

BOSTON LOGAN INTERNATIONAL AIRPORT

Second Cease and Desist Letter Sent to Turo in 2018



Massachusetts Port Authority

One Harborside Drive, Suite 2005
East Boston, MA 02128-2909
Telephone (617) 568-9000
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May 14, 2018

Turo f/k/a RelayRides Inc.
116 Natoma Street
San Francisco, CA 94105
Attn: Michelle M. Peacock
Vice President, Head of Government Relations

Turo f/k/a RelayRides Inc.
1035 Cambridge Street, Suite 21B
Cambridge, MA 02141
Attn: Michelle Peacock

Re: Cease and Desist Notice to Turo f/k/a RelayRides Inc. ("Turo" or "RelayRides") Regarding Car Rental Activity at Boston-Logan Airport

Dear Ms. Peacock:

As a follow-up to the Massachusetts Port Authority's (the "Authority") letter to Turo, dated April 21, 2016, the Authority is once again reaching out in a final attempt to provide Turo with a Rental Car Company Concession Agreement to operate at Logan Airport.

In your letter dated April 12, 2016, you asserted that Turo is being classified wrongly by the Authority as a rental car business because Turo does not operate on the Airport's premises, nor does it directly access Logan Airport's customers. Contrary to your assertions, Turo is actively marketing on its internet website (www.turo.com) the availability of vehicles for hire to be picked up at Boston Logan International Airport ("Logan Airport"). In doing so, Turo's website misleads the members of Logan Airport's travelling public into believing that Turo has permission to operate at Logan Airport.

Since Turo has not executed an agreement with the Authority, Turo may not undertake any vehicle rental activity at Logan Airport, including advertising the availability of any such vehicles at Logan Airport.

As I previously mentioned in the Authority's April 7 and April 21, 2016 letters, the Authority is the owner and operator of Boston's Logan International Airport (the "Airport"). Any vendor wishing to engage in business activities at Logan Airport must enter into an operating or other such agreement with the Authority. Vendors, in particular car rental companies who transact services with customers at Logan Airport, must enter into concession agreements with the Authority prior to commencing activities

on Authority premises. Turo and Turo representatives/drivers must comply with the Authority's regulations in order for it to properly operate at Logan Airport.

As previously mentioned, the Code of Massachusetts Regulations at 740 CMR 23.08(1) specifically prohibits rental car companies from engaging in or transacting rental car business at Logan Airport except as authorized pursuant to a current and valid agreement specifically permitting such activities.

Turo does not have an agreement with the Authority and is therefore operating unlawfully. The Authority hereby demands that Turo immediately and permanently cease and desist the solicitation of new rental car or shared rental car business from the Logan Airport customers (including making any references on your internet website as to the availability of any vehicles for hire and pickup at Boston Logan Airport) until such time as the company and the Authority enter into a rental car concession agreement. Turo's current business model does not exempt it from the obligation of executing the Authority's rental car concession agreement. In the event Turo persists in operating its rental car business at Logan Airport without executing the Authority's rental car concession agreement, then the Authority will proceed with all options available, including litigation.

If the company's employees or its third party rental car vehicle contractors are observed either dropping off, picking up or completing transactions with any Logan Airport customer, that employee or third party contractor will be issued a citation for violation of the Authority's regulations at 740 CMR. 23.00. Lastly, Turo and its Turo representatives/drivers are not permitted to operate within the Authority's Logan Airport parking garages and surface lots.

Please contact Mr. Daniel S. Geleta at the address listed below in order to discuss business opportunities at the Airport.

Very truly yours,



Mr. Sal Amico
Aviation Business, General Manager
Massachusetts Port Authority

cc: Smith, Gallagher, Ishihara, Hadley, Geleta, Kaigler, Legal Dept., file

Contact:

Mr. Daniel S. Geleta
Airport Concession Business Manager
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