



Gaming Commission

One Broadway Center, P.O. Box 7500, Schenectady, NY 12301-7500
www.gaming.ny.gov

December 13, 2021

Notice of Violation 21-DEL-02

Sent Via Electronic Mail ([REDACTED])

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dear [REDACTED],

The New York State Gaming Commission, Division of Gaming (NYSGC) has reviewed an incident that occurred on October 29, 2021, at the del Lago Resort and Casino, operated by Lago Resort & Casino, LLC (del Lago), during which an underage person was allowed access to the gaming floor, participated in gaming activity, and consumed alcohol at the gaming facility.

At approximately 10:45 pm on 10/29/21, an underage patron, later identified as [REDACTED] (DOB [REDACTED]), entered the casino gaming floor through the North Entrance. Upon entry, [REDACTED] presented an identification (ID) to del Lago Security EMT Officer [REDACTED]. [REDACTED] glanced at the ID, did not use the [REDACTED] system to authenticate the ID, and allowed [REDACTED] to access the casino gaming floor. It is noted that [REDACTED] exited and re-entered the gaming floor unchallenged a total of four (4) times. While on the gaming floor, [REDACTED] gamed approximately ten (10) times at roulette tables [REDACTED] and [REDACTED]. [REDACTED] purchased two (2) beers from the Centrifico bar, which he gave to the individuals who accompanied him while at the gaming facility. After review of the beverage station, it appears that [REDACTED] ordered and consumed two (2) beverages containing alcohol. The bartender is observed using the beverage gun that contains alcohol to make the beverages served to [REDACTED].

While attempting to retrieve funds from an ATM, [REDACTED] received a "Cash Advance" slip which required him to present the slip to a Cage Cashier to receive his funds. [REDACTED] presented his NYS Driver's License and credit card to del Lago Cage Cashier [REDACTED]. Cage Cashier [REDACTED] noticed that the NYS Driver License presented by [REDACTED] identified [REDACTED] as being under the age of 21. Cage Cashier [REDACTED] contacted her supervisor, del Lago Cage Shift Manager [REDACTED], who in turn contacted del Lago's Security and Surveillance. del Lago Security Supervisor [REDACTED] responded to the Cashiers Cage and spoke with [REDACTED]. After a brief conversation, Security Officer [REDACTED] escorted [REDACTED] out through the North Entrance.



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Attached you will also find a report from del Lago’s Surveillance Department and a del Lago Incident Report Form which further depicts the violation in question as well as a copy of the photo ID/Driver License of the underage individual.

A Surveillance review conducted by NYSGC staff [REDACTED] revealed the following:

Violation Timeline		
Timeline	[REDACTED]	Narrative Description of Events
23:45	[REDACTED]	Underage patron Isaac [REDACTED] (DOB 11-27-2000) enters the casino gaming floor through the North Entrance. [REDACTED] presented an ID to del Lago Security EMT Officer [REDACTED], [REDACTED] glanced at the ID, did not use the [REDACTED] system to authenticate the ID, and allowed [REDACTED] entry to the casino gaming floor.
22:45-22:54	[REDACTED]	[REDACTED] walks the casino gaming floor. [REDACTED] does not game during this time.
22:54	[REDACTED]	[REDACTED] purchases two beers at Centrifico bar from del Lago Bartender [REDACTED]. The beers are given to two (2) patrons who accompanied [REDACTED] into the gaming facility.
22:54-22:55	[REDACTED]	[REDACTED] walks the casino gaming floor. [REDACTED] does not game during this time.
22:55-22:59	[REDACTED]	[REDACTED] buys in at roulette table [REDACTED] for \$70. During this time, [REDACTED] plays 1 spin. The dealer during this time was del Lago Table Games Dealer [REDACTED].
22:59-23:08	[REDACTED]	[REDACTED] walks the casino gaming floor. [REDACTED] does not game during this time.
23:08	[REDACTED]	[REDACTED] appears to order a drink from del Lago Beverage Server [REDACTED].
23:08-23:13	[REDACTED]	[REDACTED] plays 1 spin at roulette table [REDACTED]. The dealer during this time was Table Games Dealer [REDACTED].
23:13-23:14	[REDACTED]	[REDACTED] walks the casino gaming floor. [REDACTED] does not game during this time.
23:14-23:16	[REDACTED]	[REDACTED] exits through the West Entrance to use an ATM.



