

Exhibit X.A.1

ON-SITE RESOURCES FOR PROBLEM GAMBLING

Submit as Exhibit X. A.1. a description of on-site resources that will be available to those affected by gambling-related problems, including procedures for the exclusion of self-identified problem gamblers who request that they be prohibited from entering facilities throughout the State's various gaming venues.

ON-SITE RESOURCES FOR PROBLEM GAMBLING

Nevele's Responsible Gaming Resource Center (RGRC) will provide our guests with on-site information on safer gambling practices as well as assistance and local referrals for help with gambling-related problems.

Information

The following information will be available at our RGRC, as well as other locations throughout the property.

- Signs of a problem – what to be mindful of while gambling.
- The real chances of winning and losing – what are the game odds or payback percentages.
- Gambling myths and facts – the truth about problem gambling and about the games.
- Ways to keep gambling safer – how to ensure gaming is an entertainment experience.
- And other information on a range of gambling-related topics is available to all guests.

Our RGRC staff will be there to provide information to our guests so that they can make informed decisions about gambling. The primary focus will be preventing gambling-related problems.

Assistance

The RGRC will provide assistance to guests concerned about their own, or someone else's gambling. RGRC staff will also provide assistance in the self-exclusion process.

Referral

Through the RGRC, guests can get connected to New York's network of problem gambling treatment agencies and other community help. The RGRC staff will know the programs in the community and how to access them. The RGRC does not provide

ongoing counseling, but will rather act as a bridge to provide help for those who would like it.

Speaking with a RGRC Service Coordinator

Guests are welcome to drop by the center and pick-up valuable information. At the RGRC information, assistance and referrals will be available through informational brochures and other interactive tools.

Our RGRC staff will also be on-site to answer questions or discuss an issue related to gambling problems during peak gambling hours, 7 days per week. If staff is not on-site, and guests require information about problem gambling, guests can contact the NYS Problem Gambling HOPELine.

The RGRC Physical Space

The Responsible Gaming Resource Center will:

- Be located off of the gaming floor but within close proximity
- Be located in a high traffic area where all guests would be aware of its presence and have a visual line to the resources available, etc.
- Require a private meeting room attached where interviews can be conducted
- Be equipped to accommodate computer and televised technology
- Be 500 square feet with an adjoining private meeting room of 150 square feet

Procedures for Self-Exclusion

Nevele Resort, Casino & Spa will operate a program that allows guests to self-exclude from gaming, receiving credit, cashing checks and marketing privileges. Self-exclusion will be compliant with any New York State problem gambling laws and/or Commission regulations. Nevele will endeavor to make this process as easy as possible so as not to cause undue hardship on the guest requesting the self-exclusion. To that end, the following procedures will be in place:

1. Guests can initiate the self-exclusion process by completing a four-part Voluntary Exclusion form or by making their wishes known to the credit, marketing or cage departments, or to a staff member in the RGRC.
2. Upon request, we will provide guests with Voluntary Exclusion forms that:
 - a. Request the guest's name, alias, nickname, social security number, address, date of birth, phone number, driver's license state and number, physical identification (height, weight, hair color, etc.), distinguishing physical characteristics and players' club account number.
 - b. Require the self-excluding guest to initial statements such as: I understand that:
 - i. This self-exclusion will be for a minimum of X years (as determined by New York State Gaming Commission).
 - ii. To be reinstated, I must place my request in writing in order to be considered.
 - iii. To be reinstated I must attend a mandatory meeting and be evaluated by a qualified counselor.
 - iv. If I want to be included in marketing privileges and Nevele communications again, I must specifically request a return to such promotions in writing.
 - v. I may not use any Nevele Resort, Casino & Spa services or privileges during the self-exclusion period.
 - vi. I will not receive any check cashing or credit privileges or direct mail or promotions after the effective date of the self-exclusion
 - vii. I am ultimately and solely responsible to exclude myself from Nevele Resort, Casino & Spa and its services and that Nevele Resort, Casino & Spa is not liable for any act or omission in processing or attempting to comply with my request for self-exclusion, including failure to prevent me from entering Nevele Resort, Casino & Spa or failure to withhold my gaming privileges.
 - c. Requires the guest's signature. If the form is mailed in, the form is required to be notarized. In both cases, the form must be dated.
 - d. Requires the date of the self-exclusion and the signature of Nevele Resort, Casino & Spa employee facilitating the self-exclusion.

3. The original of the form will be sent to Nevele's legal department. One copy will be given to the guest, another copy to the marketing department and the third copy will be sent to the credit department.
 - a. Nevele's legal department will retain the original.
 - b. Nevele's marketing department will be responsible for flagging the guest's account in the players' club to ensure that no marketing material be sent to the guest. If the guest does not have a players' club account, the marketing department will establish one for the sole purpose of noting the self-exclusion.
 - c. Nevele's credit department will be responsible for shutting down any credit line and check cashing privileges.
4. Nevele Resort, Casino & Spa will use its best practices to ensure that self-excluded guests do not enter the gaming facility.
5. At the end of the exclusion period, guests may submit a written request to be reinstated. Only after attending a mandatory meeting with a qualified counselor will Nevele Resort, Casino & Spa consider reinstatement.