

Our Emergency Procedure

It is important for us to make sure you and your participants are always safe, and that your event goes smoothly. Here are some important things to remember :

Our Security Agents:

On duty 24 / 7, you can reach them through the Royal Service by dialing 0 on the phone or the emergency button.

All our agents are trained in first aid and also have additional training for CPR and oxygen.

For Emergency Situations:

Contact the security through the Royal Service by dialing 0 on the phone or the emergency button.

Depending on the situation, we will notify 911 or we will provide transportation to the medical center.

Doctors:

We have a medical center located a few minutes away from Fairmont Le Manoir Richelieu.

For all other medical needs (pharmacy, dentist, etc.) you will find the information in section 4.

Alarm System in case of Fire

Our alarm system works in two phases:

The first one is a silent phase: it allows us to do our investigation.

The second one is an alarm system: you will hear a bilingual message that will tell you to go to the nearest exit and go to the main entrance of the Casino. Once on site, we will make a statement to ensure that no one is missing.