

**IN THE SUPERIOR COURT OF THE DISTRICT OF COLUMBIA  
CIVIL DIVISION**

**TRAVELERS UNITED**  
2833 Alabama Ave SE #30736  
Washington, D.C. 20020,

Plaintiff,

v.

**CLYDE’S RESTAURANT GROUP, LLC**  
3240 M Street NW  
Washington, D.C. 20007

Defendant.

Civil Action No. 2023-CAB-006529

**COMPLAINT FOR VIOLATIONS OF THE  
CONSUMER PROTECTION PROCEDURES ACT**

Travelers United brings this action pursuant to D.C. Code § 28-3905 for injunctive relief and statutory damages against Defendant Clyde’s Restaurant Group (“CRG”) violations of the District’s Consumer Protection Procedures Act (“CPPA”), D.C. Code § 28-3901, et seq. In support of its claims, Travelers United states as follows:

**INTRODUCTION**

1. This is a price deception case. For the last year, Clyde’s Restaurant Group has used an unlawful trade practice called “drip pricing” in advertising its menu items whereby Clyde’s initially hides a portion of a menu items total cost from consumers. Clyde’s Restaurant Group calls this hidden portion of the menu a “2023 surcharge.” The surcharge is imposed at all of the Clyde’s Restaurant Group properties in the District including at Old Ebbitt Grill, which is extremely popular with tourists. One key effect of

this price deception is that consumers shopping for the price of lunch the Old Ebbitt Grill's website are misled into believing a lunch at the Old Ebbitt Grill is cheaper than it actually is. The Old Ebbitt Grill's motive in continuing this deceptive practice is pure profit. The Clyde's Restaurant Group, of which the Old Ebbitt Restaurant is a part, has reaped millions of dollars over the last year from this deceptive drip pricing. Travelers United brings this action to force Clyde's Restaurant Group to advertise up-front to consumers the true prices of its menu items. All mandatory fees controlled by the restaurant must be included in the advertised menu price.

2. Clyde's Restaurant Group is a corporation consisting of multiple restaurants with its headquarters in Washington, D.C. Clyde's Restaurant Group owns and manages restaurants throughout the District, Maryland and Virginia. District restaurants run by Clyde's Restaurant Group include Old Ebbitt Grill, The Hamilton, The Hamilton Live, Clyde's of Georgetown, Clyde's of Gallery Place, Fitzgerald's, The Tombs and 1789 Restaurant and Bar. Clyde's Restaurant Group also currently runs Clyde's of Chevy Chase in Chevy Chase, Maryland. They also have plans to open three new restaurants soon: Rye Street Tavern in Baltimore, Maryland, The Ebbitt House in Reston, Virginia and Cordelia Fishbar near Union Market in the District. Clyde's Restaurant Group offers its food and drink to District residents and tourists.
3. Each restaurant in the Clyde's Restaurant Group has a menu with prices available online and at the restaurant. Consumers, particularly tourists who are unfamiliar with restaurants in the area, are likely to look online at a menu in advance to quickly see if a restaurant is in their budget. Consumers may compare menus online between different restaurants to

pick a restaurant based on price. If the restaurant does not list the true price of a menu item on its' menu, the consumer is not given the ability to price compare.

4. The Clyde's Group charges an additional mandatory fee it calls "2023 surcharge." This surcharge exists at all Clyde Restaurant Group restaurants. The menu at Old Ebbitt Grill states "Our restaurants have been operating with extraordinary increases in the cost of doing business. High inflation, rising wages and supply chain challenges have continued beyond the pandemic creating a difficult operating environment. We have reluctantly chosen to implement a separate 3.75% fee for 2023 (this is not a gratuity) with the hope that it can be eliminated in the future as conditions approve. We appreciate your support and understanding." Other restaurant establishments in the District have imposed similar fees with a variety of names.<sup>1</sup> Founding Farmers has a 5% "restaurant recovery charge," Petite Cerise has a 3.5% "operations fee" and Proper 21 has a 5% "administrative fee." These function as restaurant resort fees, a total junk fee where the consumer gets nothing other than a deceptive advertised price.
5. Every Clyde's Restaurant Group restaurant in the District and beyond have these drip pricing fees. At every restaurant the advertised price of a menu item is listed without the surcharge. The restaurants could simply just increase prices so that consumers knew the price of an item when ordering, but instead they are hit with a surcharge when presented with the final bill. Consumers often do not know this surcharge existed before seeing the charge on the final bill.
6. The "2023 surcharge" exists to deceive consumers about the actual price of a menu item.

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<sup>1</sup> Erik Flack, *Many Customers Frustrated Over Extra Fees on Restaurant Bills*, WUSA9, <https://www.wusa9.com/article/news/investigations/what-to-do-about-unexpected-restaurant-fees-dc-attorney-general-warning/65-b8ac01af-2a8f-4ea1-9f2e-479994321378> (last visited Oct. 23, 2023).

