

SAN FRANCISCO INTERNATIONAL AIRPORT

Cease and Desist Letter Sent to Turo from the San Francisco International Airport



San Francisco International Airport

August 24, 2017

CERTIFIED MAIL NO. 7003 0500 0003 1942 3775
RETURN RECEIPT REQUESTED

Mr. Andre Haddad
Chief Executive Officer
Relay Rides, Inc. aka Turo
667 Mission Street, 4th Floor
San Francisco, CA 94105

TRANSMITTED VIA EMAIL AND USPS
andre@relayrides.com and andre@turo.com

Subject: Unlawful Car Rental Operations at San Francisco International Airport ("SFO")
Relay Rides, Inc. aka Turo ("RelayRides")

Dear Mr. Haddad,

As of August 10, 2017, RelayRides' airport permits, and all rights to conduct car rental operations at SFO, terminated, as requested by RelayRides. As of the date of this letter, RelayRides' website is still offering car rental services at SFO, including curbside delivery. SFO is owned by the City and County of San Francisco and operated by the Airport Commission. Under the Airport's Rules and Regulations, no services may be provided to or from Airport property without an operating permit. In the absence of an operating permit, your continued operation of any services at SFO is an unlawful trespass.

YOU ARE DIRECTED TO CEASE AND DESIST ALL OPERATIONS TO AND FROM AIRPORT PROPERTY AND TO REMOVE ALL REFERENCES TO YOUR SFO OPERATIONS FROM YOUR WEBSITE IMMEDIATELY.

If you have any questions regarding this notice, please contact Mr. Sam El Gord, of Revenue Development and Management, at 650.821.4500. Be advised that this letter does not constitute a waiver by the Airport of any right under law or equity.

Sincerely,

Jeff Littlefield
Chief Operating Officer
San Francisco International Airport

cc: Eva Cheong, Operations and Security
Abubaker Azam, Operations and Security
Antonio Carcellar, Ground Transportation Unit
Cheryl Nashir, Revenue Development and Management
Sam El Gord, Revenue Development and Management

AIRPORT COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE MAYOR LARRY MAZZOLA PRESIDENT LINDA S. CRAYTON VICE PRESIDENT ELEANOR JOHNS RICHARD J. GUGGENHIME PETER A. STERN IVAR C. SATERO AIRPORT DIRECTOR