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23:16	██████████	██████████ reenters through the West Exit doors. ██████████ was not challenged upon reentry by del Lago Security Officers ██████████ and ██████████.
23:16	██████████,	██████████ walks the casino gaming floor. ██████████ does not game during this time.
23:16	██████████	██████████ receives what appears to be an alcoholic beverage from one of the patrons with whom ██████████ entered the casino.
23:17-23:30	██████████	██████████ walks the casino gaming floor with beverage in hand. ██████████ exits to the parking garage and remains in the garage during this time.
23:30	██████████	██████████ reenters the casino gaming floor through the North Entrance with beverage in hand and is not challenged by del Lago Security Officer ██████████.
23:30-23:31	██████████	██████████ walks the casino gaming floor with beverage in hand. ██████████ does not game during this time.
23:31-23:35	██████████	██████████ buys in at roulette table ██████████ for \$40. During this time, ██████████ plays 2 spins. The dealer during this time was del Lago Table Games Dealer ██████████.
23:35-23:36	██████████	██████████ walks the casino gaming floor with beverage in hand. ██████████ does not game during this time.
23:36-23:37	██████████	██████████ exits with drink in hand to the parking garage and remains in the garage during this time.
23:37	██████████	██████████ reenters the casino gaming floor with drink in hand through the North Entrance and is not challenged by del Lago Security Officer ██████████.
23:37-23:38	██████████	██████████ walks the casino gaming floor with beverage in hand. ██████████ does not game during this time.
23:38-23:39	██████████	██████████ buys in at roulette table ██████████ for \$100. The dealer during this time was del Lago Table Games Dealer ██████████.
23:39-23:50	██████████ ██████████ ██████████ ██████████ ██████████	██████████ walks the casino gaming floor with beverage in hand. ██████████ does not game during this time.
23:50-23:58	██████████ ██████████	██████████ buys in at roulette table ██████████ for \$15. During this time, ██████████ plays for 2 spins at table ██████████ and 2 spins at roulette table ██████████. The dealers during this time were del Lago Table Games Dealers ██████████ and ██████████.
23:58-00:00	██████████ ██████████ ██████████	██████████ walks the casino gaming floor with beverage in hand. ██████████ does not game during this time.



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00:00-00:03	████	████ uses the █████ machine.
00:03	████	████ walks the casino gaming floor. █████ does not game during this time.
00:03-00:09	████	████ buys in at roulette table █████ for \$40. █████ plays for 2 spins. The dealer during this time was del Lago Table Games Dealer █████. At 00:07 █████ appears to order a drink from del Lago Beverage Server █████.
00:09	████	████ walks the casino gaming floor. █████ does not game during this time.
00:09-00:12	████	████ uses the █████ machine.
00:12	████	████ walks the casino gaming floor. █████ does not game during this time.
00:12-00:14	████	████ speaks with del Lago Cage Cashier █████ at window 1. █████ presents ID to the Cage Cashier and a "Cash Advanced" slip to retrieve funds. The Cage Cashier reviews the ID and credit card, and both are returned.
00:14	████	████ walks the casino gaming floor. █████ does not game during this time.
00:15	████	████ uses the █████ machine.
00:16	████	████ is observed speaking with del Lago Security Manager █████.
00:16-00:17	████	████ walks the casino gaming floor. █████ does not game during this time.
00:17	████	████ speaks with del Lago Table Games Supervisor █████.
00:17-00:19	████	████ walks the casino gaming floor. █████ does not game during this time.
00:20	████	████ sits at slot machine █████ and inserts what appears to be a "Cash Advance" slip into the slot machine. The slot machine rejects the slip, and no spins are played.
00:21-00:22	████	████ walks the casino gaming floor. █████ does not game during this time.
00:22	████	████ receives what appears to be an alcoholic beverage from del Lago Beverage Server █████.
00:23-00:24	████	████ walks the casino gaming floor with beverage in hand. █████ does not game during this time.