7. This “2023 surcharge” is applied to all menu items at Clyde’s Restaurant Group restaurants in the District meaning the 3.75% hidden fee applies not just to food items but to alcoholic beverages as well making this deceptive fee subject to the Alcoholic Beverage Regulation Administration’s (ABRA) licensing requirements<sup>2</sup> for District establishments that serve alcohol.
8. Travelers United institutes this proceeding to stop Clyde’s Restaurant Group from engaging in the unlawful trade practices set forth more fully below in connection with its offer and sale of restaurant food to consumers, including its practice of (1) misleading consumers concerning the amount they must pay for an item on the menu, and (2) advertising menu items without the intent to supply them at advertised prices. Travelers United seeks injunctive relief to prevent Defendant from engaging in these and similar unlawful trade practices, statutory damages to deter Defendant and others similarly situated from engaging in these and similar unlawful trade practices, and the payment of costs and attorney’s fees. Travelers United also hopes that the District’s Alcoholic Beverage Regulation Administration will follow their requirements for alcoholic beverage licenses in the District by revoking the Clyde’s Restaurant Group’s license until they remove all deceptive fees from their menu.

### **JURISDICTION**

9. This Court has jurisdiction over the subject matter of this case pursuant to D.C. Code § 11-921 and D.C. Code § 28-3905.

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<sup>2</sup> Government of the District of Columbia. District of Columbia Official Code Title 25; Alcoholic Beverage Regulation Administration and District of Columbia Municipal Regulations Title 23; Alcoholic Beverages (Revised August 2022), <https://abca.dc.gov/sites/default/files/dc/sites/abra/publication/attachments/ABRA%20Code%20Book%20-%20Updated%208-22.pdf>

10. This Court has personal jurisdiction over the Defendant pursuant to D.C. Code § 13-423(a).

### **PARTIES**

11. Plaintiff is a nonprofit public interest organization for the purpose of promoting interests and rights of consumers empowered to sue and be sued. The mission of Travelers United is to improve and enhance for consumers all modes of travel. Travelers United has been instrumental in advocating against hidden fees both federally and locally in the District. Travelers United has met with many members of the DC Council and their staff regarding the issue. Travelers United has met with the consumer protection division of the Office of the Attorney General in the District to discuss the issue. Nationally Travelers United has worked and met with members of Congress, the National Association of Attorneys General, other consumer advocacy groups and the Federal Trade Commission educating, alerting and advocating against deceptive fees. Travelers United, based in Washington, D.C. and Virginia, has members who reside in Washington, D.C.

12. Defendant Clyde's Restaurant Group is a hospitality company that owns and manages a broad portfolio of restaurants throughout the District, Maryland and Virginia. It is a District corporation that is headquartered at 3240 M Street NW, Washington, D.C. 20007.

13. Old Ebbitt Grill is a restaurant operated by the Clyde's Restaurant Group. Old Ebbitt Grill is located at 675 15<sup>th</sup> Street NW, Washington, D.C., 20005.

## **CLYDE’S RESTAURANT GROUP DECEPTIVE ADVERTISING PRACTICES**

14. This action was commenced after about a year of Clyde’s Restaurant Group charging a “2023 surcharge.” Currently there has been an increased interest in the elimination of “junk fees” on pricing from everything from ticket sales to hotel rooms to menu items.<sup>345</sup> Travelers United has sued MGM Resorts, Hyatt, Hilton and Sonesta hotels for their use of drip pricing in advertising hotel rooms.<sup>6</sup> Restaurant fees, like the “2023 surcharge” are similar to hotel resort fees – guests get absolutely nothing other than a deceptive advertised price.<sup>7</sup>
15. At issue in this case is the growing and continued practice of restaurants advertising one price on their menu but then hitting the guest with a surcharge on the final bill. For instance, the Clyde Restaurant Group’s practice is to initially advertise lower rate for a menu item that does not include the surcharge, but then to include the surcharge in the final charges when the customer gets a bill. The practice means guests think the prices are 3.75% less than they actually are.
16. The Clyde Restaurant Group’s practice of initially advertising only part of a price and then later revealing other charges as the consumer completes the buying process is an

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<sup>3</sup> Diane Bartz, Jeff Mason and Douglas Gillison, *Biden Administration Takes Aim at Junk Fees Across the Economy*, Reuters, Oct. 11, 2023, <https://www.reuters.com/world/us/biden-administration-takes-aim-junk-fees-with-new-proposed-rule-guidance-2023-10-11/>

<sup>4</sup> Chelsey Cox and Emma Kinery, *White House Announces New Efforts To Crack Down on ‘Tens of Billions’ in Junk Fees*, CNBC, Oct. 11, 2023, <https://www.cnbc.com/2023/10/11/white-house-announces-crack-downs-on-tens-of-billions-in-junk-fees.html>

