RESPONSIBILITY GUIDE FOR LICENSEES

LEARN VIRGINIA ABC BASICS

Virginia Department of
Alcoholic Beverage Control
Education and Prevention
Publication Series

CONTENTS

Introduction....3
Alcohol responsibility....3
Virginia codes and regulations....6
Virginia law....8
Fake IDs `....10
Preventing underage sales....14
Intoxicated patrons....17
What training does Virginia ABC provide?....19
Preparing for an annual inspection....21
Mixed Beverage Annual Review (MBAR)....21
Seller and server first-offense penalties....22
Hearings and appeals....23
How can I be a good neighbor?....25
Licensee FAQs....30
Contacts....33-37
Resources....37

INTRODUCTION

As a licensee, you are responsible for maintaining a safe, regulated business and shoulder many responsibilities which include preventing underage sales and consumption of alcoholic beverages. This publication was designed to support you in understanding the facts of alcohol education and prevention and Virginia ABC's laws and regulations.

It is an informational tool only, not a legal document. Nothing printed on these pages changes, replaces, or supersedes the Code of Virginia, Virginia Administrative Code, or any other statute, Administrative Procedure Act (APA) decision or judicial decision.

Our main goal is to provide you with the tools and knowledge you need to be compliant and run a successful and safe business. You are an important partner in our mission of public safety and serve a vital role within your community.

THE FACTS ABOUT UNDERAGE DRINKING

A common topic of discussion is the minimum legal drinking age of 21 in Virginia. Some believe that lowering the legal drinking age would decrease problems associated with underage drinking. This belief is a myth as underage drinking problems were worse when states had a lower legal drinking age. In fact, the National Highway Transportation Safety Administration estimates that about 900 lives are saved annually due to fewer alcohol-related traffic crashes involving underage drivers. Research also shows that Europe faces more problems directly related to underage drinking than the United States due to its low legal drinking age.

So what are the risks associated with drinking alcohol before the age of 21? Alcohol affects the brain of an adolescent or young adult differently than it affects a mature adult. The human brain does not completely develop until a person is in their early twenties. Drinking during adolescence can cause temporary and permanent damage to long-term and short-term memory. Additionally, the areas of the brain that encourage impulsivity and risk-taking develop early in a teen, while the areas that improve self-control don't develop until the early twenties. Teens are more likely to experience negative consequences of drinking alcohol, such as alcohol poisoning, blackouts and memory loss.

When compared with those who wait to drink until they are 21 years of age:

Teenagers who start drinking before the age of 15 are 12 times more likely to be injured while under the influence of alcohol, five times more likely to abuse alcohol or become alcohol dependent later in life and 10 times more likely to get into a fight after drinking.

Teenagers who drink before 21 are seven times more likely to be in a motor vehicle crash because of their drinking later in life.

WHAT IS BLOOD ALCOHOL CONCENTRATION (BAC)?

Whether it's one drink or many, alcohol can affect different people in different ways. The way a person reacts to alcohol depends on many factors including gender, weight and rate of alcohol consumption. All of these factors influence a person's blood alcohol concentration (BAC).

BAC is the amount of alcohol that is present in the bloodstream. For example, having a BAC of 0.10 percent means there is about one drop of alcohol for every 1,000 drops of blood present in the body. At certain BAC levels, alcohol has been shown to alter a person's visual functions and perceptions, affecting his or her ability to react, concentrate or pay attention, process information and operate a vehicle. The measurement of BAC is important for determining the role alcohol plays in car crashes, physical injuries, fires, crimes, family violence, suicides and other forms of intentional and unintentional injury.

WHAT AFFECTS YOUR BAC LEVEL?

STRENGTH OF DRINK

Drinks can have different effects based on their composition. Mixing a drink with a carbonated soda, for example, will quicken the effects of the alcohol due to the carbonation bubbles.

FOOD

A full stomach slows the absorption of alcohol into the bloodstream. Drinking on an empty stomach, however, will cause the BAC to rise more rapidly since there is no food to assist in absorption.

RATE OF CONSUMPTION

Taking shots or chugging drinks will increase the amount of alcohol absorbed within a certain time period. The liver metabolizes alcohol at the average rate of one drink (12 oz. beer, 5 oz. wine, 1.5 oz. of 80 proof distilled liquor) per hour. If a person consumes more than one drink per hour, the remaining alcohol will circulate in the bloodstream until the liver is able to metabolize.

GENDER

Women tend to reach a higher BAC faster because they have a greater fat to muscle ratio than men. Fat repels alcohol, whereas muscle absorbs it. Therefore, it generally takes less alcohol for a woman to show signs of its effects since they are usually smaller and have less muscle to absorb the alcohol.

BODY SIZE/WEIGHT

People who weigh less will generally be affected more quickly by alcohol than people who carry more weight. This is because people with a greater body weight have more blood and water in their bodies, which assists in the dilution of alcohol.

DRUG USE

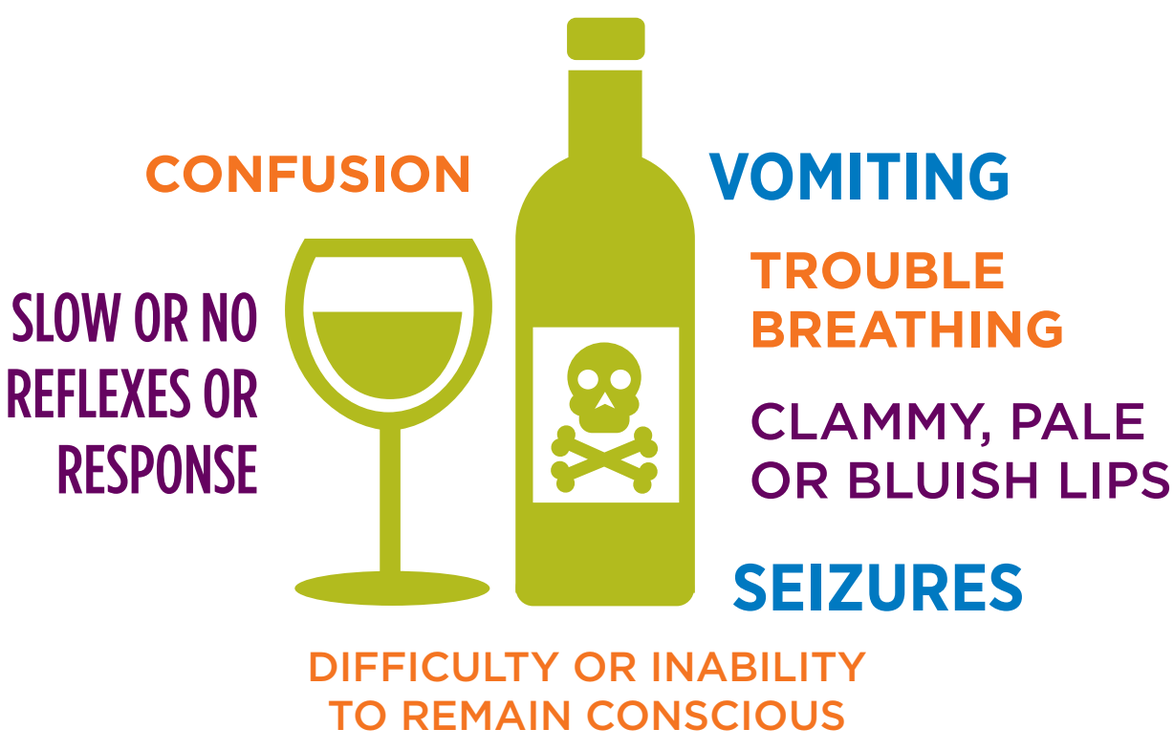
The use of other legal or illegal drugs taken can increase the effects of alcohol and may cause an unpredictable and dangerous outcome.

WHAT IS BINGE DRINKING?

Binge drinking is the overconsumption of alcohol and is defined as when a woman consumes four or more drinks or when a man consumes five or more drinks in a short period of time. When a large amount of alcohol is consumed in a short period of time, it can result in a dangerously high BAC, leading to alcohol poisoning. According to the Centers for Disease Control and Prevention, three quarters of alcohol poisoning deaths occur in people ages 35-64. It is important to make responsible and healthy choices as drinking in large amounts can also lead to brain and liver damage.

