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Licensing Policies During Coronavirus Response

Is the Licensing Bureau still processing applications?

Yes! We are still reviewing applications; however, we, like everyone else, have limited our workforce in response to the coronavirus; therefore, processing will likely slow for the time being. Rest assured that our mission is to maintain core operations, and licensing businesses is one of them. We understand timing is critical to our applicants and appreciate your understanding as we continue to work expeditiously to process applications.

Are the SLA's service windows still open?

At this time, the Buffalo and New York City service windows are closed. The service window in Albany is still accessible, however, you may experience wait times due to workforce limitations.

My renewal is coming due, but I don't have the funds available to pay the renewal fee. Is there something that can be done?

On March 24, 2020, the SLA Board voted to allow licensees to defer payments for renewals until June 1, 2020. At that time, all renewal fees which were deferred will come due. Given our current environment, the June 1 date may be revisited, and we will update our website accordingly. It is very important to note that while fees may be deferred, all renewal applications are expected to be filed timely and if the fee can be paid, it should be. Any applicant deferring payment will be put on a State Administrative Procedure Act (SAPA) status allowing them to operate as they otherwise would be able to. Should payment not be received by June 1, the license will be deemed inactive.

If a renewal was submitted without a payment, subsequent payment can be remitted to:

NYS Liquor Authority

80 South Swan St Suite 900

Albany, NY 12210

With the serial number on the memo line of the check.

I need to get fingerprinted for my application, but cannot get an appointment to have fingerprinting done, can I request an extension?

Currently, you do not need to request an extension. We understand that many businesses have limited hours and making an appointment can be difficult. Examiners have been advised to give leniency on our standard timing requirements for receiving the fingerprint paperwork from an applicant.

I have been asked to provide additional documents for my application via a deficiency letter. I cannot comply with the date listed on the letter; what should I do?

We understand that documents and information may not be as readily available as they once were. If you cannot comply with a deficiency letter, you should request an extension by sending a request to:

[\[email protected\]](#)

This will let the examiner know you are actively trying to address the deficiencies and they can continue to review the application accordingly. We're happy to grant a temporary extension if one is requested and there is a legitimate need.

I understand that I must send municipal notice, via certified mail, overnight mail or personal service, when I file an application or a renewal in New York City. Due to COVID-19, I cannot make it to a post office or municipality, can notification be given via electronic mail instead?

On-premises license applicants are required to notify their municipality or community board by certified mail, overnight mail, or personal service prior to applying for a license; licensees in New York City are also required to provide such notification for renewals. The Board has temporarily waived these service requirements, provided the municipality has asked for email notification, the applicants notify their municipality via email, and the applicant provides the SLA an email from the municipality acknowledging receipt.

I have a Temporary Retail Permit I need to extend. Where can I send the application and payment to?

Given that our service windows in NYC and Buffalo are closed. Applications for an extension should be mailed 7-10 days in advance to:

NYS Liquor Authority

80 South Swan Street Suite 900

Albany, NY 12210

I have been working with a specific person at the Authority on my application, and when I reach out, I get no response. Who should I contact?

Due to workforce limitation measures, many staff are not working in the office. This means they may not be accessible by telephone or e-mail. If you have questions regarding a licensing matter that requires an immediate response, you may contact:

[\[email protected\]](#) or call (518) 474- 3114 then press #1, then #3 to speak to someone at our Call Center.

From there, we can address your questions and direct you to the proper Unit. Please note that response and wait times may be longer than usual.

I have an approved temporary, one-day permit (Beer and wine or Catering). Due to COVID-19, I've had to cancel my event. Can I get a refund?

Unfortunately, the ABC Law does not allow for temporary permit fees to be refunded. We will, however, honor another date in the future if you have one. While we will allow you to reschedule the event, we cannot offer a

credit for a future date if no date has been set. The request for a rescheduled date must be made within 30 days from the originally scheduled event.

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