



Customer Age Verification Process

Ask for ID25 and Under – Player Must be 19+ to Purchase



Face coverings, such as masks, may make it challenging to know if a player is 25 or under – **remember, when in doubt – ask for ID.**

ID25 Mystery Shops are ongoing throughout the province.

STEP 1:
ASK

Ask for **photo ID** from any player who appears to be 25 years of age or younger.

STEP 2:
VERIFY

Does it have a photo? Does it have a birthdate? Is it Government issued?

YES **NO**

STEP 3:
CONFIRM

| BIRTH YEAR | ACTION |
|----------------|--|
| 2001 or before | OK to sell to 19+ |
| 2002 | Caution. 19 if born on or before today's date, check month and day |
| 2003 or after | Refuse the sale – Cannot sell to a minor |

Check BIRTH YEAR on ID & proceed accordingly

If the player cannot produce Government issued photo ID, **you must decline the sale.**

No photo, no birthdate = no sale.

Asking a player their age, or guessing how old an individual may be, are not acceptable age-verification methods.



ID25 Mystery Shop Criteria

ID25 Mystery Shop Criteria

A location will **fail** the **Mystery Shop** if they:

1. Do NOT ask for ID from a player who appears 25 or under

OR

2. Complete the sale after being presented with unacceptable ID (ie. no photo, no date of birth, not Government issued)

What's Acceptable, **What's Not?**

Unacceptable ID typically doesn't have a birthdate on it - so you can't check if the person is 19+ . You must decline the sale.

