

Coronavirus (COVID-19)

PREVENTIVE MEASURES

To learn more about the hygiene measures that are in place at the establishment you plan on visiting, please contact the establishment directly.

Preventive measures for VLTs

- Activating a limited number of terminals in each establishment to ensure physical distancing requirements (2 meters or 6 feet) are respected
- Disinfecting all terminals, including their screens, keyboards, seats and any other surfaces that may have been contaminated, after each use
- Limit of one person per machine

For the sake of everyone's health and safety, please do not visit an establishment if you're exhibiting symptoms that could be a sign of COVID 19, or if you've been in contact with a confirmed case of COVID-19 in the past 14 days.

Ensuring that our halls stay safe is a shared responsibility, and we thank you for your cooperation.

FAQ

Purchases

Can I only play with cash?

Yes. To play a VLT, you have to insert money into the machine. VLTs are not designed to accept any other payment method.

Cashing out

Do I have to be paid in cash? Can I opt for an alternate form of payment?

The Régie des alcools, des courses et des jeux du Québec states that only payments in cash or by cheque are allowed.

Can I hold on to my cash-out slip and be paid later, when the COVID-19 pandemic is over?

No. By law, you have 24 hours to cash out.

Can I cash out at another bar or Loto-Québec's offices?

No. Cash-out slips must be paid at the establishment you played at.

Questions

If you have any questions about VLTs, please email us at loterievideo@loto-quebec.com or call us at 1-866-611-5686 anytime between 8 a.m. and 11 p.m.