<sup>5</sup> Christopher Elliott, *Hotels Are Returning Fire in the ‘Junk Fee’ War. Don’t be a Casualty*, USA Today, Aug. 4, 2023, <https://www.usatoday.com/story/travel/columnist/2023/08/04/junk-fees-hotels-fight-them/70514452007/>

<sup>6</sup> Elaine Glusac, *‘Spending Money to Get Nothing’: The Latest on Resort Fees*, N.Y. Times, Oct. 11, 2023, <https://www.nytimes.com/2023/10/11/travel/resort-fees.html>

<sup>7</sup> Eric Flack and Ruth Morton, *Restaurant Surcharges Skyrocket in DC as Some Owners Now Charge 20% - and That’s Not Including Tip*, WUSA9, Sept. 14, 2023, <https://www.wusa9.com/article/news/investigations/initiative-82-restaurant-surcharges-fees-employment-policies-institute-brasserie-liberte-chef-geoff-kenyan-muduffie/65-1147724c-d59c-49f6-9c82-67e21ca6822b>

example of drip pricing. The White House’s Council of Economic Advisors wrote a blog post titled *How Junk Fees Distort Competition* on March 21, 2023. The post states that drip pricing occurs “where additional costs are ‘dripped in’ as the consumer goes through the shopping process. This means consumers see an initial upfront price but face a higher true price at the end of the purchase process due to (non-government-imposed) fees.”<sup>8</sup>

The White House explains that “ultimately, the existence of these additional fees serves to obfuscate the true price for a consumer...The use of drip pricing (and the imposition of additional search costs) makes it more difficult for consumers to compare prices across platforms.”<sup>9</sup>

17. Clyde’s Restaurant Group manages at eight restaurants in the District and each restaurant charges consumers the same deceptive 3.75% “2023 Surcharge” fee. The eight restaurants in the District charging this fee are: Old Ebbitt Grill, The Hamilton, Clyde’s of Georgetown, Clyde’s of Gallery Place, Fitzgerald’s, The Tombs and 1789 Restaurant and Bar. The same exact “2023 Surcharge” fee is also charged at Clyde’s of Chevy Chase in Maryland. The only currently operating Clyde’s Restaurant Group establishment that does not seem to charge a “2023 Surcharge” is The Hamilton Live but that is more of a concert venue than a restaurant.

18. Because Clyde’s Restaurant Group charges the same deceptive fee at all eight of their DC restaurants, this shows that this fee exists to deceive consumers, not to actually provide any additional service or experience to the guest.

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<sup>8</sup> *How Junk Fees Distort Competition*, The White House, Mar. 21, 2023, <https://www.whitehouse.gov/cea/written-materials/2023/03/21/how-junk-fees-distort-competition/>

<sup>9</sup> *How Junk Fees Distort Competition*, The White House, Mar. 21, 2023, <https://www.whitehouse.gov/cea/written-materials/2023/03/21/how-junk-fees-distort-competition/>

19. Clyde's Restaurant Group imposes the same deceptive 3.75 percent fee at their highest end restaurant and their most budget restaurant. The 1789 Restaurant and Bar in Georgetown is an elegant restaurant where prices for entrees vary from 34 dollars for basil risotto to 53 dollars for a rack of lamb. Appetizers range from 15 dollars for cauliflower soup to 95 dollars for ossetra caviar. Cost is not likely to be an issue for people dining at this establishment yet 1789 Restaurant and Bar refuses to just list the true price on the menu. Next door to 1789 Restaurant and Bar is another Clyde's Restaurant Group operated restaurant, The Tombs. The Tombs is popular with students of Georgetown University where many are on a student budget. Students can get nachos and a beer for 15 dollars and watch a football game with friends. The Tombs offers starters from 7 to 17 dollars and entrees from 16 to 25 dollars. Cost is likely to be a major factor in purchasing decisions of many people dining at this restaurant.
20. These deceptive restaurant fees are not just a violation of the District's Consumer Protection Procedures Act (CPPA). These deceptive fees are also a violation of the District of Columbia Municipal Regulations Title 23 Alcoholic Beverages where §25-766 Prohibited statements in advertisements clearly states "Advertisements and written notices or other documents that are displayed or provided to the public that contain false or misleading statements with respect to any material fact shall be prohibited."<sup>10</sup> Any establishment in the District charging a deceptive surcharge on alcoholic beverages is in violation of the District's Alcoholic Beverage Regulation Administration's (ABRA)

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<sup>10</sup> Government of the District of Columbia. District of Columbia Official Code Title 25; Alcoholic Beverage Regulation Administration and District of Columbia Municipal Regulations Title 23; Alcoholic Beverages (Revised August 2022), <https://abca.dc.gov/sites/default/files/dc/sites/abra/publication/attachments/ABRA%20Code%20Book%20-%20Updated%208-22.pdf>



general provisions for alcohol licenses in the District. Any restaurant or bar charging deceptive surcharges like the “2023 surcharge” charged at Clyde’s Restaurant Group restaurants should lose their license to serve alcohol according to ABRA.