WHAT ARE THE SIGNS OF ALCOHOL POISONING?

Know the signs of alcohol poisoning and be prepared to call 911 if someone has the following symptoms:



VIRGINIA CODES AND REGULATIONS

THE MISSION OF VIRGINIA ABC IS FOUNDED ON THE LAWS ESTABLISHED BY THE VIRGINIA GENERAL ASSEMBLY AND THE REGULATIONS PROMULGATED (DEVELOPED) BY VIRGINIA ABC'S BOARD.

CODE OF VIRGINIA

The Code of Virginia (COV) contains the laws (statutes) of the Commonwealth.

- Title 4.1 is the Alcoholic Beverage Control Act.
- Title 18.2 establishes crimes and offenses, including driving under the influence, public intoxication and possession of false identification.

Virginia ABC special agents, state police and local law enforcement enforce these laws. Violations are punishable as a criminal act with fines and/or jail time.

The Virginia Code Book provides all Virginia statutes and regulations related to alcohol and alcoholic beverage control. Order now and get your own copies while supplies last by visiting our website at https://www.abc.virginia.gov/enforcement/virginia-codes-and-regulations.

The primary resource for legislative and regulatory information is Virginia's Legislative Information System. You can find more information by visiting the website at http://lis.virginia.gov/lis.htm.

VIRGINIA ADMINISTRATIVE CODE

THE VIRGINIA ADMINISTRATIVE CODE (VAC) CONTAINS THE REGULATIONS OF STATE AGENCIES, INCLUDING VIRGINIA ABC.

TITLE 3 CONTAINS THE REGULATIONS OF THE BOARD.

VIRGINIA ABC SPECIAL AGENTS PRIMARILY ENFORCE THESE LAWS AND REGULATIONS, WHICH FOCUS ON LICENSEES AND THE SALE AND/OR POSSESSION OF ALCOHOLIC BEVERAGES. VIOLATIONS CAN BE PUNISHABLE BY FINES, PROBATION OR REVOCATION OF THE VIRGINIA ABC LICENSE. THESE CODES REPRESENT THE AGENCY REGULATIONS THAT APPLY TO COV TITLE 4.1

FELONIES AND MISDEMEANORS

Criminal offenses are considered either felonies or misdemeanors. Offenses are classified in the following manner:

CRIMINAL OFFENSES	AUTHORIZED PUNISHMENT
Class 4 misdemeanor (COV 18.2-11)	Maximum fine of $250.
Class 3 misdemeanor (COV 18.2-11)	Maximum fine of $500.
Class 2 misdemeanor (COV 18.2-11)	Confinement in jail for up to six months and a fine of up to $1,000, either or both.
Class 1 misdemeanor (COV 18.2-11)	Confinement in jail for up to 12 months and a fine of up to $2,500, either or both.
Class 6 felony (COV 18.2-10)	For Class 6 felonies, the jury or court may choose imprisonment for one to five years or jail for up to 12 months and a fine of up to $2,500, either or both.

VIRGINIA LAW

DRIVING UNDER THE INFLUENCE (DUI)

- A conviction for DUI can cost thousands of dollars in court and legal fees and result in the suspension of one's driver's license. The Commonwealth of Virginia's Zero Tolerance Law makes driving while intoxicated by any amount of alcohol a serious criminal offense for drivers younger than 21. Virginia defines the legal limit for driving while intoxicated at a BAC of 0.08% for those 21 years of age and older.
- If convicted, violators are guilty of a Class 1 misdemeanor, which can translate to fines ranging from $200 to $2,500, attorney fees, the loss of one's driver's license and jail time based on any prior convictions and the BAC level measured at that time. Convictions of three or more DUIs will result in a Class 6 felony. For Class 6 felonies, the jury or court may choose imprisonment for one to five years or jail for up to 12 months and/or a fine of up to $2,500.

FRAUDULENT USE OF A DRIVER'S LICENSE, ID CARD OR OTHER IDENTIFICATION MATERIALS:

- Persons who possess, use or distribute false forms of ID are charged with a Class 1 misdemeanor. (COV 18.2-204.1, 204.2)

COV 18.2-204.1. **Fraudulent use of birth certificates, driver's licenses, etc.**

- It is illegal to use another's identification as one's own.
- It is illegal to possess or sell an ID for the purpose of establishing a false identification.
- Persons who possess, use or distribute fake IDs are charged with a Class 1 misdemeanor. If the document is used to purchase a firearm, the charges increase to a Class 6 felony.

COV 18.2-204.2. **Facsimile or manufacture, sale, etc., or possession of fictitious, simulated official license or identification.**

- It is illegal to possess, produce or distribute a falsified document that can be mistaken as an official government document.
- Violators face a Class 1 misdemeanor charge for the sale or production of such ID and Class 2 misdemeanor charges for possession of such ID.

COV 46.2-347. **Fraudulent use of driver's license or Department of Motor Vehicles identification card to obtain alcoholic beverages.**

- Any underage person found using a falsified DMV driver's license or military or university identification card to purchase alcoholic beverages faces conviction of a Class 3 misdemeanor.
- Convicted individuals may lose their driver's license for 30 days to one year.

COV 4.1-305. **Purchasing or possessing alcoholic beverages unlawful in certain cases.**

- It is illegal for anyone under 21 to possess any alcoholic beverage.
- No one under 21 may use an altered or fake ID such as a driver's license, birth certificate or student identification card to establish a false identification or false age to purchase an alcoholic beverage.
- Violators of this section are guilty of a Class 1 misdemeanor and, upon conviction, face a fine of at least $500 or 50 hours of community service, and can lose their driver's license for up to a year.
- Licensees are responsible for the actions of their employees. If the charge is substantiated, the licensee can face a fine and/or suspension of their license.

KNOWING AND UNDERSTANDING VIRGINIA LAW IS VITAL TO COMPLIANCE. ANY CONVICTIONS INVOLVING FRAUD OR FALSE CONDUCT MAY BE CONSIDERED AS CRIMES INVOLVING MORAL TURPITUDE (LYING, CHEATING, OR STEALING), WHICH CAN AFFECT FUTURE EMPLOYMENT OR LICENSING PRIVILEGES.

SALE OF TOBACCO OR ALTERNATIVE TOBACCO PRODUCTS TO MINORS

No sales of tobacco products are permitted to persons less than 18 years of age.

- This includes cigarettes, cigars, bidis, smokeless tobacco and wrapping papers, as well as electronic cigarettes and alternative nicotine products.
- The sale of single cigarettes is not permitted.
- Tobacco products may be sold from a vending machine only if the machine is (a) posted with a notice, in a conspicuous manner and place, indicating that the purchase or possession of tobacco products by minors is unlawful and (b) located in a place that is not open to the general public and is not generally accessible to minors. An establishment that prohibits the presence of minors unless accompanied by an adult is not open to the general public.
- Even if they are 18 years of age, do not sell tobacco products to someone you believe is buying on behalf of a minor.

At all times, carefully check IDs to determine if the person is younger than 18.

ELECTRONIC CIGARETTES AND ALTERNATIVE NICOTINE PRODUCTS

In 2014, the Virginia House and Senate unanimously passed legislation that bans retailers from selling electronic cigarettes and alternative nicotine products to minors.

More specifically, the legislation prohibits the purchase or possession of tobacco products, nicotine vapor products, and alternative nicotine products by minors or sale of tobacco products, nicotine vapor products, and alternative nicotine products to minors.

FAKE IDS

QUICK FACTS

A FAKE ID IS ANY DOCUMENT THAT ESTABLISHES A FALSE IDENTITY.

PENALTIES COULD RESULT in paying a fine or even going to jail.

VIRGINIA ABC TRAINS BARTENDERS, BOUNCERS, WAIT STAFF, MANAGERS AND CLERKS TO RECOGNIZE FAKE IDS—NOT ONLY FROM VIRGINIA BUT FROM OTHER STATES AS WELL.

A CONVICTION FOR POSSESSING OR USING A FAKE ID could appear on your permanent criminal record; impact college or graduate admission and limit job opportunities.

IT IS ILLEGAL to use someone else's ID or purchase an ID from any source

THE PENALTIES ARE JUST AS SEVERE for loaning your ID to another person for use.

IT IS ILLEGAL TO CREATE OR SELL FAKE IDS TO OTHERS.

