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**STATE OF NEVADA  
BEFORE THE NEVADA GAMING COMMISSION**

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STATE GAMING CONTROL BOARD, )

7

Complainant,

8

vs.

**COMPLAINT**

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HARRAH'S LAS VEGAS, LLC, dba )  
HARRAH'S CASINO HOTEL LAS VEGAS; )  
10 DESERT PALACE, INC., dba CAESARS )  
11 PALACE; CAESARS ENTERTAINMENT )  
CORPORATION, fka HARRAH'S )  
12 ENTERTAINMENT, INC. )

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Respondents.

Office of the Attorney General  
Gaming Division  
5420 Kietzke Lane, Suite 202  
Reno, Nevada 89511

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The State of Nevada, on relation of its State Gaming Control Board (BOARD),  
15 Complainant herein, by and through its counsel, CATHERINE CORTEZ MASTO, Attorney  
16 General, by JOHN S. MICHELA, Senior Deputy Attorney General, hereby files this Complaint  
17 for disciplinary action against RESPONDENT pursuant to Nevada Revised Statute (NRS)  
18 463.310(2) and alleges as follows:

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1. Complainant, BOARD, is an administrative agency of the State of Nevada duly  
20 organized and existing under and by virtue of chapter 463 of NRS and is charged with the  
21 administration and enforcement of the gaming laws of this state as set forth in Title 41 of NRS  
22 and the Regulations of the Nevada Gaming Commission.

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2. HARRAH'S LAS VEGAS, LLC, dba HARRAH'S CASINO HOTEL LAS VEGAS  
24 (HARRAH'S), located at 3475 South Las Vegas Boulevard, Las Vegas, Nevada, holds a  
25 nonrestricted gaming license.

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3. DESERT PALACE, INC., dba CAESARS PALACE (PALACE), located at 3570 Las  
27 Vegas Boulevard, Las Vegas, Nevada, holds a nonrestricted gaming license.

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1           8. This continuing obligation is repeated in Nevada Gaming Commission Regulation  
2 5.040, which provides as follows:

3                   A gaming license is a revocable privilege, and no holder  
4 thereof shall be deemed to have acquired any vested rights therein  
5 or thereunder. The burden of proving his qualifications to hold any  
6 license rests at all times on the licensee. The board is charged by  
7 law with the duty of observing the conduct of all licensees to the  
8 end that licenses shall not be held by unqualified or disqualified  
9 persons or unsuitable persons or persons whose operations are  
10 conducted in an unsuitable manner.

11 Nev. Gaming Comm'n Reg. 5.040.

12           9. Nevada Gaming Commission Regulation 5.010 provides as follows:

13                   1. It is the policy of the commission and the board to require  
14 that all establishments wherein gaming is conducted in this state be  
15 operated in a manner suitable to protect the public health, safety,  
16 morals, good order and general welfare of the inhabitants of the State  
17 of Nevada.

18                   2. Responsibility for the employment and maintenance of  
19 suitable methods of operation rests with the licensee, and willful or  
20 persistent use or toleration of methods of operation deemed  
21 unsuitable will constitute grounds for license revocation or other  
22 disciplinary action.

23 Nev. Gaming Comm'n Reg. 5.010.

24           10. Nevada Gaming Commission Regulation 5.011 states, in relevant part, as follows:

25                   The board and the commission deem any activity on the part  
26 of any licensee, his agents or employees, that is inimical to the  
27 public health, safety, morals, good order and general welfare of the  
28 people of the State of Nevada, or that would reflect or tend to  
reflect discredit upon the State of Nevada or the gaming industry, to  
be an unsuitable method of operation and shall be grounds for  
disciplinary action by the board and the commission in accordance  
with the Nevada Gaming Control Act and the regulations of the  
board and the commission. Without limiting the generality of the  
foregoing, the following acts or omissions may be determined to be  
unsuitable methods of operation:

1. Failure to exercise discretion and sound judgment to  
prevent incidents which might reflect on the repute of the State of  
Nevada and act as a detriment to the development of the industry.

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8. Failure to comply with or make provision for compliance  
with all federal, state and local laws and regulations pertaining to  
the operations of a licensed establishment including, without

1 limiting the generality of the foregoing, payment of all license fees,  
2 withholding any payroll taxes, liquor and entertainment taxes and  
3 antitrust and monopoly statutes.

4 . . . .

5 Failure to conduct gaming operations in accordance with  
6 proper standards of custom, decorum and decency, or permit any  
7 type of conduct in the gaming establishment which reflects or tends  
8 to reflect on the repute of the State of Nevada and act as a  
9 detriment to the gaming industry.

10 Nev. Gaming Comm'n Reg. 5.011 (1), (8), and (10).

11 11. Nevada Revised Statute 463.350 states:

12 1. A person under the age of 21 years shall not:

13 (a) Play, be allowed to play, place wagers at, or collect  
14 winnings from, whether personally or through an agent, any  
15 gambling game, slot machine, race book, sports pool or pari-mutuel  
16 operator.

17 (b) Loiter, or be permitted to loiter, in or about any room or  
18 premises wherein any licensed game, race book, sports pool or  
19 pari-mutuel wagering is operated or conducted.