<p><b>CRÈME BRULÉE</b>   caramelized sugar...9.99</p> <p><b>KEY LIME PIE</b>   whipped cream, lime zest...9.99</p> <p><b>SALTED CARAMEL BREAD PUDDING</b>   vanilla bread pudding, vanilla ice cream, salted caramel sauce...9.99</p> <p><b>SOUTH MOUNTAIN CREAMERY ICE CREAM</b>  one scoop 5.99 / two scoops 8.99</p> <p><b>HÄAGEN-DAZS SORBET</b>   one scoop 5.99 / two scoops 8.99</p>	<p><b>COCKTAILS</b></p> <p><b>SPICED APPLE SANGRIA</b>   Four Roses Bourbon, Clyde's Red Wine, Apple Cider, Orange-Cinnamon-Clove...15.99</p> <p><b>VENETIAN FROST</b>   Stoli Vodka, Maggie's Farm Falernum, Italicus Rosolio Bergamotto, Lime, Simple, Soda... 14.99</p> <p><b>CRUSHED VELVET</b>   Stoli Vodka, Giffard Crème de Pampelmousse Rosé, Lavender, Lemon, Soda...14.99</p> <p><b>ANTI-HERO</b>   Jose Cuervo 'Tradicional' Blanco Tequila, Blackberry-Ginger, Lime, Q Grapefruit Soda...14.99</p> <p><b>FOG CUTTER</b>   Diplomatico 'Mantuano' Rum, Smith &amp; Cross Jamaican Rum, Baltimore Spirits Apple Ginger Liqueur, Pierre Ferrand Dry Curacao Giffard Orgeat, Lemon, La Cigarerra Amontillado Sherry...19.99</p> <p><b>PEAR-ISIAN</b>   Sagamore 'Signature' Rye Whiskey, Noces Royales Cognac &amp; Poire William Liqueur, Maple-Cinnamon, Lemon, Bittermen's 'Elemakule' Tiki Bitters...15.99</p> <p><b>CAFFEINE DREAMS</b>   Stoli 'Vanil' Vodka, Kahlua Coffee Liqueur, Espresso, Vanilla Chai, Horchata...15.99</p> <p><b>51ST CENTURY</b>   Peloton de la Muerte Mezcal, Giffard Crème de Cacao, Giffard Crème de Pampelmousse Rosé, Lemon...15.99</p> <p><b>BALTIMORE CAFFÉ (HOT)</b>   Sagamore 'Signature' Rye Whiskey, Horchata, Maple-Cinnamon, Coffee, Fernet Branca Infused Whipped Creme...14.99</p> <p><b>BOOTSTRAPPED &amp; BOOZY</b>   Diplomatico 'Mantuano' Rum, Glenmorangie 'X' Scotch, Giffard Bresil du Banana, Fee Brothers Black Walnut Bitters, Fee Brothers Orange Bitters...16.99</p> <p><b>CHASING SUNSETS IN AMARILLO</b>   Barr Hill 'Tom Cat' Gin, Cocchi Vermouth di Torino, Luxardo Maraschino, Fee Brothers Orange Bitters...15.99</p> <p><b>OLD MONEY</b>   Casa del Sol Reposado Tequila, St. George Spiced Pear, Five Spice, Bittermen's 'Xocolatl' Mole Bitters...18.99</p> <p><b>REVERIE</b>   Sagamore 'OEG' Single Barrel' Rye Whiskey, Sorel Hibiscus Liqueur, St. Elizabeth All Spice Dram, Demerara, Angostura Aromatic Bitters...20.99</p>
<p><b>2023 SURCHARGE</b> Our restaurants have been operating with extraordinary increases in the cost of doing business. High inflation, rising wages and supply chain challenges have continued beyond the pandemic creating a difficult operating environment. We have reluctantly chosen to implement a separate 3.75% fee for 2023 (this is not a gratuity) with the hope that it can be eliminated in the future as conditions improve. We appreciate your support and understanding.</p>	
<p> Vegetarian    Gluten-Friendly</p>	
<p>Consuming raw or undercooked items may cause foodborne illness. Menu items marked with an * may contain raw or undercooked ingredients. Regarding the safety of these items, written material is available upon request.</p>	<p>We offer select gluten-friendly items and can modify others upon request. Care is taken to avoid cross-contact, however our kitchen is not completely gluten-free. Before placing your order, please inform your server if you have a food allergy or dietary need.</p>

The “2023 Surcharge” is displayed on the Old Ebbitt Grill’s Late Night menu next to their cocktail offerings in violation of the District Alcohol Beverage Regulation Administration’s requirements for how alcoholic beverages must be advertised

21. These fees, not part of the advertised price on a menu, have popped up all over the United States in the past year. *The Guardian*, a paper based in The United Kingdom, recently ran an article titled “Covert and Confusing ‘Service Charges’ Anger US Diners: They’re not tips – and sometimes, they’re only revealed on itemized receipts, which patrons call

dishonest.” The article goes on to say “service fees have emerged as a confusing new facet of restaurant etiquette. Despite the name, a service fee is not the same as a tip and does not necessarily go to servers. Instead, the fee ends up in the hands of a restaurant owner, who will spend it however they see fit.”<sup>11</sup>

22. *The Guardian* article also points to a Google Spreadsheet originally created for Los Angeles but now sheets exist for Los Angeles, Chicago, San Diego and The District. Anyone with a Google account can log in and add the newest restaurant fee in their city. The “TransparentFee DMV Database [PUBLIC]”<sup>12</sup> lists 180 restaurants charging some sort of fee in the District.