TODAY'S IDS HAVE ENHANCED SECURITY FEATURES to prevent identity theft, falsification and underage purchase of alcohol.

TYPES OF FAKE IDS

- **False ID:** manufactured or computer generated
- **Modified ID:** valid identification that is modified to change critical information
- **Borrowed ID:** valid identification used by another person

WHERE DO THEY COME FROM?

- Internet
- Mail-order
- Self-manufacture
- Friends
- Purchase from others
- Purchase from other manufacturer

RETAILERS' RIGHTS AND RESPONSIBILITIES

Store clerks and sellers and servers of alcoholic beverages or tobacco products must carefully read identification presented for proof of age. According to the COV 5.50-20, a licensee or its employees can use the following factors to determine whether or not to make a sale:

- Whether an ordinary person would doubt the purchaser is of legal age based on appearance
- Whether the purchaser presents identification upon request and appears to be the individual pictured on the document and of the legal age (21 for alcohol; 18 for tobacco products)
- Whether the identification is in proper order, has not been altered and has not expired

CHECKING IDENTIFICATIONS

The law states that a customer must be at least 21 years of age to purchase alcohol. There is no legal requirement that a customer shows identification, but the best way to verify the customer's age is to request picture identification.

TYPES OF ACCEPTABLE ID

The acceptable types of identification for determining age are (3 VAC 5-50-20):

- Valid driver's license issued by any state or Washington, D.C.
- Armed forces identification card
- U.S. passport
- Foreign government visa
- Valid photo identification card issued by Virginia Department of Motor Vehicles (DMV)

ELEMENTS OF ACCEPTABLE ID

In order to be acceptable, an ID should include: photograph of bearer, signature, height of bearer, date of birth and expiration date. (3 VAC 5-50-20)

UNACCEPTABLE IDS FOR PURCHASING ALCOHOL

- College/university ID
- Expired ID
- Social security card
- Government work ID
- Resident alien card
- Green card
- International driver's license
- Immigration and Naturalization Service (INS) border crosser card
- INS worker's authorization card

VIRGINIA IDS

DMV makes Virginia driver's licenses easier for checking an ID to determine if a person is underage.

- Driver's license banners have blue lettering and are printed vertically rather than horizontally so clerks and servers will be able to tell quickly and easily if a customer is younger than 21.
- All primary photographs are grayscale, full faced and displayed on the left side of the cards. Secondary photographs are grayscale, full faced and displayed in a clear window, visible from the front and back of the cards.
- The 2-D bar code on the back of each card carries only information displayed on the front of the card; such as name, customer number and birth date.

HOW CAN I TELL IF SOMEONE IS YOUNGER THAN 21 BY LOOKING AT THEIR VIRGINIA DRIVER'S LICENSE?

- Cards for individuals under 21 bear images of the state flower, the dogwood, in the foreground.
- A Virginia driver's license for anyone under 21 is vertical.
- The wording "Under 21" can be found at the top of the license.
- Dates showing "Under 18 Until" and "Under 21 Until" can be found at the bottom of the license.

UNDER 21 ID EXAMPLE:

Caution: Prior to renewing their driver's license, a customer can still have this ID even after they turn 21. It is important to still check the "Date of birth" and "Under 21 Until" portion of the ID.

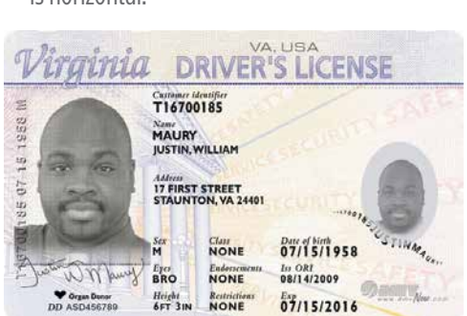
This type of driving license is valid until 2017:

- For alcohol focus on the RED "Under 21 Until" a specific date; and
- For tobacco focus on the RED "Under 18 Until" a specific date.

The license should have a smooth surface - no bubbles, no excessive damage/peeling, and no rough or sharp edges.

HOW CAN I TELL IF SOMEONE IS OF AGE BY LOOKING AT THEIR VIRGINIA DRIVER'S LICENSE?

- Cards for individuals 21 years of age and older bear an image of the Virginia state capitol building in the foreground.
- A Virginia driver's license for anyone 21 years of age and older is horizontal.



This type of driving license is valid until 2017. The license should have a smooth surface - no bubbles, no excessive damage/peeling, and no rough or sharp edges.

SECOND FORMS OF ID

Be careful when accepting any ID as a second form. If you are unsure about someone's ID and want to request an additional form of ID, keep the first ID and ask for another one. Hold them both together and compare to see if they match as there are people who will provide another fake form of ID. This may include a credit card, social security card, student ID and fishing or hunting license.

F-L-A-G

is a simple way to remember **how to properly check IDs**

Feel

- Have the customer remove the ID from their wallet or plastic holder. You may see another ID in their wallet.
- Feel for raised edges, glue lines or bumpy surfaces by the photo or birth date. Uneven surfaces often indicate tampering. Feel for cut-out or pasted information.
- Check the thickness of the ID. Check to see if it was re-laminated after changing some of the information.

Look

- Photograph: Does it look like the person in front of you? Hairstyles and makeup can change, so focus your attention on the person's eyes, nose and chin. When checking men with beards or mustaches, cover the facial hair portion of the photo and concentrate on the eyes, nose or ears.
- Height: Does it reasonably match the person?
- State seal: Is it on the ID and is it in the correct place?
- Date of birth: Is the person old enough? Figure the math or look at the "Under 21 Until" portion of the ID.
- Age on ID vs. appearance: Does the person in front of you match the age on the ID?
- Expiration date: Is the ID expired? Expired IDs are unacceptable.
- Lamination: Are the cuts or corners/edges straight or crooked?

Ask

- Ask for their middle name, zodiac sign or year of high school graduation. If someone has to think about his or her sign or when they graduated, the ID may be false.
- Ask the birth month. If the person responds with a number rather than the name of the month, this could be a red flag.
- If the customer is with a companion, ask the companion to quickly tell you the customer's name. Any hesitation may indicate deception.
- Ask the customer to sign his/her name and then compare the signatures to the ID. Sometimes if the ID is false, the customer will sign his or her true name, rather than the one on the ID.

Give Back

- Give the ID back to the customer and make the sale if the ID is valid.
- If the ID is fake or altered, you still must return the ID.

PREVENTING UNDERAGE SALES

The sale of alcohol or tobacco to an underage person can result in fines and/or additional sanctions. When selling alcohol or tobacco, it should be your staff's top priority to focus on the customer and make sure he or she is not underage.

The law states a customer must be at least 21 years of age to purchase alcohol and 18 years of age to purchase tobacco products. There is no legal requirement to check identification (ID), but the best way to verify a customer's age is to request proper ID and examine it carefully. If at any time you doubt the ID is valid or believe the customer is underage, you may deny the sale.

HELPFUL SUGGESTIONS

Don't risk an underage sale. Check the ID every time!

WATCH OUT FOR SECOND PARTY SALES. IF A SELLER OBSERVES SPECIFIC ACTIVITY OF A SECOND PARTY, SUCH AS PASSING OF MONEY, PICKING OUT PRODUCTS, OR BRINGING THE ALCOHOLIC BEVERAGE TO THE REGISTER, REQUEST THE SECOND PARTY'S ID TOO. THE SALE MAY BE LEGALLY REFUSED.

If your establishment has a computerized system for scanning IDs, be certain employees receive training and understand how to use the equipment.

Be familiar with IDs. Many, including the Virginia driver's license and ID card have the person's 18th and 21st birthdays. No math required!

SIMPLE THINGS THAT MANAGERS CAN DO TO MAKE SURE THAT THEIR POLICIES ARE UPHELD:

Hire employees who are responsible. Provide them with a copy of store policies and procedures and have them sign a statement attesting that they read and understood the policies and agree to implement them.
Discipline employees who are not enforcing store policies and guidelines, including alcohol policies and procedures. Terminate any employee who is caught knowingly violating the policy and document reasons.
Make sure all new employees are trained in responsible alcohol sales practices through programs such as Virginia ABC's Responsible Sellers & Servers: Virginia's Program (RSVP) Training.
Frequently emphasize to your staff that you want them to implement and comply with responsible alcohol sales practices.
Institute an incentive program for employees who effectively uphold responsible alcohol sales policies and procedures.
Conduct periodic spot checks or hire a "shopper" to check on employees to monitor their compliance with policies and procedures.
Support your employees when they refuse sales to a customer.
Do not allow your employees to drink alcoholic beverages on the job or after hours on premise.

