



State of North Carolina

**ROY COOPER
ATTORNEY GENERAL**

Department of Justice
9001 Mail Service Center
Raleigh, NC 27699-9001

CONSUMER PROTECTION
Toll Free In NC
(877) 566-7226
Outside of NC
(919) 716-6000
Fax: (919) 716-6050

March 9, 2015

David Rothwell, Manager
Ritz Carlton Hotel
201 East Trade Street
Charlotte, NC 28202
Sent Via Email to David.Rothwell@RitzCarlton.com and U.S. Mail

Re: CIAA Service Charge

Dear Mr. Rothwell:

This office understands that your hotel assessed an additional fifteen per cent "CIAA service charge" ("the surcharge") from some patrons during the recent CIAA Basketball Tournament in Charlotte. We are writing to request that you provide us with some information so that we can better understand the nature and circumstances of the surcharge and how it was disclosed to consumers.

Please answer the following questions about the surcharge:

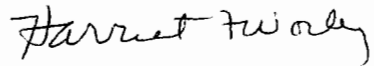
- (1) When did management decide to impose the surcharge?
- (2) What was the purpose of the surcharge?
- (3) At what dates and times during the CIAA Tournament was the surcharge imposed?
- (4) Did the hotel impose the surcharge uniformly on all patrons during the time period it was imposed?
- (5) How and when did the hotel disclose to the consumers that their bills would include the surcharge?
- (6) From an accounting standpoint, what did the hotel do with money that it collected via the surcharge?
- (7) Has this hotel imposed similar surcharges for other events? If so, please list the events, the dates of the events, and the amount of the surcharges imposed at those events.

March 9, 2015

Page 2

We look forward to your prompt response to these questions. Please respond by no later than 10 days from the date of this letter. If you should have any questions, you may reach me by phone directly at 919-716-6014 or by email at hworley@ncdoj.gov.

Sincerely,

A handwritten signature in cursive script that reads "Harriet F. Worley".

Harriet F. Worley
Special Deputy Attorney General
Consumer Protection Division