23. The angst against deceptive restaurant fees is currently a hot topic on reddit.com’s Washington, D.C.-focused subreddit (r/washingtondc). Reddit is a popular online forum where people discuss topics of interest. A subreddit is a topic specific forum on the website reddit.com. Deceptive restaurant fees have been a reoccurring topic for the past ten months. A Reddit user posted an article in April 2023 about how “service fees are about to go big time in Washington, D.C.”<sup>13</sup> and the top comment, upvoted 718 times, is “I know people hate doing math and they want to trick people on prices by adding these fees at the end but damn. Just raise fucking prices on menu.” The second comment, upvoted 497 times, says “Businesses don’t want to do this because they know people shop based on price. By adding fees at the end, it makes the menu price deceptively cheaper. Hotels are adding “resort fees” so that guests think the hotel is cheaper than it is.

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<sup>11</sup> Alaina Demopoulos, *Covert and Confusing ‘Service Charges’ Anger US Diners*, *The Guardian*, Aug. 7, 2023, <https://www.theguardian.com/food/2023/aug/07/restaurant-service-charges-us-los-angeles>

<sup>12</sup> TransparentFee DMV Database [PUBLIC], [https://docs.google.com/spreadsheets/d/1EEkbqqO\\_yJuMLjwTjg8S2JvFWqj2Z9bAv11z-IvhuGE/edit#gid=623535310](https://docs.google.com/spreadsheets/d/1EEkbqqO_yJuMLjwTjg8S2JvFWqj2Z9bAv11z-IvhuGE/edit#gid=623535310)

<sup>13</sup> Peter Romeo, *Service Fees Are About To Go Big Time in Washington, D.C.*, *Restaurant Business*, Apr. 26, 2023, <https://www.restaurantbusinessonline.com/workforce/service-fees-are-about-go-big-time-washington-dc>

Airlines take on fees for things that should be included so the marquis fare is much lower than the actual cost. It's a deceptive business practice and should be banned. Full consumer information is a requirement for fair competition, and these practices make it harder for consumers to make fair decisions."<sup>14</sup> Consumers in the District strongly oppose being charged deceptive restaurant fees.

The screenshot shows a Reddit post from the subreddit r/washingtondc. The post is titled "Service fees are about to go big time in Washington, D.C." and is marked as a [News] post. It includes a link to restaurantbusinessonline.com. The post has 306 upvotes and 416 comments. Below the post, there are several comments from users: ThatDemiGuy, LeoMarius, oxtailplanning, and poirotoro. The comments discuss deceptive pricing, resort fees, and the impact on consumers. On the right side of the screenshot, there is a sidebar showing the subreddit's statistics (335K members, 1.6K online) and a list of other recent posts from the subreddit.

The deception of District restaurant fees is a common topic on DC Reddit

<sup>14</sup> [https://www.reddit.com/r/washingtondc/comments/131p13k/service\\_fees\\_are\\_about\\_to\\_go\\_big\\_time\\_in/](https://www.reddit.com/r/washingtondc/comments/131p13k/service_fees_are_about_to_go_big_time_in/)

24. A “2023 surcharge” is ambiguous and uses misleading language that fails to fully convey to a diner how a fee will be used. A fee based on it being the year 2023 does not disclose how the fee will be used.<sup>15</sup> A “2023 surcharge” is in violation of the March 2023 District Office of the Attorney General guidance on restaurant fees and in violation of the Supplemental Business Advisory on Restaurant Fee Disclosure Requirements in the District of Columbia from August 9, 2023.<sup>16</sup>
25. By charging consumers a surcharge in addition to the advertised price on the menu, CRG makes millions of additional dollars in revenue without appearing to increase the price that it advertises. Clyde’s Restaurant Group’s unlawful trade practice has affected District consumers, as CRG has charged surcharge pricing to tens of thousands of District consumers over the years charging those consumers well in excess of a million dollars.
26. Clyde’s Restaurant Group exercises control over the surcharge its restaurants charge. They are charging the same 3.75% deceptive fee at every Clyde’s Restaurant Group restaurant in the District. This is an extremely successful restaurant group. This restaurant group sets an example for others in the area. If they think can get away with deceptive, illegal restaurant resort fees, others will think they can as well. No business, no matter how powerful the lobbying group behind it, should be able to violate the District’s Consumer Protection Procedures Act (CPPA).
27. Clyde’s Restaurant Group does extremely well for itself. This is not a mom and pop operation. According to *Restaurant Business Online*, Old Ebbitt Grill did 33,291,280