20 (c) Be employed as a gaming employee except in a  
21 counting room.

22 2. Any licensee, employee, dealer or other person who  
23 violates or permits the violation of any of the provisions of this  
24 section and any person, under 21 years of age, who violates any of  
25 the provisions of this section is guilty of a misdemeanor.

26 3. In any prosecution or other proceeding for the violation of  
27 any of the provisions of this section, it is no excuse for the licensee,  
28 employee, dealer or other person to plead that he or she believed  
the person to be 21 years old or over.

29 NRS 463.350.

30 12. NRS 202.055 provides in relevant part as follows:

31 1. Every person who knowingly:

32 (a) Sells, gives or otherwise furnishes an alcoholic beverage  
33 to any person under 21 years of age;

34 (b) Leaves or deposits any alcoholic beverage in any place  
35 with the intent that it will be procured by any person under 21 years  
36 of age; or

37 . . . .

1 (c) Furnishes, gives, or causes to be given any money or  
2 thing of value to any person under 21 years of age with the  
3 knowledge that the money or thing of value is to be used by the  
4 person under 21 years of age to purchase or procure any alcoholic  
5 beverage,  
6 → is guilty of a misdemeanor.

7 NRS 202.055(1).

8 13. Clark County Code 8.20.340 provides as follows:

9 It is unlawful for any licensee or any person employed in a  
10 place of business which sells alcoholic liquor to sell, serve, give  
11 away or dispense alcoholic liquor to any minor. For the purpose of  
12 this section a person shall be deemed to be employed in a place of  
13 business which sells alcoholic liquor if he is clothed or vested with  
14 ostensible authority to make sales, whether actually receiving a  
15 wage or not.

16 Clark County, Nev., County Code 8.20.340.

17 14. Nevada Gaming Commission Regulation 5.030 provides as follows:

18 ***Violation of any provision of the Nevada Gaming Control***  
19 ***Act or of these regulations by a licensee***, his agent or employee  
20 ***shall be deemed*** contrary to the public health, safety, morals, good  
21 order and general welfare of the inhabitants of the State of Nevada  
22 and ***grounds for suspension or revocation of a license***.  
23 Acceptance of a state gaming license or renewal thereof by a  
24 licensee constitutes an agreement on the part of the licensee to be  
25 bound by all of the regulations of the commission as the same now  
26 are or may hereafter be amended or promulgated. ***It is the***  
27 ***responsibility of the licensee to keep himself informed of the***  
28 ***content of all such regulations, and ignorance thereof will not***  
***excuse violations.***

Nev. Gaming Comm'n Reg. 5.030 (emphasis added).

#### BACKGROUND

15. The BOARD has worked vigorously to address with RESPONDENTS their  
deficiencies with regard to NRS 463.350. This, together with NRS 463.350, placed  
RESPONDENTS on notice concerning RESPONDENTS' deficiencies. Specifically:

a. On February 24, 2010, the BOARD sent CAESARS a violation letter  
concerning the ability of an 18-year-old minor gambling at a table game at PALACE for  
almost one-half hour on January 3, 2010, without being asked to present identification.

1           b. On August 11, 2010, the BOARD sent CAESARS a violation letter  
2 concerning a 20-year old minor, after purchasing chips from another player, gambling  
3 at table games at Rio for approximately 9 hours on June 27, 2010, without his  
4 identification being checked.

5           c. On October 11, 2011, the BOARD sent CAESARS a violation letter  
6 concerning an 18-year-old minor gambling at table games at Flamingo for  
7 approximately one hour on August 24, 2011, after presenting identification showing he  
8 was 18 years old.

9           d. On September 30, 2011, the BOARD sent CAESARS a violation letter  
10 concerning two incidents of minors gambling. The first instance involved the ability of a  
11 20-year-old minor to gamble at table games at PALACE on September 3, 2011, after  
12 presenting identification showing he was 20-years-old. The second instance involved  
13 the ability of an 18-year-old minor to gamble at table games at PALACE on September  
14 5, 2011, after presenting identification showing he was 18-years-old.

15           16. In response to each of the BOARD's violation letters CAESARS provided  
16 responses allegedly correcting the deficiencies resulting in the violations. However,  
17 RESPONDENTS have failed to maintain compliance with NRS 463.350. Thus,  
18 RESPONDENTS' continued failure to maintain compliance with the law necessitates that the  
19 Board file this complaint with the Nevada Gaming Commission.

20                               **COUNT ONE**

21                               **VIOLATION OF NEVADA REVISED STATUTE 463.350 AND**

22                               **NEVADA GAMING COMMISSION REGULATION 5.011**

23           17. Complainant BOARD realleges and incorporates by reference as though set forth  
24 in full herein paragraphs 1 through 16 above.

25           18. On or about August 3, 2011, a minor gambled at various craps tables at  
26 HARRAH'S for approximately five-and-one-half hours. The minor was born on August 17,  
27 1993, making him seventeen (17) years-of-age on August 3, 2011. The legal gambling age in  
28 Nevada is twenty-one (21).

