

FAQ – During the labour dispute

Last update: September 29, 2023



Starting October 9, we will be back to our usual hours, and operations and services will gradually resume.

When is the casino open?

The casino is open from 2 p.m. to 2 a.m.

From October 9:

Sunday to Thursday from 9 a.m. to 3 a.m.

Friday and Saturday from 9 a.m. to 5 a.m.

Is the coat check service available?

No. It's closed. Please note that backpacks are not allowed inside the casino.

Gaming Options

Are the gaming tables open?

Yes. The gaming tables are open.

Are the electronic gaming terminals available?

Yes. But only electronic gaming terminals without a host are available.

Is the OK POKER room open?

Yes. The OK POKER room is open. Phone reservation is now possible.

Are all the slot machines available?

Yes, except for those in the Pavillon du Québec and on Level C. Slot machines cannot be booked right now.

Is the Zone open?

No. The Zone is closed.

Can TITO vouchers be redeemed for cash?

Yes. TITO vouchers can still be redeemed for cash. The cash desk is open as per its usual hours. However, we ask that customers go to the Casino Privilèges counters to redeem their TITO vouchers.

Restaurants and Bars

Are the casino restaurants open?

Only L'Instant is open from 4 p.m. to 10 p.m.

Le Montréal restaurant: see the [restaurant page](#) for more details.
The Pavillon 67 restaurant: see the [restaurant page](#) for more details.

Are the casino bars open?

Dame de Cœur is open from 3 p.m. to 2 a.m. (no table service).
The high limits lounge is open from 4 p.m. to 9 p.m. (with an offer of food.)
Le Jardin patio and Le Roi bar are closed
Self-service stations are available on Level A and Promenade
The Valet bar is closed.

Is a bar service still available in the gaming areas?

No. The bar service will be unavailable while the dispute is still in progress.

Shows and Entertainment

Are there still free shows? Can people dance?

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

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

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

Other

Can lottery prizes still be claimed at the casino?

No. Prizes cannot be claimed for the duration of the dispute. The prize claim offices, located at 500 Rue Sherbrooke Ouest and at the Salon de jeux de Québec, are still open. Please note that you'll need to call 1-866-611-5686 to make an appointment before going. Their business hours are Monday to Friday from 8:30 a.m. to 4:30 p.m., except on statutory holidays.

Is it possible to book an arrival by coach for a group?

No, for an indefinite period. For more information, contact the coach reservation department at 514-499-5180 or via email at Info.Groupes@loto-quebec.com

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 514-392-2728.

Is it possible to book an arrival by coach for a group?

No, for an indefinite period. For more information, contact the coach reservation department at 514-499-5180 or via email at Info.Groupes@loto-quebec.com

Casino Privilèges

Can I join the Casino Privilèges Club during the labour dispute?

No, you cannot join the Casino Privilèges Club during the labour dispute.

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.