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February 15, 2018

Chief Legal Officer  
Relayrides, Inc., a/k/a Turo  
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San Francisco, CA 94104

Chief Legal Officer  
Relayrides, Inc., a/k/a Turo  
1035 Cambridge Street, Suite 21B  
Cambridge, MA 02141

**Re: RelayRides, Inc. a/k/a Turo – Cease and Desist Operations at Spokane International Airport**

Dear Sir or Madam:

I am General Counsel for Spokane International Airport (the “Airport”). It was recently brought to the Airport’s attention that Relay Rides, Inc. a/k/a Turo (“Turo”) is using Airport property in connection with the transaction of its commercial operations involving rental cars.

I have enclosed a copy of printouts from the Turo website, printed on January 3, 2018, wherein Turo identifies “Car Rentals” and “Spokane International Airport.” As stated in these printouts from the Turo website, Turo markets “Car Rentals” at the Airport that provide “Curbside Convenience” with the ability to “Skip the rental counter” and “rent the perfect car, conveniently and affordably.”

Turo is using Airport property to conduct a rental car business and marketing itself as a rental car company at the Airport. As such, Turo must cease such operations until Turo has obtained the requisite consent of the Airport and has acknowledged that it is subject to Airport rules and regulations applicable to similar commercial activities. In the case of rental car operations, the Airport requires a Concession and Lease Agreement from each company.

**COPY**

**A Professional Limited Liability Company**

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We are interested in having a proper business relationship with Turo. Our management approach to new and innovative services for our passengers has been to facilitate these activities, however, we must do so within the regulatory and contractual operating environment that provides a level playing field for businesses on the Airport.

The Airport's authority for regulating rental car and commercial activities is found in RCW 14.08.120(6), which provides the Airport is authorized "[t]o determine the charges or rental for the use of any properties under its control and the charges for any services or accommodations, and the terms and conditions under which such properties may be used." The statute further states that any "[c]harges shall be reasonable and uniform for the same class of service and established with due regard to the property and improvements used and the expense of operation to the municipality." As the statute clearly provides, the Airport is authorized to determine the charges, terms and conditions for the use of the public property under control of the Airport.

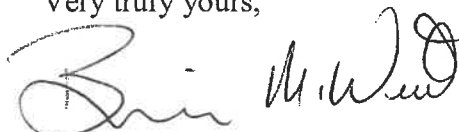
I have attached a draft of our standard Concession and Lease Agreement for Rental Car operators. Please contact me immediately with any questions that you may have so that we can take positive action to bring Turo into a formal and appropriate business relationship with the Airport that provides Turo the requisite permission to conduct commercial activities at the Airport.

Ideally, we would like to complete work with Turo over the next 30 days to excute the Concession and Lease Agreement.

It is important for us to receive a response from Turo with regard to intent to work cooperativelyw and enter into a Concession and Lease Agreement. I would appreciate it if you could contact me on or before February 21, 2018, so that I may advise the Airport management and Board of Turo's intentions. We would prefer to enter into the Concession and Lease Agreement as opposed to proceeding with legal action to cease Turo's unlawful activities at the Airport.

Please do not hesitate to contact me if you have any questions. I can be reached by e-mail at [bwerst@spokaneairports.net](mailto:bwerst@spokaneairports.net) or (509) 455-6462. You may also contact Judy Gifford, the Director of Properties and Contracts at [judyg@spokaneairports.net](mailto:judyg@spokaneairports.net) or at (509) 455-6415.

