

ID25 – Players Must Be 19+



Covid-19 has changed a lot of things, but the importance of asking for ID25 when selling lottery to a player has not. Please continue to ID25 when a customer appears to be 25 years of age or younger.



Customers can look younger with a mask. If you are unsure, always ask for ID and check that the photo resembles the customer.



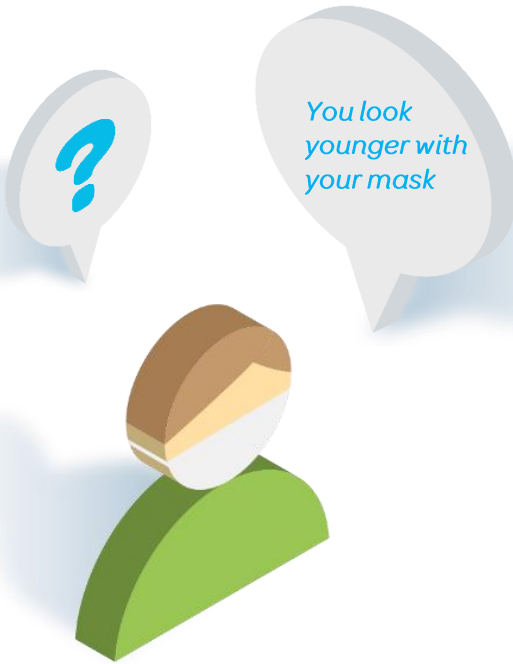
Your location may have one of these posters. If you need help explaining ID25 to a customer, you can always show them the poster.



When checking for ID, remember to:

1. Verify that the ID is Government issued and contains a photo.
2. Check that the photo resembles the customer.
3. Check the date of birth to confirm they are 19 years of age or older

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What if the customer refuses to show identification?

NO ID = NO SALE!

If you cannot confirm if a player is 19 or older, you must decline the sale.

I can't tell if a customer is over 19 with a mask on, what should I do?

It is difficult to guess if a person is 19 years of age or older, especially if they have a mask on. If you are unsure, ask the customer to reveal their face and ID25 by checking a piece of Government issued photo ID.

What if the customer refuses to remove their mask?

If you cannot verify a player's age, you need to refuse the sale. Refer to your store or head office policy and protocol regarding age verification of players who have a mask on.

What are some Government issued photo IDs?

Driver's Licence, BC Identity Card, Passport, Nexus, Permanent Residence Card, Certificate of Indian Status.

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ACCEPTABLE GOVERNMENT ISSUED PHOTO ID



BC Driver's LicenCe

Date of Birth

Birth Year



Permanent Residence Card

Date of Birth



BC Identity Card

Date of Birth

Birth Year



Passport

Date of Birth

Annotation indicates cardholder was a minor when card was issued.



Certificate of Indian Status

Date of Birth



Nexus

Date of Birth