A POLICY FOR SELLERS & SERVERS OF ALCOHOL SHOULD INCLUDE THE FOLLOWING:

- No one younger than 21 will be sold an alcoholic beverage.
- All customers who appear to be younger than 30 must show an ID or they cannot buy alcohol.
- Acceptable forms of ID include:
  - Valid passport
  - Valid state driver's license
  - State-issued ID
- No alcohol will be sold to any adult who is suspected of purchasing the alcohol for the purpose of distributing it to a minor.
- All out-of-state IDs must be checked in a driver's license guide (may be available through your beer wholesaler).
- Management will assist in interventions with problem customers when requested by employees.
- Signs announcing the policy of not selling alcohol to anyone who is younger than 21 will be posted in a visible location.
- Staff must report all incidents to the manager on duty or document incidents in an incident log book.
- Employees should call the police to report any intoxicated customer who leaves the establishment and gets behind the wheel of a motor vehicle.
- All employees will be trained in responsible beverage sales practices and how to identify underage customers.
- A copy of the alcohol management policy will be distributed to every employee when hired. All employees must sign a statement indicating that they read, understand and agree to comply with all alcohol policies and procedures.

DO NOT SELL STICKERS HELP PREVENT UNDERAGE SALES

Virginia ABC provides "Do Not Sell stickers" which are easy to read tools that assist sellers, servers and customer service representatives when checking IDs before making a sale of alcohol or tobacco. These stickers were created using two different colors—one for alcohol and one for tobacco. The bold colors were selected to ensure the dates are clearly visible to both consumers and sellers. Employees should be able to quickly glance at the sticker and then at the ID to compare the date of birth to determine a customer's age.

It is extremely important that these stickers are displayed at all points of sale with customers in all licensed establishments in Virginia. Stickers should be placed where both the seller and buyer can see them, such as on a bar or countertop where purchases are made or on a register.

Stickers are mailed to licensees towards the end of each year to replace the stickers from the previous year. All stickers should be changed on January 1 of the new year. The stickers are coated with a smear-resistant varnish in order to prevent fading and damage from cleaning solution spray.

If you need additional or replacement stickers, if you prefer smaller stickers or if you need stickers that are in Spanish, please call the Virginia ABC Communications Division at (804) 213-4418. Please provide your business name and mailing address, as well as indicate the number of sheets and which versions (regular stickers or small stickers and English or Spanish) are needed. Stickers will be mailed to you at no charge.

DO NOT SELL TOBACCO OR ALTERNATIVE TOBACCO PRODUCTS TO MINORS

Signage Requirement

Retailers must post a sign stating the sale of these products to any person under 18 years of age is prohibited by law. Those that do not comply are subject to civil penalties, including a fine of up to $2,500.

As the Commonwealth's lead agency for enforcement of laws pertaining to tobacco products, Virginia ABC recommends that licensees use the following verbiage: "The sale of tobacco products, nicotine vapor products or alternative nicotine products to any person under 18 years of age is prohibited by law."

UNDERAGE BUYER PROGRAM

Virginia ABC frequently recruits teenagers for part-time employment in its Underage Buyer (UAB) program. The UAB program is an ongoing effort by Virginia ABC to visit alcohol and tobacco retailers throughout the Commonwealth to verify compliance with the state age requirements—18 for tobacco and 21 for alcohol sales. Candidates must be under the age of 17 to qualify for the tobacco program and under the age of 20 for the alcohol program. Underage persons must be willing to testify in court if necessary and they are asked to refrain from discussing their activities with others to protect the integrity of the program.

Special agents, who are sworn police officers from Virginia ABC's Bureau of Law Enforcement, accompany underage persons during attempts to purchase cigarettes or alcohol at grocery stores, convenience stores, restaurants and other businesses, including Virginia ABC retail stores. Underage persons are instructed not to alter their appearance or mannerisms or mislead clerks in any way while attempting to make a purchase. Underage persons carry their own valid identification. If the store clerk asks for ID, the UAB presents his or her valid identification. Regardless of whether the sale is made, the underage person leaves the store immediately after the attempt. It is not Virginia ABC's intention to trick businesses. In fact, it is the hope that 100 percent of businesses comply with Virginia law by not making the sale. Virginia ABC selects underage persons who look their age, making it easier for clerks and servers to request ID and avoid the sale.

INTOXICATED PATRONS

It is the responsibility of licensees not to sell alcoholic beverages to an intoxicated patron. The sale of alcohol to an intoxicated individual may result in a criminal summons for the individual seller and an administrative violation against the licensee.

"Intoxicated" means a condition in which a person has drunk enough alcoholic beverages to observably affect his or her manner, disposition, speech, muscular movement, general appearance or behavior. A customer can be intoxicated even if you only serve them one drink.

People with physical and mental disabilities can exhibit the same signs and symptoms of intoxication. It is important that you rule out medical conditions and disabilities before you determine that a customer is intoxicated.

A primary way to determine if a person is intoxicated is to engage him or her in conversation. Don't just ask the person how many drinks they've had, ask other questions that can help you reach a conclusion.

Virginia ABC's special agents' primary concern is for public safety. If a person is intoxicated at a licensed establishment, the seller should cut the person off immediately and:

- Offer to call a designated driver or taxi.
- Talk with any friends of the person, who are sober, and figure out how to get the person home safely.
- Offer the person food or nonalcoholic beverages.
- If the person presents a danger to themselves or others, call local police.

DO NOT ALLOW AN INTOXICATED PATRON TO REMAIN AT YOUR ESTABLISHMENT WITHOUT TAKING PREVENTATIVE MEASURES.

If someone exhibits one or more of the following signs of intoxication, consider cutting them off.

LACK OF COORDINATION:

- Staggers, sways while attempting to stand still; holding on to bar, chair, etc
- Stands with feet wide apart for balance
- Leans against structure for support
- Fumbles with wallet or money
- Slurs speech or speaks very slowly and deliberately
- Falls off a stool or chair

REDUCED JUDGMENT AND CHANGE IN BEHAVIOR:

- Argues and/or annoys employees or other customers
- Sudden or unexplained mood changes
- Overly friendly
- Gets more quiet or goes to sleep
- Becomes overly excited
- Speaks loudly and/or profanely (uses foul language)
- Giggles or laughs for no apparent reason

CHANGES IN VISION:

- Eyes glassy, dilated pupils, lack of focus
- Red or watery eyes
- Droopy eyelids or tired appearance
- Squints continuously
- Closes or covers one eye to remove double vision

REFLEXES:

- Spills drink; misses mouth with glass
- Unable to pick up money or drops money; unable to count out correct amount for drink
- Slow or deliberate movements
- Slow or no reaction to actions such as spilling a drink on oneself

MANNERS AND APPEARANCE:

- Head bobs, eyelids drooping, looks sleepy
- Frequently rubs hands through face and hair
- Frequent trips to the bathroom
- Strong, stale odor of alcohol

HOW DO I CUT SOMEONE OFF?

Let the person know you will not be able to serve them anymore alcohol, and remove any drink(s) in their possession.

If I work in a hotel and a patron is cut off in the restaurant, can he be served in his room?

No. Alcoholic beverages may not be sold to an intoxicated person.

What will a special agent do if I cut a person off and they are sitting at my bar waiting for a ride or taxi?

You may not serve alcoholic beverages to a patron to the point he or she becomes intoxicated. However, if the patron has been cut off prior to becoming intoxicated and attempts are made to secure him a ride, there would not be a violation.

TIPS

- Slow the frequency of service down when a customer orders rapidly. Keep an informal log of actions taken with intoxicated persons. The log can be used as a reference if a problem arises later and is a good training tool to promote responsible selling and serving.
- Staff members should continuously check whether the person appears intoxicated. When there is a shift change and there are concerns about any customers, the departing employee/manager should share that information with the staff coming on duty.
- Watch out for intoxicated patrons who have just arrived. It's not unusual for a person to be cut off at one establishment and then wander into another establishment. It is a good idea to begin screening for intoxicated patrons at the door, especially during peak hours.
- Be careful to control all areas of the establishment, including bathrooms, booths, the parking lot, etc. Plan ahead to prevent a person from being cut off in one area and subsequently purchasing alcohol in another area of your establishment. It is the responsibility of the licensee to ensure that staff can observe all patrons at all times.