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<sup>15</sup> *Consumer Alert: DC Restaurants Are Barred from Charging Deceptive Fees*, Office of the Attorney General for the District of Columbia, Mar. 7, 2023, <https://oag.dc.gov/release/consumer-alert-dc-restaurants-are-barred-charging>

<sup>16</sup> *Supplemental Business Advisory on Restaurant Fee Disclosure Requirements in the District of Columbia*, Office of the Attorney General for the District of Columbia, Aug. 9, 2023, <https://oag.dc.gov/sites/default/files/2023-08/OAG%20Supplemental%20Guidance.pdf>

dollars in sales in 2019. They are estimated to serve 1,013,433 meals annually.<sup>17</sup>

*Restaurant Business Online* reports that Old Ebbitt Grill landed in the number four spot of the 100 highest-grossing independent restaurants in the United States.<sup>18</sup> The fourth highest grossing restaurant in the United States of America is not struggling for business. There is no excuse for the Old Ebbitt Grill to hide a 3.75% fee instead of simply raising their menu prices and being honest with consumers.

28. Two members of Travelers United ate at Old Ebbitt Grill on Tuesday, October 10, 2023 at 1:00pm. They ordered one calamari appetizer for 15.99, one market salad for 13.99 and one steak salad for 25.99.

**POINT JUDITH**  
**RHODE ISLAND CALAMARI**  
*pickled cherry peppers,*  
*crispy delicata squash, watercress,*  
*remoulade,lemon...15.99*

**AUTUMN MARKET SALAD** Ⓞ GF 🌿  
*red oak leaf lettuce, arugula, Asian*  
*pears, Honeycrisp apples, candied*  
*walnuts, Jasper Hill Farm cheese, white*  
*balsamic vinaigrette...13.99*

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<sup>17</sup> *Top 100*, Restaurant Business, 2019, <https://www.restaurantbusinessonline.com/top-100-independents-2019/old-ebbitt-grill>

<sup>18</sup> Jeff Clabaugh, *9 DC-area Restaurants Among Top-Grossing, Led by Old Ebbitt Grill*, WTOP News, Nov. 26, 2019, <https://wtop.com/business-finance/2019/11/9-d-c-area-restaurants-among-top-grossing-led-by-old-ebbit-grill/>

**GRILLED STEAK SALAD\*** (GF)  
*Long Island strip steak, little gem  
lettuce, bacon, cherry tomatoes,  
pickled red onions, smoky blue cheese,  
buttermilk goddess dressing...25.99*

The advertised prices of the purchased menu items at Old Ebbitt Grill

29. The members of Travelers United were charged the “2023 surcharge” of \$2.10. This brought their meal to \$58.07 (before tax + tip). The meal would have been only \$55.97 (before tax + tip) if it was based on the actual advertised menu prices.
30. The menu that was presented to the two diners is below. Note that the 2023 Surcharge is only listed on one side of the menu. There is no disclosure as to what this fee covers.

675 15TH ST NW  
WASHINGTON, DC 20005



(202) 347-4800  
WWW.EBBITT.COM

## STARTERS

### BABY BEETS & HONEYCRISP APPLES 🍏🍏

herb goat cheese crema, candied walnuts, maple vinaigrette, arugula, aged balsamic...14.99

### POINT JUDITH

#### RHODE ISLAND CALAMARI

pickled cherry peppers, crispy delicate squash, watercress, remoulade, lemon...15.99

#### AMERICAN FARMHOUSE

##### CHEESE SAMPLER 🍷...21.99

membrillo, pickled red onions, honey walnuts, walnut-raisin bread

Asher Blue\* | Sweet Grass Dairy

Thomasville, GA

raw cow's milk blue cheese

Cabra La Mancha | Firefly Farms

Accident, MD

goat's milk cheese

Friesago | Shepherd's Way Farms

Nerstrand, MN

sheep's milk cheese

Grayson | Meadow Creek Dairy

Galax, VA

raw cow's milk cheese

### MEATBALLS

creamy polenta, marinara, Pecorino Romano, crostini...14.99

### OYSTERS ROCKEFELLER 🍷

spinach, watercress, garlic-herb butter, Parmesan...16.99

### MAINE BLUE MUSSELS

white wine, cherry tomatoes, parsley, basil, garlic, chili flakes, house bread...18.99

### CLASSIC HUMMUS 🍷

marinated chickpeas, cucumbers, olive oil, warm pita...14.99

### CRAB & ARTICHOKE DIP

baguette, lemon...16.99

### BUFFALO CHICKEN WINGS 🍷

blue cheese dressing, celery...14.99  
extra sauces...0.59 each

### MARYLAND CRAB SOUP 🍷...8.99

### NEW ENGLAND CLAM CHOWDER

celery, potatoes, bacon, cream...8.99

### CLYDE'S CHILI 🍷...8.99

cheddar/onions/sour cream...0.59 ea

Executive Chef  
Joseph Allen

General Manager  
Jeremy Mancuso

🍏 Vegetarian 🍷 Gluten-Friendly  
Consuming raw or undercooked items may cause foodborne illness. Menu items marked with an \* may contain raw or undercooked ingredients. Regarding the safety of these items, written material is available upon request.  
We offer select gluten-friendly items and can modify others upon request. Care is taken to avoid cross-contact, however our kitchen is not completely gluten-free. Before placing your order, please inform your server if you have a food allergy or dietary need.