Very truly yours,



BRIAN M. WERST

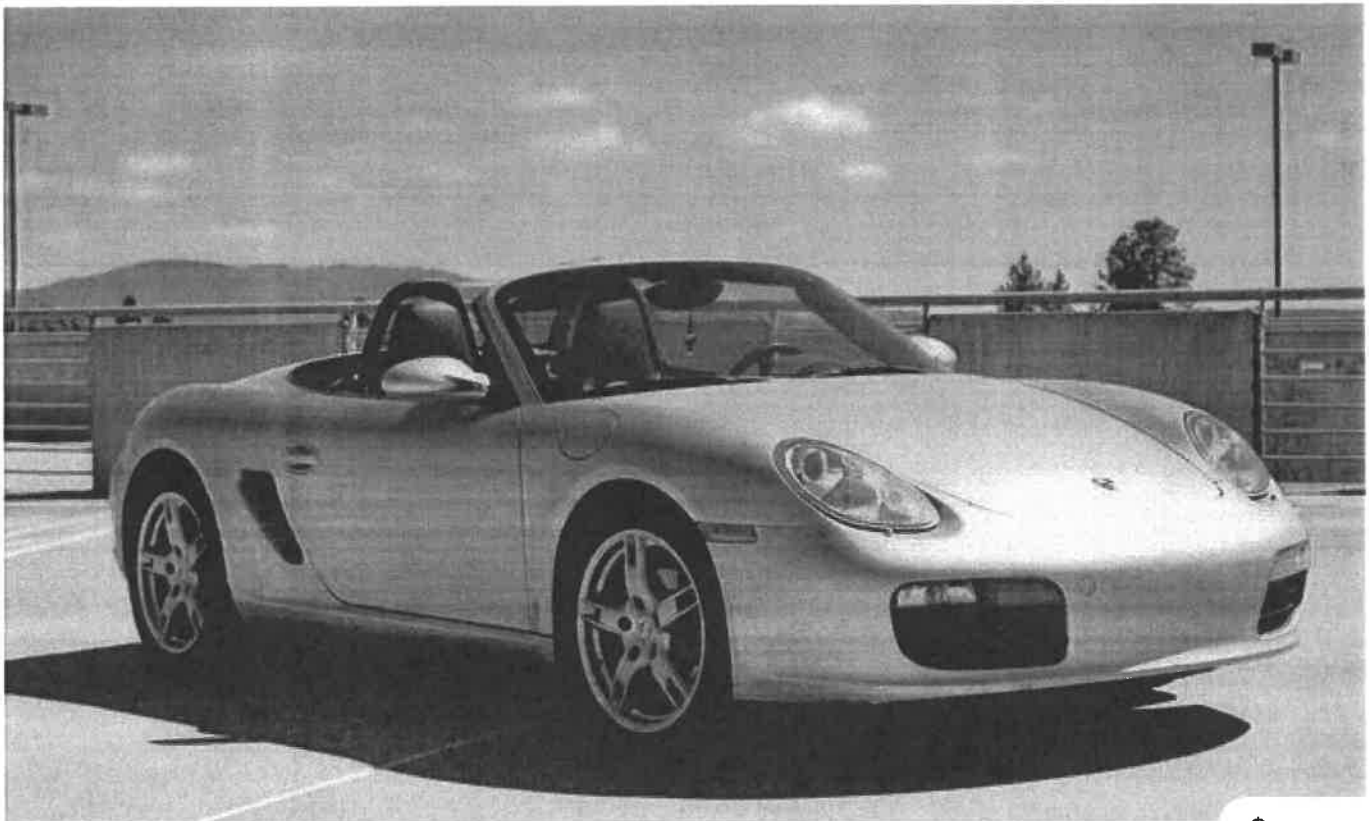
*BMW:lg*  
*Enclosure*

# CAR RENTALS AT GEG Airport

Spokane International Airport

Search cars at GEG

Rentals → Cars → Spokane, WA → GEG



**PORSCHE BOXSTER 2006**

11 trips

**\$ 90**  
per day

## Better value, better cars

Wherever your trip takes you, rent the perfect car, conveniently and affordably.

## **CURBSIDE CONVENIENCE**

Get your rental delivered to you, saving time and hassle

## **THE PERFECT CAR**

Choose the exact car you want – from swishy sports cars to sturdy sedans

## **MORE BANG FOR YOUR BUCK**

Rent a better car for up to 35% less than traditional car rental agencies

Average ratings in Spokane International Airport

(4.9 stars)



**Chevrolet Cruze 2014**

Blaine was absolutely amazing! He was so flexible with my changing schedule and was even a knight-in-shining-armor when I locked the keys in the car on accident! He was very professional, responded quickly, and provided a great car for my month in Spokane.

Natalie L. - February 22, 2017



**Volkswagen Touareg 2 2008**

Loved this VW! Heated seats were amazing. Patrick was super easy to work with. Will rent again!

Elizabeth B. - February 2, 2018

**Subaru Outback 2013**

Amy and her husband Zack or wonderful people they provided a very nice car on time and made my trip so easy. It was a pleasure to meet them both. Recommend you rent from them if you have a chance.

James P. - January 15, 2018

**Honda CR-V 2008**

Christine's car was clean and well taken care of. She was flexible and let us take the car on a road trip to Glacier National Park in Montana. We left a cooler and bear spray in the car for any future campers. Her car is a great option if you are traveling around Spokane! Thank you Christine!

Marissa C. - September 5, 2017

**Ford Escape 2009**

Christopher made picking up the car about the easiest experience possible. We've rented from him a couple times, and likely will again whenever we're in the area.

Christopher L. - January 28, 2018

**Volkswagen Touareg 2 2008**

This car was in great shape. Very clean. Patrick was easy to work with.

Kevin G. - January 22, 2018

**Volkswagen CC 2009**

Patrick made everything super easy and efficient. Was waiting on pick up and return and the car was great.

Brian M. - January 14, 2018



**Veronica** Dodge Grand Caravan 2014

Does WOW cover it? If WOW means that our family was amazed, cared for and provided for by John & Judy then WOW is just the beginning! The car itself was a perfect fit for our family of 7. Extremely clean. Outfitted not only with water and bandaids for an emergency but all we needed for an icy, snowy drive to Sandpoint... including awesome Blizzak snow tires that provided us for safe travels. Communication was on-point and they were available for us at every turn. Big thanks for the flexibilit...

Veronica D. - January 9, 2018



**Mark** Subaru Outback 2013

Amy was great in accommodating our flight schedules. Car was waiting at our hotel on arrival, and we left it there for her when we departed. Car was clean and in very good condition. If you've never driven a Subaru in the snow they are great. Car has new all seasons and we had up to 6 inches fresh snow and lots of old, and we never came close to having traction issues. We had 4 adults, 2 suitcases, two ski duffles and two ski bags, and everything fit and still allowed me to see out the rear view. Will...

Mark F. - January 3, 2018

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counter

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when you book

Choose a convenient  
place to meet

Shake hands & drive  
away happy

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## NEARBY CAR RENTAL LOCATIONS

Spokane (6 mi)