



# Gaming Commission

One Broadway Center, P.O. Box 7500, Schenectady, NY 12301-7500  
[www.gaming.ny.gov](http://www.gaming.ny.gov)

August 23, 2023

## Notice of Violation 23-RWC-02

Sent Via Electronic Mail ( [REDACTED] )



Dear [REDACTED]:

The New York State Gaming Commission, Division of Gaming (NYSGC) has reviewed an incident that occurred on June 11, 2023, at Resorts World Catskills Casino & Resort (RWC), during which two (2) underage individuals were allowed access to the casino gaming floor.

On June 11, 2023 at 7:48 p.m., NYSGC Senior Inspector [REDACTED] overheard a radio transmission on the RWC slot department radio channel discussing an underage patron who gained access to the gaming floor.

On June 11, 2023, at 8:30 p.m., RWC Security Shift Manager [REDACTED] advised the NYSGC that two (2) underage individuals gained access to the gaming floor via the High Limit double doors connecting to the hotel corridor. RWC Shift Manager [REDACTED] stated that the “spring tension on the magnetic locks were loose causing the doors to not secure properly”.

Per RWC Shift Manager [REDACTED] the two individuals, one (1) female and one (1) male, were confirmed to be under the age of 21. RWC Shift Manager [REDACTED] was unable to provide any further details on the exact age or specific names, however, video coverage of the incident clearly indicates that the two individuals are underage minors.

An independent review was conducted which revealed the following:

Timeline	Camera	Narrative Description of Events
7:23PM	██████████	On 6/11/2023 at 7:23pm, RWC Security Officer ██████████ utilized the double doors to exit the gaming floor. It should be noted that the badge reader was properly functioning at this time per the badge swipe report. Additionally, RWC Security Officer ██████████ had not checked both of the double doors to ensure they were locked and secured after departing the gaming floor.
7:39:23PM	██████████	A patron, later identified as ██████████, opened the double door connecting the High Limit area with the hotel concourse permitting unauthorized access to the gaming floor. It should be noted that RWC Beverage Bar Back ██████████ exited the High Limit elevator at this time, looked towards patron ██████████ when the door was opened, and continued to walk towards the beverage area of the Empire bar. RWC Beverage Bar Back ██████████ failed to advise patron ██████████ that the double doors were to remain secure or correct the issue.
7:39:57PM	██████████	An underage male, an underage female, and an of-age female patron, identified only as "██████████", entered the gaming floor via the High Limit double doors.
7:40:13PM	██████████	The underage male and patron ██████████ exited the gaming floor via the double doors. At this time, the underage female and ██████████ remained on the gaming floor.
7:41:05PM	██████████	The underage female touched the play button on slot machine ██████████ but the reels do not spin as no credits were on the machine.
7:41:14PM	██████████	The underage male and patron ██████████ reenter the gaming floor via the High Limit double doors.
7:43pm	██████████	██████████ gamed at slot machine ██████████ with the underage female next to the machine. No gaming from the underage female was observed.
7:46PM	██████████	All four (4) patrons were approached by RWC Slot Attendant ██████████ in High Limit slots.
7:46:29PM	██████████	Patrons ██████████ and ██████████ and the underage male and female depart the gaming floor via the High Limit double doors.

Throughout the duration of the review, the underage female was on the gaming floor for a total of approximately 6 minutes and 30 seconds and the underage male was on the gaming floor for a total of approximately 5 minutes and 30 seconds.

No actual gaming or alcoholic beverages were consumed by the underage individuals for the entirety of the review.

It should be additionally noted that RWC Supervisor ██████████ had a conversation with RWC Director of Compliance ██████████ on 5/23/23 during the weekly compliance meeting, specifically addressing the double doors involved in this incident. RWC Supervisor ██████████ requested that RWC personnel routinely check these double doors to ensure they remain secure to avoid issues such as this.

Attached please find the RWC Security Report and the RWC Surveillance Report.

After a review of the facts and circumstances as described above, as well as the RWC Security and Surveillance reports related to this incident, evidence shows that two (2) underage individuals gained access to the RWC gaming floor via the High Limit double doors connecting to the hotel corridor in violation of 9 NYCRR § 5313.2(d)(3).

Section 5313.2(d)(3) states that a gaming facility licensee shall not allow or permit any person who is under 21 years of age to be present on the gaming floor without the escort of a licensed gaming facility employee and for no longer than necessary to reach a destination that is not on the gaming floor.

Previously, the NYSGC reviewed an incident that occurred on February 25, 2023, at RWC, during which an underage person was allowed access to the casino gaming floor and participate in gaming activity. RWC was notified of the violation and subsequently fined on March 10, 2023.

Pursuant to 9 NYCRR § 5313.2(e)(2), a second violation of 9 NYCRR § 5313.2(d)(3) carries a mandatory fine of \$5,000. The current violation 9 NYCRR § 5313.2(d)(3) at issue in this letter is RWC's second violation of 9 NYCRR § 5313.2(d)(3) within a one-year period. Pursuant to 9 NYCRR § 5313.2(e)(2), RWC is fined \$5,000 for this violation.

Please remit the total amount of this fine (\$5,000) to the New York State Gaming Commission within 30 days of the date of this letter. [REDACTED]

[REDACTED] Payments not timely made will be subject to interest and collection fees pursuant to State Finance Law Section 18. The violation has been assigned 23-RWC-02.

If you wish to contest the violations set forth in this letter, you may request a hearing pursuant to Article 3 of the State Administrative Procedure Act and Article 13 of the Racing, Pari-Mutuel Wagering and Breeding Law. Please submit a request for a hearing to Kristen Buckley, Acting Secretary to the Commission, New York State Gaming Commission, One Broadway Center, Schenectady, NY 12305 within 30 days of receipt of this letter. Failure to request a hearing within 30 days of the date of this Notice shall be considered a waiver of any available hearing, and any requests for a hearing received after the 30 days will be rejected as untimely.

Sincerely,



Thomas A. Anapolis  
Director, Division of Gaming

Attachments (2)  
TAA/SM/jb: 23-RWC-02