



VIA FEDERAL EXPRESS MAIL

January 9, 2018

Mr. Andre Haddad
Chief Executive Officer
Turo
667 Mission Street
San Francisco, CA 94105

RE: CEASE AND DESIST

Dear Mr. Haddad,

The Greater Orlando Aviation Authority (Aviation Authority) has Ground Transportation Rules and Regulations requiring anyone conducting ground transportation operations for compensation at Orlando International Airport (Airport) to obtain a permit from the Aviation Authority and remit fees to the Aviation Authority for the privilege of operating at the Airport. Ground transportation operations include, but are not limited to, the provision of being at the Airport for the purpose of transporting individuals or property to, from or around the Airport, in any vehicle engaged in transporting passengers for compensation, including the provision of rental cars, regardless of whether the compensation for such service is paid for directly or indirectly by the passenger(s) being transported.

Rental car services at the Airport are provided through on-airport concessions and off-airport companies. Turo and its affiliates are not currently an on-airport concession and are not permitted as an off-airport rental car company. Your website advertises car rental transactions that take place at the airport by way of curbside delivery. Turo and its affiliates' provision of rental car services at the Airport without a permit is a violation of the Aviation Authority's Ground Transportation Rules and Regulations and constitutes trespassing on Airport property.

The Ground Transportation Rules and Regulations also prohibit the loading of passengers or luggage into any vehicle engaged in transporting passengers for compensation in a parking garage, as well as the parking of such vehicles in the parking garages, economy lots and cell phone lots. The Aviation Authority actively pursues violators of its Ground Transportation Rules and Regulations and will continue to do so through the imposition of fines and trespass warnings to drivers, as well as vehicle towing.

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The Aviation Authority encourages competition that fosters good service and fair pricing, but it must be conducted within the context of the Aviation Authority's Ground Transportation Rules and Regulations. These rules and regulations are intended to protect the safety of the traveling public, ensure the efficient use of the Airport facilities, and generate the revenue needed to operate the Airport without local tax dollars.

Turo and its affiliates must immediately cease and desist any and all ground transportation operations at Orlando International Airport and remove all reference to the Orlando International Airport from its website and other digital platforms. If Turo fails to cease operations and remove references to the Airport by 5:00 p.m. on January 19, 2018, the Aviation Authority will proceed with legal action.

Please contact the Ground Transportation Permit Office at 407-825-2622 if you have any questions regarding our permitting process.

Sincerely,



/Signed on his behalf to avoid delay
Stanley J. Thornton
Chief Operating Officer

SJT:mf

cc: Marcos Marchena, Esq., Marchena and Graham, P.A.
Michelle Fang, TURO Chief Legal Officer