What Training Does Virginia ABC Provide?

Trainings are held regionally and conducted by special agents to help employees in licensed establishments be responsible and better understand Virginia laws, rules and regulations. In certain circumstances, the Virginia law allows a reduction in the length of any suspension and a reduction in the amount of any civil penalty for any retail licensee where the licensee can demonstrate that it provided alcohol seller and server training to its employees 12 months prior to the date of a violation (COV 4.1-227).

MART
Managers' Alcohol Responsibility Training

MANAGERS' ALCOHOL RESPONSIBILITY TRAINING (MART)

Managers' Alcohol Responsibility Training (MART) is a **free** training offered as an online or in-person classroom course. MART classroom courses are offered in February, June and October and are instructed by a team of Virginia ABC special agents.

MART is recommended for:

- Virginia's on-premise and off-premise licensees
- managers
- owners

At the completion of MART, participants will be able to:

- understand laws, rules and regulations that govern alcohol sales and consumption in Virginia
- understand requirements of operating an ABC-licensed business
- prevent intoxicated and underage customers
- document alcohol-related incidents
- understand procedures for employing minors
- use advertising properly
- check IDs correctly
- manage confrontational situations with customers
- understand sample alcohol policies
- utilize compliance assistance from ABC special agents

To view the current schedule and to register for classes or the online training, visit our website at www.abc.virginia.gov/licenses/training.

RESPONSIBLE SELLERS & SERVERS: VIRGINIA'S PROGRAM (RSVP)

Responsible Sellers & Servers: Virginia's Program (RSVP) is a **free** training offered as an online or in-person classroom course. RSVP classroom courses are offered year-round and are instructed by a team of Virginia ABC special agents.

RSVP is recommended for:

- Virginia's on-premise and off-premise licensees
- clerks
- cashiers
- wait staff
- bartenders
- "front line" employees

At the completion of RSVP, participants will be able to:

- understand laws, rules and regulations that govern alcohol sales and consumption in Virginia
- prevent intoxicated customers
- refuse sales to underage and intoxicated customers
- examine IDs
- document alcohol-related incidents

To view the current schedule and to register for classes or the online training, visit our website at www.abc.virginia.gov/licenses/training.

Preparing for an Annual Inspection

What are agents looking for when they conduct an inspection?

- Is your license posted and current?
- Is your designated manager list posted and current?
- Is the ownership information correct?
- Is the establishment illuminated sufficiently?
- Have there been physical modifications to the building? If so, was Virginia ABC properly notified?
- Are all required records (including sales/purchases of alcoholic beverages, food, keg books, etc.) complete and accurate?
- Was all wine and beer purchased from a wholesaler?
- For a mixed beverage licensee, the agent will check Virginia ABC store receipts and inspect for mixed beverage stamps to determine whether spirits were properly purchased.
- Were mixed beverage stamps properly obliterated on empty spirits bottles?
- Is all advertising material authorized?
- Is food available during all hours the business is open?
- Agents will answer questions about Virginia ABC laws and regulations.

For further questions regarding your annual inspection, please contact your regional Virginia ABC office.

Mixed Beverage Annual Review

The Mixed Beverage Annual Review (MBAR) is the name of a report that documents the food and beverage sales of mixed beverage licensees. These licensees, including restaurants, caterers and clubs, are required by law to submit an MBAR to Virginia ABC once a year on the anniversary of the issuance of their license.

The one-page form, provided by Virginia ABC, requires the reporting of sales totals for each month of the reporting year in four categories:

- Food and non-alcoholic beverages
- Mixed beverages
- Wine and beer
- Miscellaneous

In addition to this form, mixed beverage licensees must attach a list of all alcoholic beverages in their inventory on the last day of their reporting year. Virginia ABC also supplies forms for this purpose.

The information provided in the MBAR report is used to verify that a mixed beverage licensee is in compliance with the 45 percent rule that states 45 percent of the total of food, non-alcoholic beverages and mixed beverages must derive from sales of food and non-alcoholic beverages.

The MBAR can be completed online and additional information can be found on Virginia ABC's website.

SELLER AND SERVER FIRST-OFFENSE PENALTIES

Any licensee charged with violating the Virginia ABC Board's regulations or statutes listed below (if the licensee has not had any substantiated violations of regulation or statute within the three years immediately preceding the date of the violation) may enter a written waiver of hearing and (1) accept the period of license suspension set forth below for the violation and (2) pay the civil charge set forth below for the violation in lieu of suspension. However, the Board strengthened penalties for second and third offenses for underage sales and underage consumption of alcohol.

VIOLATION	SUSPENSION	CIVIL CHARGE	SUSPENSION WITH CERTIFIED TRAINING	CIVIL CHARGE WITH CERTIFIED TRAINING
Sale of beer, wine or mixed beverages to a person at least 18 but younger than 21.	25 days	$2,000	5 days	$1,000
Allowing consumption of beer, wine, or mixed beverages by a person at least 18 but younger than 21 years of age.	25 days	$2,000	5 days	$1,000
Aiding and abetting the purchase of alcoholic beverages by a person at least 18 but younger than 21 years of age.	10 days	$1,000		
Keeping unauthorized alcoholic beverages on the premises, upon which appropriate taxes have been paid.	7 days	$500		
Allow an intoxicated person to loiter on the premises.	7 days	$500		
Sale to an intoxicated person.	25 days	$2,000	5 days	$1,000
Allow consumption by an intoxicated person.	25 days	$2,000	5 days	$1,000
After hours sales or consumption of alcoholic beverages.	10 days	$1,000		
No designated manager on premises.	7 days	$500		
Invalid check to wholesaler or board.	7 days	$250		
Inadequate illumination.	7 days	$500		
Virginia ABC license not posted.	7 days	$500		
Not timely submitting report required by statute or regulation.	7 days	$500		
Designated manager not posted.	7 days	$500		
Person younger than 18 serving alcoholic beverages; younger than 21 acting as bartender.	7 days	$500		
Sale of alcoholic beverages in unauthorized place or manner.	10 days	$1,000		
Consumption of alcoholic beverages in unauthorized area.	7 days	$500		
Removal of alcoholic beverages from authorized area.	7 days	$500		
Failure to obliterate mixed beverage stamps.	7 days	$500		
Employee on duty consuming alcoholic beverages.	7 days	$500		
Conducting illegal happy hour.	7 days	$500		
Illegally advertising happy hour.	7 days	$500		
Unauthorized advertising.	7 days	$500		
Failure to remit state beer/wine tax (if deficiency has been corrected).	10 days	$1,000		
Wholesaler sale of wine/beer in unauthorized manner.	10 days	$1,000		
Wholesaler sale of wine/beer to unauthorized person.	10 days	$1,000		

Hearings and Appeals

The administrative hearings process addresses disciplinary matters related to Virginia ABC law violations, contested license applications and franchise disputes.

Following is a broad outline of the hearings process:

1. The hearings process is initiated.

The mission of the Hearings, Appeals and Judicial Services Division is to provide a fair and unbiased forum to resolve Virginia ABC charges of administrative violations. Generally, three different actions may generate the need for a Virginia ABC hearing:

- Disciplinary hearings to determine whether a licensee has violated one or more Virginia ABC laws or regulations; to seek approval of a licensee's designated manager or employee; or to approve an area for exercise of the licensee privilege.
- Contested application hearings to determine whether an applicant qualifies for a Virginia ABC license or permit.
- Beer and Wine Franchise Act hearings, to determine whether agreements between wholesale licensees and manufacturers have been violated.

2. The case is docketed.

A docket is a schedule of hearings to be heard on a specific date and times in a specific region by a hearings officer. All notices include the hearing location, time and matters involved. Dockets are posted on our website. If you want to attend a hearing, call Hearings and Appeals at (804) 213-4440 to verify that the hearing is still on the docket.

3. Hearing alternatives may be considered.

In disciplinary cases, one of two settlement options may eliminate the need for a hearing: consent settlements and offers-in-compromise.