### 2023 SURCHARGE

Our restaurants have been operating with extraordinary increases in the cost of doing business. High inflation, rising wages and supply chain challenges have continued beyond the pandemic creating a difficult operating environment. We have reluctantly chosen to implement a separate 3.75% fee for 2023 (this is not a gratuity) with the hope that it can be eliminated in the future as conditions improve. We appreciate your support and understanding.

## ENTRÉES

### JUMBO LUMP CRAB CAKE

single...25.99 double...42.99  
french fries, coleslaw, tartar sauce, lemon

### PORK SCHNITZEL

parsnip puree, arugula, honeycrisp apples, toasted walnuts, brown butter-maple vinaigrette...22.99

### ALASKA WILD COHO SALMON\*🍷

French green lentils, braised cipollini onion, sautéed spinach, red wine-mustard gastrique...27.99

### TROUT PARMESAN

flash-fried, Parmesan crusted, roasted potatoes, sautéed green beans, hollandaise...26.99

### KEYSTONE FARMS

#### ROAST 1/2 CHICKEN 🍷

fingerling sweet potatoes, Brussels sprouts, toasted pecans, chicken jus...29.99

### BACON-HORSERADISH

#### GLAZED MEATLOAF

whipped Yukon gold potatoes, Swiss chard, cremini mushrooms, bordelaise...21.99

### LINZ HERITAGE ANGUS FILET MIGNON\*

8-oz beef tenderloin, potato pave, sautéed garlic-spinach, baby carrots, cipollini onion, bordelaise sauce...47.99

### STEAK FRITES\* 🍷

8-oz. NY strip steak, french fries, watercress, shallot-Dijon cream...29.99

### LINZ HERITAGE ANGUS RIBEYE\* 🍷

16-oz boneless steak, Old Ebbitt steak sauce, fingerling potatoes, garlic-braised kale, garlic herb butter...52.99

### MEDITERRANEAN BRANZINO 🍷

fingerling potatoes, seared chicory, lemon-brown butter, za'atar...31.99

### CHARRED CAULIFLOWER 🍷

cauliflower puree, farro, riced colorful cauliflower, charred radicchio, golden raisins, pine nuts, Pecorino Romano...19.99

### DUROC PORK CHOP\*

roasted sweet potato, bacon braised collard greens, caramelized apples, apple-mustard glaze...33.99

## HOUSE-MADE PASTAS

### CHICKEN FETTUCCINE

shiitake-cremini mushrooms, Marsala cream, parsley, Pecorino Romano...23.99

### SPICY SAUSAGE GARGANELLI

sausage ragu, San Marzano tomatoes, Tuscan kale, Pecorino Romano...23.99

### SHRIMP SPAGHETTINI

cherry tomatoes, basil, garlic, chili flakes, white wine-lemon butter...25.99

### LOBSTER FRA DIAVOLO

Maine lobster, spicy pomodoro, bucatini...32.99

### BUTTERNUT SQUASH

#### CAMPANELLI 🍷

crispy pumpkin seeds, sage, Pecorino Romano, Gruyère, mascarpone...21.99

## GREENS & GRAINS

### AUTUMN MARKET SALAD 🍷🍷

red oak leaf lettuce, arugula, Asian pears, Honeycrisp apples, candied walnuts, Jasper Hill Farm cheese, white balsamic vinaigrette...13.99

### MIXED GREENS SALAD 🍷

baby greens, cherry tomatoes, carrots, cucumbers, croutons, roasted sunflower seeds, lemon-basil vinaigrette...10.99

### GRILLED CHICKEN SALAD

ancient grains, Tuscan kale, arugula, dried blueberries, goat cheese, candied pecans, maple vinaigrette...22.99

### CAESAR SALAD

Grana Padano, croutons...14.99

### FALAFEL BOWL 🍷

hummus, quinoa tabbouleh, tahini sauce, pickled red onions, Fattoush salad, lemon-sunac vinaigrette...19.99

### FRIED CHICKEN RICE BOWL

honey-sriracha tossed chicken breast, hard-boiled egg, crispy bacon, Honeycrisp apples, watercress, ginger-pickled cucumbers, scallions...21.99

### ALASKA WILD COHO SALMON SALAD\* 🍷

shaved Brussels sprouts, radicchio, Tuscan kale, Honeycrisp apples, butternut squash, pepita gremolata, pumpkin goddess dressing...25.99

### GRILLED STEAK SALAD\* 🍷

Long Island strip steak, little gem lettuce, bacon, cherry tomatoes, pickled red onions, smoky blue cheese, buttermilk goddess dressing...25.99

## BURGERS & SANDWICHES

Served with your choice of french fries, fruit, mixed greens salad, or small Caesar salad. Burgers are served on sesame seed bun. Top your burger with caramelized onions, sautéed mushrooms or chili, additional 0.59 each.

