



EDMONTON SOCCER FACILITIES

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Fraudulent Pass Procedures

In the event you suspect that someone has attempted to gain entry with a fraudulently copied pass (either individual pass or player coach pass):

1. Radio a building attendant or primary attendant to come assist immediately – avoid trying to handle this alone at all costs. The more witnesses to the situation, the better.
2. Physically check the pass to see if it appears genuine or fraudulent.
 - Remove it from any storage mechanisms, wallets, etc.
 - If necessary, compare against an unsold pass to see discrepancies.
 - Remember to check the foil mark, consistency of colour, whether there are white lines at the edge of the pass (from a poor colour photocopy), or whether the pass looks like it was cut out by hand instead of machine.
 - Also check the shape and size of the graphic behind the text.
 - Our passes are always double sided; please confirm that both sides of the pass are intact.
 - Check to confirm that the numbering is present and consistent with the unsold passes we have on hand. Pass numbers under 10000 should have zeros before the first incremental number. (i.e., 00001, not 1)
 - Our passes are laminated at the printer in a matte cover, the pass should not be re-laminated in a glossy finish, and it should not be printed on glossy or matte paper.
3. If the pass appears to be a fake, take the Pass away from the patron – if, upon further investigation, it turns out that the pass is not a fake, we will either replace it, or return the original.
4. Ask the patron for their name, phone number, and address. Confirm this information by photo I.D. (driver's license).
5. If they do **not** give any of this information, ask them to leave the premises.
6. If they do give their information, proceed to find out who they got the pass from – Name, number, team, (if it is an individual season pass, which centre they purchased it at). If they refuse to provide the person's name, ask them to leave the premises. If they do not know the person's name, but are still cooperating, ask them for a description and the circumstances surrounding the pass purchase (or find out if they may have copied it themselves).
7. If they do give a name and they pay the \$3 they may enter the building. Try and note who they are watching.
8. Fill out a general report including the time of the incident and all of the information you gathered. Please include the pass number, and whether it is an individual pass or a player/coach pass. Attach the pass to the general report.
9. Let your facility supervisor know about the incident as soon as possible, so that they know to look for the report when they come in.

If a patron doesn't leave the premises when asked, call the police and charge them with fraud and trespassing.