1 19. During the time he gambled at HARRAH'S, four separate HARRAH'S employees  
2 served the minor at least six alcoholic beverages. The legal drinking age in Nevada is twenty-  
3 one (21).

4 20. The four (4) employees who served the minor alcoholic beverages never asked  
5 him for identification. The minor gambled at two (2) different craps tables bringing him into  
6 contact with at least two (2) dealers and a floor supervisor. The two (2) dealers and the floor  
7 supervisor did not ask the minor for identification. At least ten (10) other HARRAH'S  
8 employees had contact with the minor and did not request identification.

9 21. The minor's gambling activities at HARRAH'S ended only upon his arrest by the  
10 Las Vegas Metropolitan Police Department (Metro). This arrest was based on Metro  
11 recognizing the minor as having an outstanding warrant. If Metro had not arrested the minor,  
12 it is possible the minor would have left HARRAH'S of his own volition and the Board would not  
13 have learned of this incident.

14 22. HARRAH'S actions as set out above are a violation of NRS 463.350 and Nevada  
15 Gaming Commission Regulation 5.011. This constitutes an unsuitable method of operation,  
16 and, as such, is grounds for disciplinary action. See Nev. Gaming Comm'n Regs. 5.010(2),  
17 5.011(8), and 5.030.

18 **COUNT TWO**

19 **VIOLATION OF NEVADA GAMING COMMISSION REGULATION 5.011**

20 23. Complainant BOARD realleges and incorporates by reference as though set forth  
21 in full herein paragraphs 1 through 22 above.

22 24. On or about November 30, 2011, a nineteen-year-old female spent several hours  
23 at PALACE. During this time, A PALACE employee served a number of drinks to the  
24 nineteen-year-old female and did not request identification.

25 25. HARRAH'S actions as set out above are a violation of Nevada Gaming  
26 Commission Regulation 5.011. This constitutes an unsuitable method of operation, and, as  
27 such, is grounds for disciplinary action. See Nev. Gaming Comm'n Regs. 5.010(2), 5.011(8),  
28 and 5.030.

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**COUNT THREE**

**VIOLATION OF NEVADA REVISED STATUTE 463.350 AND**

**NEVADA GAMING COMMISSION REGULATION 5.011**

26. Complainant BOARD realleges and incorporates by reference as though set forth in full herein paragraphs 1 through 25 above.

27. On or about January 9, 2012, and January 10, 2012, a twenty-year-old female consumed alcoholic beverages and gambled at HARRAH'S.

28. The twenty-year-old female consumed alcoholic beverages in the Piano Bar at HARRAH'S for approximately two-and-one-half (2 ½) hours without any employee of HARRAH'S requesting her identification.

29. The twenty-year-old female then played craps at HARRAH'S for approximately two (2) additional hours without any employees of HARRAH'S requesting her identification.

30. During her time at HARRAH'S, the twenty-year-old female came into contact with approximately twenty (20) employees of HARRAH'S: two (2) bartenders, three (3) cocktail servers, five (5) floor persons, and ten (10) dealers. None of these employees requested the twenty-year-old female's identification.

31. HARRAH'S actions as set out above are a violation of NRS 463.350 and Nevada Gaming Commission Regulation 5.011. This constitutes an unsuitable method of operation, and, as such, is grounds for disciplinary action. See Nev. Gaming Comm'n Regs. 5.010(2), 5.011(8), and 5.030

**COUNT FOUR**

**VIOLATION OF NEVADA REVISED STATUTE 463.350 AND**

**NEVADA GAMING COMMISSION REGULATION 5.011**

32. Complainant BOARD realleges and incorporates by reference as though set forth in full herein paragraphs 1 through 31 above.

33. On or about May 14, 2012, a nineteen-year-old male played blackjack at PALACE.

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1 development of the gaming industry and/or reflects or tends to reflect discredit upon the State  
2 of Nevada or the gaming industry.

3 41. The failure of the actions taken by CAESARS to prevent the incidents set out  
4 above is a violation of Nevada Gaming Commission Regulation 5.010 and 5.011 (1) and (10).  
5 This constitutes an unsuitable method of operation, and, as such, is grounds for disciplinary  
6 action. See Nev. Gaming Comm'n Regs. 5.010(2), 5.011, and 5.030.

7 WHEREFORE, based upon the allegations contained herein which constitute  
8 reasonable cause for disciplinary action against RESPONDENTS, pursuant to NRS 463.310,  
9 and Nevada Gaming Commission Regulations 5.010 and 5.030 the STATE GAMING  
10 CONTROL BOARD prays for the relief as follows:

11 1. That the Nevada Gaming Commission serve a copy of this Complaint on the  
12 RESPONDENTS pursuant to NRS 463.312(2);

13 2. That the Nevada Gaming Commission fine RESPONDENTS a monetary sum  
14 pursuant to the parameters defined at NRS 463.310(4) for each separate violation of the  
15 provisions of the Nevada Gaming Control Act or the Regulations of the Nevada Gaming  
16 Commission;

17 3. That the Nevada Gaming Commission take action against RESPONDENTS' license  
18 or licenses pursuant to the parameters defined in NRS 463.310(4); and

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