- **Consent settlements:** The chief hearing officer initiates a consent settlement in writing. The licensee admits the alleged violation(s) and accepts a monetary penalty and/or suspension of the Virginia ABC license. The licensee thus waives the right to a hearing and an appeal. All settlements must be approved by the Board.
- **Offers-in-compromise:** The licensee initiates an offer-in-compromise by admitting to the alleged violation(s) and proposing a monetary penalty and/or suspension of the Virginia ABC license in a written proposal submitted directly to the Board. The Board will either accept or reject the offer. If it is rejected, the licensee may submit a second offer to the Board, or appear at the hearing on the appointed date.

4. An initial hearing is held.

Initial hearings are usually held at one of Virginia ABC's regional offices or in meeting/court rooms in that region. Initial hearings are before a hearing officer.

Before the hearing, cases may be continued, rescheduled or dismissed. A continuance is a request by one of the parties to a case to delay a scheduled hearing to another time. Timely requests for continuances may be granted after showing good cause in the discretion of the chief hearing officer.

5. An initial decision is issued.

After the hearing, the Hearings and Appeals Division will mail the involved parties a written report detailing the decision. This is called an initial decision.

6. The initial decision may be appealed.

An applicant, licensee or other interested party can appeal the decision of the hearing officer to the Board.

7. An appeal hearing is scheduled and held.

Appeal hearings are held at Virginia ABC's central office in Richmond. Appeal hearings are before the Board.

8. A final decision is issued.

The Board can uphold, modify or reverse the initial decision. The decisions of the Board are final, but may be appealed to the local Circuit Court and beyond that to the Court of Appeals of Virginia, with further review at the discretion of the Virginia Supreme Court.

Below are the most frequently asked questions about the hearings, appeals and the Board Order process.

What do I need to do if I need a continuance before a hearing?
Please make continuance requests as soon as you are aware of the conflict, and no later than seven working days prior to the hearing. Continuances will be granted only upon a showing of good cause. If a continuance request is made less than five working days before the hearing, extenuating circumstances that could not be foreseen must be shown. Failing to hire an attorney in a timely fashion is not grounds for a continuance. Requests may be made by faxing a written request to (804) 213-4731 and should be made to the attention of the chief hearing officer.

Are there alternatives to the disciplinary hearing process?
One of two settlement options may eliminate the need for a hearing in disciplinary cases: consent settlements and offers in compromise.

Where is the hearing held?
A hearing officer conducts the hearing in or near the locality in which the licensee's or applicant's business is located. The hearing is usually held at a Virginia ABC Regional Office.

How will I be notified of the hearing?
You will be afforded reasonable written notice of a pending hearing stating the date, time, place and issues involved via USPS mail, both regular and certified. (3 VAC 5-10-140)

Do I need a lawyer at the hearing?
Parties may be represented by an attorney, but that is not required. If you intend to retain a lawyer, please do so as soon as possible after you are notified of the violation. You may have your lawyer contact the chief hearing officer by faxing a letter to (804) 213-4731.

What is the role of the hearing officer at the hearing?
The hearing officer conducts the hearing in a fair and impartial manner while assuring that all relevant and material information is presented in order to make a reasoned decision.

What evidence can be presented at the hearing?
All evidence pertaining to the objections/charges should be presented. Each interested party will have the opportunity to question witnesses, present evidence and offer argument in support of his/her case.

Are witnesses sworn in?
All witnesses testify under oath.

Is the hearing documented?
The hearing is recorded word-for-word by a court reporter.

Who can attend the hearing?
Virginia ABC hearings are open to the public.

How do I find out about the decision of the hearing officer?
After the hearing, the Hearings and Appeals Division will mail the involved parties a written report detailing the decision. This is called an initial decision.

Can I appeal the initial decision of the hearing officer?
Yes. The party interested in appealing the case must submit a letter to the Board or the chief hearing officer within 30 days after the mailing date of the decision.

Who can appeal the decision of the hearing officer?
An applicant, licensee or other interested party can appeal the decision of the hearing officer to the Board.

Where will the appeal hearing be held?
The Board will hear the case at the Virginia ABC's central office at 2901 Hermitage Road, Richmond, Virginia 23220.

What type of evidence can be presented at an appeal hearing?
None, unless the Board grants a motion to take additional evidence. Such a motion should be submitted for a ruling by the Board prior to the appeal hearing. At the appeal hearing, the appellant may argue his/her position based on evidence introduced previously at the hearing conducted by the hearing officer.

HOW CAN I BE A Good Neighbor?

As a licensee, there are many opportunities for you to collaborate with other local businesses, organizations, police and Virginia ABC special agents to create a safer community environment. Some localities have established business associations to ensure that all partners follow the same standards. These standards provide guidelines to help enhance the safety of customers and residents. The most important step to being a good neighbor is finding common ground amongst community partners.

A few examples of strategies are:

- Enforcing noise ordinances
- Increasing lighting on streets and in parking lots
- Sobriety check points
- Compliance checks
- Continuing an open dialogue with each of your community partners
- Communication with local police
- Establishing consistent messages about your standards and expectations throughout your community
- Providing messages on how to drink responsibly

Project Sticker Shock

Project Sticker Shock is a community awareness program designed to prevent people 21 and older from purchasing alcohol and providing it to underage individuals. Participants involved in Project Sticker Shock visit partnering stores and place stickers with a warning message about the penalties for providing alcohol to anyone younger than 21 on alcohol products that might appeal to youth. By participating in this project, citizens throughout the state are taking a proactive stand against underage drinking and its related problems. Project Sticker Shock also seeks to increase visibility and compliance with Virginia underage drinking laws.

This unique program represents a partnership among youth, licensees, concerned parents, community members, prevention professionals and law enforcement. Project Sticker Shock is a great opportunity for licensees to collaborate with community partners or any group interested in preventing underage drinking.

Virginia ABC Education and Prevention encourages licensees to participate in the online training to learn more about Project Sticker Shock. Should you have any questions about events in your area please contact the Virginia ABC's Education and Prevention Section.

? LICENSEE FAQS

QUESTION	ANSWER
When does a person reach their 21st birthday?	The Attorney General's Office has opined that a person attains his/her next year of age on the day prior to his/her birthday.
How old does a person have to be to purchase non-alcoholic beer?	There is no minimum age requirement.
How do you obtain a Virginia ABC license?	You may contact any of the Virginia ABC Regional and Satellite Offices for further details or visit our website to download an application.
How long does it take to get a retail license? A banquet license?	Retail license applicants should apply at least sixty (60) days prior to scheduled opening date. Banquet license applicants should apply at least fifteen (15) days prior to the date of the event.
When is it appropriate to get a one day banquet license?	Whenever alcoholic beverages are being sold or dispensed in a public place, where food is sold for compensation, on the premises of a club, and to purchase alcoholic beverages from a wholesaler, a one-day banquet license is required.
How much alcohol can be legally transported into Virginia?	One (1) gallon or four liters, if in metric size containers, per person of legal age.
How old do you have to be to sell alcohol at a Virginia ABC off-premises licensed establishment?.	For immediate family members there is no age requirement. For example, it would be permissible for the owner's child who is 11 years old to run the cash register. For non-family members - any person that is of the legal working age in Virginia may work selling alcohol in an off-premises licensed establishment In both examples above, a designated manager who is 21 years of age or older must be on the licensed premises.
Is "Sellers and Servers" (bartender) training mandatory in Virginia?	No, but highly recommended. You may view training opportunities on our website.
When a patron orders a bottle of wine and does not consume the entire contents, can he/she take it home?	Yes, but it must be in the original container and sealed.
How old does a waiter or waitress have to be to serve alcohol?	Waiter or waitress - 18 years of age; bartender - 21 years of age.

