

FREQUENTLY ASKED QUESTIONS



Why implement a booking system?

Implementing a booking system is an essential condition for the reopening of our gaming establishments, in compliance with the Direction de la santé publique's guidelines.

Given the specific measures that need to be implemented in our establishments, the RSVP booking tool will optimize the experience for all visitors. Also, for everyone's safety, this tool will make it easier to control traffic and maintain physical distancing.

How can I book a visit?

1. Head to your favourite gaming establishment's website or booking page by clicking here: <https://casinos.lotoquebec.com/en/portail/rsvp>.
2. Choose when you'd like to visit (date and time), the number of people (one or two) and the gaming section for the casinos in Montréal and du Lac-Leamy.
3. Fill out the booking form and include the email address where you'd like to receive your booking confirmation and the QR code to be used as your admission ticket.
4. Come to the entrance of your chosen establishment at the exact time of your booking and have your QR code handy (on your smartphone or on paper).

You can book a visit using a computer, tablet or smartphone. A phone helpline is also available to guide you, if needed.

What is each establishment's capacity?

- Casino de Charlevoix, Casino de Mont-Tremblant, Salon de jeux de Québec and Salon de jeux de Trois-Rivières: 250 people in total
- Casino du Lac-Leamy: 250 people in each of the four sections, for a total of 1,000 people
- Casino de Montréal: 250 people in each of the six sections, for a total of 1,500 people

I didn't receive my booking confirmation or QR code, or I lost them. What do I do?

First, check to see if the booking confirmation email is in your junk or promotional mail folder. If it isn't there, you can contact customer service at the casino or gaming hall where you booked a visit and an agent will help you. On site, a staff member will be able to retrieve your booking, if necessary.

Do bookings have an end time?

No. Bookings don't have an end time. Your booking ends when you leave the establishment.

Why is only one guest allowed per customer booking a visit?

To respect the maximum capacity per hour set for our different establishments, we can't allow a booking for more than two people.

Will it be possible to choose a particular slot machine or table game in the casinos?

When booking your visit at the casinos in Montréal or Lac-Leamy, you'll need to select a gaming section. In any case, you'll have to adjust to each establishment's gaming offer, as well as the availability of machines or tables based on traffic. Note that at the casinos in Montréal and Lac-Leamy, you'll only have access to the section you chose at the time of your booking.

Can I change my booking?

Yes, but to do so, you need to cancel your booking and make a new one. We suggest that you book a new visit before cancelling the first one, to make sure you have a spot at the new time. A link allowing you to cancel your booking will be provided in your confirmation email.

Can I book more than one visit on the same day or book for more than one day?

Since bookings don't have an end time, your visit ends when you leave the establishment, freeing up space for another customer. Depending on available times, you can book more than one visit for the same day if you plan on leaving between visits, for instance, to go eat at a restaurant. There is no restriction on the number of visits booked over more than one day, consecutive or not.

How many days in advance is it possible to book?

Each day at 8 a.m., a new date will be available to bookings.

Why can't you book a spot after 11 p.m.?

We follow the same rule that applies to the bars in the province, which prohibits the entry of new customers after midnight. Only customers who are already on site before midnight can stay in the casino until closing, depending on the schedule set for each establishment.

Will it be possible to book a visit by phone?

Due to the high number of bookings expected, booking a visit online through the user-friendly RSVP tool is preferred.

If you're having trouble booking your visit or if you don't have access to a computer, tablet or smartphone, you can call the customer service centre for help.

Note that availabilities by phone or online are the same. The customer service centre doesn't have access to additional booking slots.

Will it be necessary to make a reservation for restaurants as well?

No. Since our restaurants will offer take-out service only, it won't be possible to reserve a table. The OpenTable app won't be available. Measures will be taken to ensure smooth service in our restaurant areas.

Will Casino Privilèges members be entitled to priority booking?

Casino Privilèges members won't enjoy priority booking.

Why create sections in the casinos in Montréal and Lac-Leamy?

Given the higher traffic at these casinos, the space will be divided into different sections, each with their own entrance and exit points. To limit travel, customers will have to remain in the section chosen at the time of booking. Washrooms will be available in every section. Customers will also be able to access the restaurant area, which will only have a take-out counter.

Will hotels be able to book visits for their guests?

Since the booking service is accessible to everyone, there's nothing stopping a partner hotel from offering its guests that option.

What will happen if I show up without a booking?

To ensure traffic management, you'll be registered in the RSVP system upon your arrival upon availability. Every person must be registered in the system before they can enter the establishment.

What will happen if I show up at a different time than the one I booked or don't show up at all?

We understand that a mistake or something unexpected may occur. Whenever possible, we'll try to accommodate the customer and please kindly cancel your booking in advance if you can.

What measures are in place to ensure that no symptomatic customer visits the casinos or gaming halls?

Customers are advised on more than one occasion—including when they are filling out the booking form and when they receive the confirmation email—not to visit gaming establishments if they are exhibiting symptoms of COVID-19. In addition, when the customer arrives on site, a staff member at the entrance will check that their health hasn't changed since they booked their visit. If a customer is symptomatic, access will be denied.