



Frequently Asked Questions for Retail Tobacco Permit Holders

I am a new store owner. How do I apply for a Retail Tobacco Permit with the City of Worcester?

Follow these steps to use the online tobacco permit Application and Payment System:

1. Log on to <https://worcesterma.viewpointcloud.com>
2. Click: “Sign Up”
3. Click: “Sign up using Secure Portal”
4. Create account with email address and password
5. Click: “Sign Up”
6. Go to Public Health panel icon and then select “Tobacco Permit”
7. Click: “Apply online”
8. Continue to fill out all your information, clicking on NEXT to continue through the process.

Upon submission and review by Worcester Division of Public Health (WDPH) staff, the system will notify you to submit your payment. Once your payment has been processed, you will be notified via email to log into the system and print your permit.

For new permit applicants, pre-opening inspections are **mandatory** after applications are submitted. Please schedule an appointment with the Tobacco Inspector at 508-799-8531 ext. 33180.

What documents are required to complete the City of Worcester Tobacco Retail Permit Application?

- a. Copy of both current Massachusetts Department of Revenue (DOR) Tobacco Retailer Licenses: Sale of Cigarettes and Sale of Cigars and Smoking Tobacco. Retailer License for Sale of Electronic Nicotine Delivery Systems is required if you plan to sell electronic vape products. Go to [DOR Cigarette and Tobacco Forms and Legal Documents | Mass.gov](#) to access the DOR forms.
- b. **For smoking bars (cigar/hookah, vape lounge ONLY):** Copy of valid Massachusetts State Smoking Bar License in addition to the documents listed above.
- c. Signed Statement of Declaration

What is the fee for a Retail Tobacco Permit Application?

- a. The Tobacco Permit Application Fee is \$250. All checks are paid through online portal ONLY by electronic checks or using credit/debit card.
- b. For applications received after December 31, \$50 late fee is applicable

Where can I find the City of Worcester Tobacco Ordinances and Tobacco Sales Regulations?

Click [HERE](#) for City of Worcester Tobacco Ordinances and Regulations.

Where can I obtain resources, such as mandatory signage related to smoking?

Click [HERE](#) to print tobacco-related signage.

Do I need to renew my City of Worcester Retail Tobacco Permit?

The City of Worcester Tobacco Permit expires each year on December 31 and needs to be renewed annually. State DOR retailer licenses require renewal every two years.

How many tobacco inspections should I expect in a year?

The Tobacco Inspector will conduct three periodic and unannounced inspections in a year.

What should I do if I decide not to sell tobacco products in my store or if I am closing my store permanently?

Should your establishment discontinue selling tobacco products or close, WDPH must be notified in writing to Zach Dyer, Acting Director, 25 Meade Street, Office 200, Worcester, MA 01610.

What is the process to open a smoking bar (hookah, vape, and cigar) in Worcester?

Please visit [DOR Cigarette and Tobacco Forms and Legal Documents | Mass.gov](#) to access the DOR forms for the smoking bar permit.

What should I expect if I am taking over another store that sells tobacco products?

MA DOR and City of Worcester permits are not transferrable between persons or addresses. A new permit application needs to be submitted for a change in owner or change in address.

What should I expect if my retail establishment is relocating in Worcester?

In case of change of address, you will need to apply for a new tobacco permit application.

What should I expect if I own two stores that sell tobacco products in the same building, but the store names are different?

In this case, you are required to apply for two separate City of Worcester Tobacco Permits.

What regulations should I follow if I own/co-own/rent two stores in the same establishment next to each other?

If you are an Adult-only Retail Tobacco Permit Holder and own/co-own/rent a liquor store or general retail store next door, each store requires a separate entrance and must be separated by a wall from the inside.

Who should I contact to report complaints related to smoking in the work place?

Please call 508-799-8531 or email health@worcesterma.gov to report any complaints related to smoking in the workplace.

For more information, please email WDPH at health@worcesterma.gov or call 508-799-8531