



Gaming Commission

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

December 29, 2021

Notice of Violation 21-DEL-03

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 November 21, 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.

On Sunday, November 21, 2021, at approximately 5:15 pm, the NYSGC received notification from del Lago Security Shift Manager [REDACTED] that at 5:03 pm, del Lago Security Shift Manager [REDACTED] escorted an underage patron ([REDACTED] DOB [REDACTED], NYS Learner Permit ID number [REDACTED]) from the Promotions Booth to the South Security Gaming Floor Entrance. An independent Surveillance review was then conducted by the NYSGC.

According to the NYSGC independent Surveillance review, [REDACTED] [REDACTED] was not asked to produce identification by del Lago Security Officer [REDACTED] when [REDACTED] entered the gaming floor through the South Security Podium Entrance. [REDACTED] [REDACTED] was observed on the gaming floor for a total of eight (8) minutes and seventeen (17) seconds.

Attached you will also find a report from del Lago's Surveillance Department and a del Lago Incident Report Form which further depict the violation in question, as well as a copy of the NYS Learner Permit of the underage individual.

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



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Violation Timeline		
Timeline		Narrative Description of Events
4:54:55 pm to 4:55:24 pm		██████████ ██████████ and two unidentified patrons enter the gaming floor through the South Security Podium Entrance, unchallenged by del Lago Security Officer ██████████.
4:55:25 pm to 4:55:30 pm		██████████ ██████████ and an unidentified patron walk through the ██████████ section of the gaming floor.
4:55:30 pm- to 4:55:45 pm		██████████ ██████████ and an unidentified patron walk past Pit ██████████ and between the ██████████ and ██████████ sections of the gaming floor.
4:55:45 pm to 4:56:09 pm		██████████ ██████████ and an unidentified patron walk between the ██████████ and ██████████ sections of the gaming floor.
4:56:09 pm to 4:56:40 pm		██████████ ██████████ and an unidentified patron walk to the Promotions Booth on the gaming floor.
4:56:40 pm to 5:01:58 pm		██████████ ██████████ and an unidentified patron are at the Promotions Booth and attempt to get a Players Club Card. Promotions receives identification from ██████████ ██████████ which identifies her as being under the age of 21. Promotions contacts del Lago Security Shift Manager ██████████. At 5:00:42 pm, del Lago Security Shift Supervisor ██████████ and del Lago Security Shift Manager ██████████ make contact with ██████████ ██████████ and an unidentified patron at the Promotions Booth. At 5:01:51 pm, del Lago Security Shift Supervisor ██████████ and del Lago Security Shift Manager ██████████ begin escorting ██████████ ██████████ and an unidentified patron to the South Podium Security Gaming Floor Entrance.
5:01:58 pm to 5:02:07 pm		del Lago Security Shift Supervisor ██████████ and del Lago Security Shift Manager ██████████ escort ██████████ ██████████ and an unidentified patron past the ██████████ section of the gaming floor.
5:02:07 pm to 5:02:30 pm		del Lago Security Shift Supervisor ██████████ and del Lago Security Shift Manager ██████████ escort ██████████ ██████████ and an unidentified patron between the ██████████ and ██████████ sections of the gaming floor.
5:02:30 pm to 5:02:50 pm		del Lago Security Shift Supervisor ██████████ and del Lago Security Shift Manager ██████████ escort ██████████ ██████████ and an unidentified patron between the Delta and Bravo sections of the gaming floor.

