

# FAQ – During the labour dispute

Last update: September 29 2023



**Starting October 12, all operations and services will resume.**

## **When is the casino open?**

The casino is open as per its usual hours.

## **Is the coat check service available?**

No. It's closed. However, lockers are available to customers.

## **Gaming Options**

### **Are the gaming tables open?**

Yes. Our gaming tables are open as per their usual hours.

### **Are all electronic gaming terminals and slot machines available?**

Yes. Electronic gaming terminals and slot machines are still available.

### **Is the OK POKER room open?**

Yes. The OK POKER room is open.

### **Is the Zone open?**

Yes. The Zone is open. There's still live entertainment on-site, as per the usual hours.

### **Is the Mise-o-jeu sportsbook open?**

Yes. The Mise-o-jeu sportsbook is open.

## **Restaurants and Bar**

### **Are the restaurants open?**

Banco Bistro is open Sunday through Thursday from 5 p.m. to 9 p.m. and Friday and Saturday from 5 p.m. to 10 p.m. The menu is reduced and it is possible to eat in and take out meals.

Arôme restaurant is only open to guests staying at the hotel, every day from 7 a.m. to 10 a.m. and for breakfast (continental breakfast).

Opening hours from October 6: Monday to Sunday from 6:30 a.m. to 10 a.m.

Opening hours from October 12: Monday to Sunday from 6:30 a.m. to 10 p.m.

A Fresh Fridge and an automated pizza oven are in service from the opening to the closing of the casino.

### **Are the bars open?**

Bar 7 is open Sunday to Thursday from 12 p.m. to midnight and Friday and Saturday from 12 p.m. to 2 a.m. See the [Bar 7 page](#) for more details.

The Poker bar is currently closed.  
Beverage service at playgrounds is not available.  
Bacchus bar is closed.

**Is Aléa nightclub open?**

No. Aléa is closed. Opening October 13.

## Hotel

**Is the hotel open?**

Yes. The hotel is open, but occupancy is limited.

**Are the usual hotel services available?**

No. Room service and bellhops are not available.

**Are the hotel's facilities open?**

Yes. All of the hotel's facilities (pool, spa, gym and security) are open.

## Shows and Entertainment

**Are there still free music shows and dancing at the casino?**

Yes. See the [Bar 7 page](#) for more details.

**Will scheduled shows at the Théâtre du Casino take place as planned?**

Yes. The Théâtre du Casino lineup is not affected. However, there is no bar service.

## Other

**Can events still be held at the casino?**

No events can be held at the casino while the labour dispute is ongoing. For more information, please call your event manager. The event manager can then contact the casino sales team at 1-866-488-7888.

## Casino Privilèges

**Can I still take advantage of the second visit offer at casino restaurants?**

Yes. You can still redeem this offer at casino restaurants that are currently open. The voucher is valid for three months.

**Prior to the dispute, I received an offer from the Casino Privilèges Club. Can I redeem it?**

Yes, you can redeem the offer if you received it prior to the dispute.

**Will the expiry date for Casino Privilèges offers be extended?**

No. Their expiry date will not be extended.

**Are the discounts offered by the Casino Privilèges Club still in effect at casino restaurants?**

Yes. The discounts offered by the Casino Privilèges Club are still in effect at casino restaurants that are currently open.

**Are the Casino Privilèges offers for one or more overnight stays at Fairmont Le Manoir Richelieu or the Hilton Lac-Leamy still valid?**

Yes. You can still redeem a Casino Privilèges offer for one or more overnight stays at these hotels, depending on their availability. All bookings that have already been made are still valid.