QUESTION	ANSWER
What hours can happy hour be conducted?	6:00 a.m. until 9:00 p.m.
What are the current happy hour regulations?	Restaurants may use either the phrase "happy hour" or "drink specials" and may promote the time span of these drink specials on flyers and posters, social media, their website, a sandwich board located on the sidewalk outside their business and in print and broadcast ads. Restaurants cannot specify types of drinks, brands or prices in happy hour promotions. Advertisements such as "$2 off cocktails" and "beer and wine specials" are **not** acceptable.
How many drinks can a patron purchase at one time?	No more than two drinks of wine, beer or mixed beverages during Happy Hour. During all other times, no more than two mixed drinks at one time, wine and beer - without restriction.
Are pitchers of mixed beverages authorized in Virginia?	No.
Can a bartender buy a drink for a customer while on duty?	No.
Can a bartender give away a free drink to a customer while on duty?	No.
Can an owner buy or give away a drink to a customer while on duty?	No, an owner can only buy or give away a drink to personal friends while on duty. 3 VAC 5 70 100.
Can a licensee sell or give away samples (tastes) of their offered alcoholic beverages (less than the normal amount) so that patrons may taste the product before purchasing a full serving?	An on-premise licensee can give a sample of their products. Samples of wine shall not exceed two ounces, samples of beer shall not exceed four ounces, and samples of spirits shall not exceed one-half ounce. No more than two product samples shall be given to any person per visit.
Can a restaurant conduct a private function and allow participants to bring in their own alcoholic beverages?	Yes, only in a private room that is separate from the public. If the establishment has only one room then the entire restaurant must be closed to the general public.
Can a licensee conduct functions outside in their parking lot?	Yes, only upon prior approval from the Board, not to exceed four (4) days in any one calendar year. These days may be consecutive.
Can a licensee transfer alcoholic beverages from one establishment to another?	No, contact your agent for further information.
Can a convicted felon be employed in a licensed establishment?	There have been recent changes that will allow some convicted felons to be employed by a licensee unless the Board disapproves them.
Are Virginia ABC licenses transferable?	No

QUESTION	ANSWER
What newspapers are acceptable to publish in for Virginia ABC licenses?	In any newspaper published in or having a general circulation in the county, city or town wherein such applicant proposes to engage in such business.
What do you check for when checking wine, beer and mixed beverage invoices while conducting an inspection?	To verify that wine and beer were purchased from licensed Virginia wholesalers and distilled spirits were purchased from Virginia ABC.
The mixed beverage ratio is 45% - 55%. What is the ratio for wine and beer?	There is no ratio for wine and beer.
If a Virginia ABC license is suspended, may a licensee serve non-alcoholic beer?	Yes.
Can an officer of a corporation, living abroad, obtain a Virginia ABC license?	Yes.
What are the rules regarding non-alcoholic beer?	Non-alcoholic beer is less than ½ of one percent alcohol, therefore, it is not controlled by the Virginia ABC. Exceptions would be those things a wholesaler can provide to a retailer regarding non-alcoholic beverages.
How should a seller handle a second party sale?	If a seller observes specific activity of a second party, such as passing of money, participation in selection, or bringing the alcoholic beverage to the checkout stand, identification should be requested of the second party. The sale may be legally refused.
What will the agent do if I cut a person off and they are sitting at my bar waiting for a ride or etc.?	You may not serve alcoholic beverages to a patron to the point he becomes intoxicated. However, if the patron has been cut off prior to becoming intoxicated and attempts are made to secure him a ride, there may not be a violation.
At closing will agents write me up if I still have glasses with alcohol on the table?	No. It is not a violation to have glasses with alcohol on the table at or after closing. The violation is to allow consumption of alcoholic beverages between the hours of 2 and 6 a.m.

QUESTION	ANSWER
What are the rules for a private club?	A private club is any private nonprofit corporation or association which is the owner, lessee, or occupant of an establishment operated solely for a national, social, patriotic, political, athletic, or other like purposes. The rules for private clubs are the same as for retail operations with the exception of hours of sale and brown bagging. Clubs are limited to members and their invited guests except for specific and limited times they may operate open to the public.
Can the licensee keep a falsified ID? What should the licensee do with the ID?	Virginia law does not allow anyone other than sworn police to seize a falsified ID. Licensees retaining such IDs should turn them over to the local police or to their local Virginia ABC agent.
Can band members drink while playing at an establishment?	Yes, as long as they are not involved in selling or serving alcohol.
When can employees drink alcohol?	No retail wine or beer and mixed beverage licensee or his agent or employee shall consume any alcoholic beverages while on duty and in a position that is involved in the selling or serving of alcoholic beverages to customers (COV 4.1-325 and 3 VAC 4.1-325.2).
If a patron is cut off in the restaurant can he be served in his room?	No. Alcoholic beverages may not be sold to an intoxicated person.
What type of clothes can be worn in the restaurant by employees?	Clothing which stresses nudity or near nudity on the premises of a mixed beverage or wine and beer licensee is prohibited.
Can I offer unlimited drinks as a special?	No, licensees may not offer unlimited alcoholic beverages.
Can I place orders for products with my Virginia ABC store online?	Yes, you may place your orders online 24/7 through Management of Inventory and Product Sales (MIPS); view present and future discounting; and receive email notifications about your order status on the Virginia ABC website.

CONTACTS

HOW TO CONTACT VIRGINIA ABC'S EDUCATION AND PREVENTION SECTION

Mission:

To eliminate underage and high-risk drinking by building the capacity for communities to educate individuals and prevent alcohol misuse.

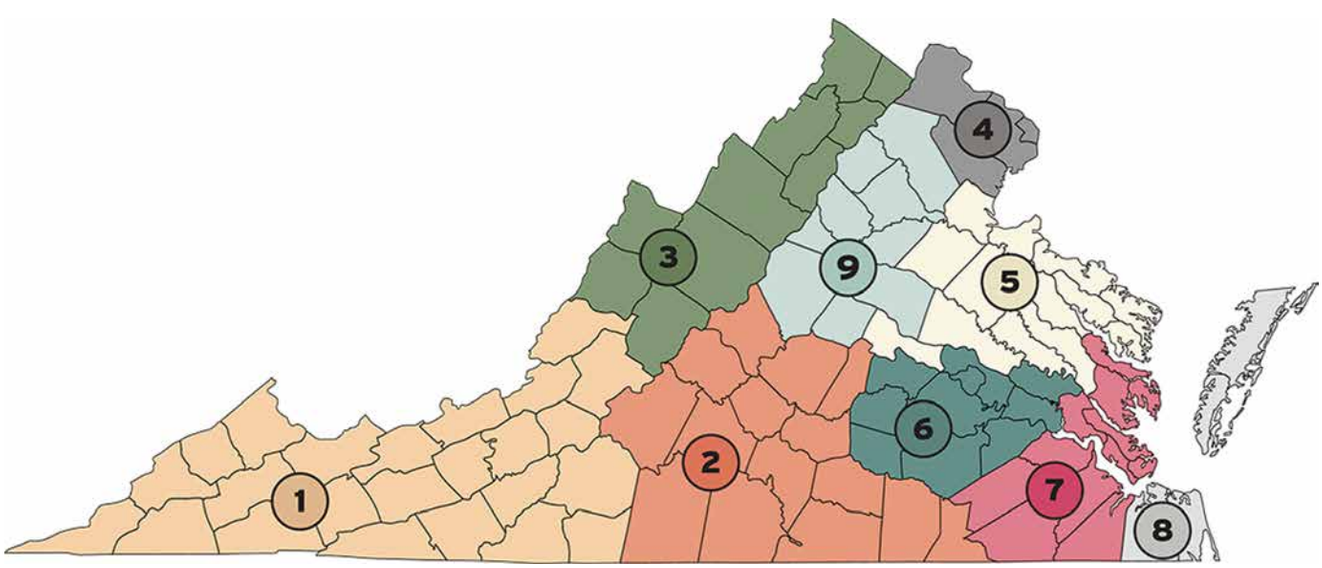
Philosophy:

We believe that communities can be formed in a variety of settings and that community leaders can regularly and more effectively impact their community. Therefore, we offer prevention education, strategic planning knowledge, leadership skill building, resources, subject matter experts and partnerships to build capacity and preparedness.

We believe that a multi-faceted approach to alcohol education and prevention is more effective and should include individuals, families, licensees, and communities.

HOW TO CONTACT YOUR VIRGINIA ABC AGENT

- Find the contact information for your regional and satellite office below.
- Keep your agent's card handy.
- Keep your agent up-to-date about any issues that may impact your ability to comply with Virginia's alcohol-related laws and regulations such as expansion to your building, special promotions and advertising, and hours of operation.
- Use your agent as a resource and ask proactive questions to clarify any misinformation or misinterpretation about Virginia's alcohol-related laws and regulations.
- Get to know your agent before an inspection or an underage buyer operation.
- Your agent can refer you to formal training programs such as RSVP. They can also make informal presentations and answer questions on interpreting Virginia's laws, spotting fake IDs, preventing intoxication and other related subjects.
- Notify your agent if you had to call law enforcement for any reason (fight in your business, caught someone using a fake ID, etc.) An agent would rather hear about the incident from the licensee rather than other law enforcement.



