for the liquor delivered;
- f) delivery fee; and
- g) name of the person making the delivery.

ALLOWABLE DELIVERY FEES

The following minimum fees must be charged:

- \$6.00 for deliveries to Burlington, Peterborough, Toronto and Welland
- \$5.50 for deliveries to Barrie and Petawawa
- \$5.00 for deliveries to Niagara Falls, Orillia and St. Catharines
- \$4.00 for deliveries to all other municipalities

SERVING MINORS AND INTOXICATED PERSONS IS PROHIBITED

You cannot deliver liquor or allow a delivery to be accepted by anyone under 19 years of age. Doing so leaves you, your staff and your business open to a lawsuit and may jeopardize your licence under the *Liquor Licence Act*.

If you or your staff suspects that a person is underage, you must check his/her identification. Identification must have been issued by a government and include the person's photograph and date of birth.

Acceptable forms of ID include:

- an Ontario Driver's Licence with photo;
- a Canadian passport;
- a Canadian Citizenship Card with photo;
- a Canadian Armed Forces Identification Card with photo;
- an LCBO BYID photo card;
- a secure Indian Status Card (Canadian);
- a Permanent Resident Card (Canadian);
- a photo card issued under the *Photo Card Act*.

By law, no one can be required to produce the Ontario Health Card, nor can the health number be collected. You should not ask for the Ontario Health Card as identification, but if offered voluntarily you may accept it at your discretion.

Licensees also must make sure that they do not supply or deliver liquor to anyone who is or appears to be intoxicated.

KNOW THE LAW

As a licence holder, you are required to operate in compliance with the *Liquor Licence Act* and its regulations or you could face serious administrative sanctions such as the suspension or revocation of your licence.

DO

- ✓ Ensure that an order form is completed prior to delivering liquor.
- ✓ Deliver only to residences, not businesses or commercial addresses.
- ✓ Deliver only directly to a guest's hotel room, not the front desk of the hotel.
- ✓ Deliver only liquor that was purchased at a government store or a store authorized under the *Liquor Control Act*. This includes the LCBO, The Beer Store and any manufacturer's on-site or off-site retail store (such as a retail wine store).

- ✓ Deliver liquor only on the day of purchase and while the LCBO, The Beer Store or manufacturer's on-site or off-site retail store is open or within one hour of the store closing.
- ✓ Return all liquor to the store at which it was purchased for a refund if liquor is purchased but cannot be delivered on the day of purchase.
- ✓ Check the identification of people you suspect are under 19 years of age – the legal drinking age in Ontario.
- ✓ Ensure a signed receipt is obtained.
- ✓ Operate only under the business name set out on the Liquor Delivery Licence.
- ✓ Ensure all individuals delivering liquor carry a copy of the Liquor Delivery Licence.
- ✓ Ensure you renew your Liquor Delivery Licence on time.
- ✓ Ensure you notify the AGCO of any changes in ownership.
- ✓ Make sure you and your delivery staff understand your obligations under the *Liquor Licence Act* and its regulations. A copy of the *Liquor Licence Act* and its regulations can be found on the AGCO's website at www.agco.ca.

- ✗ Deliver liquor to anyone under 19, Ontario's legal drinking age.
- ✗ Allow the Liquor Delivery Licence to expire.
- ✗ Offer or give away free liquor.

For more information, please contact AGCO Customer Service at 416-326-8700 or 1-800-522-2876 (toll free in Ontario) or visit us online at www.agco.ca.

DON'T

- ✗ Purchase liquor prior to receiving an order.
- ✗ Hire anyone under 19 years of age to deliver liquor. It is illegal for anyone under 19 years of age to possess liquor.
- ✗ Deliver to a place other than a residence. For example, you cannot deliver to a business, school, parking lot, arena, recreational facility, common area of a multi-residential building, hospital or centre for the treatment of alcoholics.
- ✗ Deliver liquor that was not purchased at a government store or a store authorized under the *Liquor Control Act* (LCBO, The Beer Store or a manufacturer's on-site or off-site retail store).
- ✗ Deliver liquor to someone who is or appears to be intoxicated.