VIRGINIA ABC REGIONAL REGIONAL AND SATELLITE OFFICES

REGIONS	LOCATION	PHONE	FAX
Abingdon (Satellite of Roanoke)	102 Abingdon Place Abingdon, VA 24211-5197	(276) 676-5502	(276) 676-5549
Alexandria	6308 Grovedale Dr. Alexandria, VA 22310-2551	(703) 313-4432	(703) 313-4444
Charlottesville	Charlottesville 900 Natural Resources Dr., Suite 700 Charlottesville VA 22903-317 Limited Public Hours (Please Call)	(434) 977-2974	(434) 977-4772
Chesapeake	1103 South Military Hwy. Chesapeake, VA 23320-2343	(757) 424-6700	(757) 424-6744
Fredericksburg	Lee Hill Building II 10304 Spotsylvania Ave., Suite 101 Fredericksburg, VA 22408-8602	(540) 322-5440	(540) 891-3153
Hampton	4907 West Mercury Blvd. Hampton, VA 23605	(757) 825-7830	(757) 825-7884
Lynchburg	20353 Timberlake Rd., Suite A Lynchburg, VA 24502-7203	(434) 582-5136	(434) 582-5140
Richmond	Boulders II 7400 Beaufont Springs Dr., Suite 101 North Chesterfield, VA 23225-5519	(804) 213-4620	(804) 323-1055
Roanoke	2943 Peters Creek Rd. NW., Suite D Roanoke, VA 24019-3518	(540) 562-3604	(540) 562-3612
Staunton	460 Commerce Rd. Staunton, VA 24401-4432	(540) 332-7800	(540) 332-7814

Not sure which regional office to call? See the Virginia ABC Bureau of Law Enforcement Territories list below.

TERRITORIES LIST

REGION	COUNTIES AND CITIES
Region 1—Roanoke	Counties: Alleghany, Botetourt, Craig, Franklin, Henry, Montgomery, Patrick and Roanoke. Cities: Covington, Martinsville, Roanoke and Salem.
Region 1—Abingdon (Satellite)	Counties: Bland, Buchanan, Carroll, Dickenson, Floyd, Giles, Grayson, Lee, Pulaski, Russell, Scott, Smyth, Tazewell, Washington, Wise and Wythe. Cities: Bristol, Galax, Norton and Radford.
Region 2—Lynchburg	Counties: Amherst, Appomattox, Bedford, Brunswick, Buckingham, Campbell, Charlotte, Cumberland, Greensville, Halifax, Lunenburg, Mecklenburg, Nelson, Pittsylvania and Prince Edward. Cities: Danville, Emporia and Lynchburg.
Region 3—Staunton	Counties: Augusta, Bath, Clarke, Frederick, Highland, Page, Rockbridge, Rockingham, Shenandoah and Warren. Cities: Buena Vista, Harrisonburg, Lexington, Staunton, Waynesboro and Winchester.
Region 4—Alexandria	Counties: Arlington, Fairfax, Loudoun and Prince William. Cities: Alexandria, Fairfax, Manassas, Manassas Park and Falls Church.
Region 5—Fredericksburg	Counties: Caroline, Essex, Goochland, Hanover, King & Queen, King George, King William, Lancaster, Northumberland, Richmond, Spotsylvania, Stafford and Westmoreland. Cities: Fredericksburg
Region 6—Richmond	Counties: Amelia, Charles City, Chesterfield, Dinwiddie, Henrico, New Kent, Nottoway, Powhatan and Prince George. Cities: Colonial Heights, Hopewell, Petersburg and Richmond.
Region 7—Hampton	Counties: Gloucester, Isle of Wight, James City, Mathews, Middlesex, Southampton, Surry, Sussex and York. Cities: Franklin, Hampton, Newport News, Poquoson, Suffolk and Williamsburg.
Region 8—Chesapeake	Counties: Accomack and Northampton. Cities: Chesapeake, Norfolk, Portsmouth and Virginia Beach.
Region 9—Charlottesville	Counties: Albemarle, Culpeper, Fauquier, Fluvanna, Greene, Louisa, Madison, Orange and Rappahannock. Cities: Charlottesville.

HOW TO CONTACT VIRGINIA ABC HEARINGS AND APPEALS

Appeals	(804) 213-4439
Consent settlements	(804) 213-4444
Dockets / hearings intake	(804) 213-4440
Final decisions	(804) 213-4441
FOIA requests	(804) 213-4447
Offers-in-compromise	(804) 213-4451
Virginia code requests (§4.1-227)	(804) 213-4447
Chief clerk	(804) 213-4447
Mailing address	P.O. Box 27491 Richmond, VA 23261-7491 Fax: (804) 213-4731 Website: www.abc.virginia.gov/enforcement/hearings-and-appeals

HOW TO CONTACT VIRGINIA ABC COMMUNICATIONS

Communications General Mailbox	(804) 213-4418 pubrel@abc.virginia.gov

RESOURCES

Responsible Sellers & Servers: Virginia's Program (RSVP) (www.abc.virginia.gov/licenses/training)
Recommended for sellers and servers, RSVP trainings are free, held regionally and conducted by ABC special agents to help licensees become more responsible and to better understand Virginia laws, rules and regulations.

Managers' Alcohol Responsibility Training (MART) (www.abc.virginia.gov/licenses/training)
Recommended for managers and owners, MART trainings are free, held regionally and conducted by ABC special agents to help licensees become more responsible and to better understand Virginia laws, rules and regulations.

Virginia Department of Motor Vehicles (www.dmv.virginia.gov)
The mission of the Virginia Department of Motor Vehicles is to promote security, safety and service through the administration of motor vehicle and tax-related laws.

Virginia ABC Retail Licensee Resources (www.abc.virginia.gov/licenses/retail-resources)
The retail licensee resources section of our website is designed to further support licensed establishments in understanding and following Virginia's ABC laws and regulations.

Virginia ABC Education and Prevention Resources

Alcohol and Aging Awareness Group (AAAG)
A statewide affiliate group that provides education, training and resources to prevent the misuse of alcohol and medications as adults age.

Miss Virginia School Tour
In partnership with Virginia ABC, Miss Virginia travels across Virginia to elementary schools spreading a message of health, wellness and prevention with students and teachers.

Being Outstanding Leaders Together (BOLT) Against Drugs and Alcohol
Provides drug and alcohol prevention knowledge to middle school students through regional community collaboration and high school peer leadership.

Project Sticker Shock
Supplies are provided to community groups in an effort to decrease social providing. The project includes stickers being placed on alcohol packaging reminding buyers to not provide to minors and is done in conjunction with a press event to help raise awareness.

Youth Alcohol and Drug Abuse Prevention Project (YADAPP)
A high school youth-led leadership conference equipping teens with a strategic plan and empowering them to keep their schools and communities alcohol and drug free.

College Tour
A multi-stop conference that focuses on promoting zero tolerance for underage drinking, social responsibility, collaboration and leadership on college and university campuses across Virginia.

Responsible Sellers & Servers: Virginia's Program (RSVP)
Managers' Alcohol Responsibility Training (MART)
Trainings are held regionally and conducted by Virginia ABC special agents to help businesses that sell alcohol become more responsible and to better understand Virginia laws, rules and regulations.

Virginia Office for Substance Abuse Prevention (VOSAP)
An organization that promotes collaboration among state and local agencies, organizations, coalitions and faith communities that address substance abuse prevention.

Educational Materials
Publications, online training, and public service announcements are available to the general public at no cost.

Grant Program
Alcohol education and prevention grants assist community partners to develop and enhance initiatives related to alcohol education and prevention. Grant cycle is July through June with applications due in the spring.

Virginia Department of Alcoholic Beverage Control
www.abc.virginia.gov • (804) 977-7440
2901 Hermitage Road • Richmond, VA 23220

Design by the Office of Graphic Communications: Virginia Department of General Services