Gluten-free bread available, additional 1.99.

### OEG CLASSIC BURGER\* ...16.99

American, Swiss, blue, cheddar, pepper Jack, or Muenster...17.99

### BACON CHEESEBURGER\*

American, Swiss, blue, cheddar, pepper Jack, or Muenster...18.99

### BACON, JALAPEÑO, & PIMENTO CHEESEBURGER\*

house-made pimento cheese, pickled jalapeños, pickled red onions, lettuce, tomato, jalapeño-cheddar bun...18.99

### OYSTER RIOT BURGER\*

7-oz burger patty, fried oysters, bistro sauce, iceberg, tomato, pickled red onions, horseradish, sesame bun...19.99

### MAINE LOBSTER ROLL

served warm on a split-top bun, coleslaw, french fries, drawn butter, lemon...32.99

### LENTIL-QUINOA BURGER 🍷

caramelized onions, cremini mushrooms, Swiss, power lettuce blend, multigrain kaiser roll...18.99

### FRENCH DIP

shaved roast beef, caramelized onions, Gruyère, horseradish mayo, au jus...19.99

### JUMBO LUMP CRAB CAKE

coleslaw, tartar sauce, potato roll...25.99

### CHICKEN #1

grilled chicken breast, bacon, Muenster, sesame seed bun...17.99

### SOUTHERN FRIED CHICKEN

Nashville-spiced crispy chicken breast, bread & butter pickle slaw, Alabama white BBQ, potato roll...17.99

### WALTER'S FAVORITE

hot pastrami, Muenster, coleslaw, Thousand Island, pumpernickel...20.99

### CREOLE CATFISH PO'BOY

cornmeal-crusted Chesapeake Bay Blue catfish, tomato relish, pickle remoulade, Creole slaw, toasted baguette...17.99

### REUBEN

first-cut corned beef, sauerkraut, Swiss, Thousand Island, toasted seeded rye...21.99

### KALE-MUSHROOM & CHEESE 🍷

chili-garlic Tuscan kale, cremini mushrooms, provolone cheese, romesco sauce, baguette...17.99

### ROAST TURKEY

avocado, alfalfa sprouts, pickled red onions, provolone, Calabrian chili aioli, multigrain...16.99

A gratuity of 20% will be added to all parties of 6 or more. This gratuity is at the discretion of the guest and can be removed upon request.



# TODAY'S OYSTERS

## CHOOSE ONE TYPE OR MIX & MATCH\*

each...3.99, 1/2 dozen...21.99, dozen...39.99  
served with cocktail sauce & classic mignonette

**BELLE DE JOUR\*** ©  
Crassostrea virginica  
Boutouche Bay, New Brunswick, Canada  
medium size, briny  
with a sweet finish

**JACKS POINT\*** ©  
Crassostrea virginica  
Damariscotta River, ME  
medium size, plump in the shell,  
briny with a crisp finish

**KUSHI\*** ©  
Crassostrea gigas  
Stellar Bay, BC  
small size, slightly briny  
with a sweet finish

**PEMAQUID\*** ©  
Crassostrea virginica  
Damariscotta River, ME  
medium size, plump in the shell,  
briny with a crisp finish

**PINK MOON\*** ©  
Crassostrea virginica  
New London Bay, PEI  
medium size, crisp and briny  
with a sweet finish

**WELLFLEET\*** ©  
Crassostrea virginica  
Wellfleet Harbor, MA  
medium size, plump in the  
shell with a briny finish

## EBBITT OYSTER HAPPY HOUR

Daily from 3pm-5pm  
& 11pm-1am

### OYSTERS

1/2 dozen...14.99 / dozen...26.99

# RAW BAR PLATTERS

## OYSTERS ROYALE

12 oysters accompanied  
with Sterling Pacific White  
Sturgeon caviar...116.99  
Happy Hour...98.99

## THE POSEIDON

1# Maine Lobster, Jumbo Lump Crabmeat  
Salad, Sterling Pacific White Sturgeon  
Caviar, 24 Oysters, 12 Jumbo Shrimp,  
12 Little Neck Clams...269.99  
Happy Hour...243.99

## THE ORCA

1# Maine Lobster, Jumbo Lump Crabmeat  
Salad, 24 Oysters, 12 Jumbo Shrimp,  
6 Little Neck Clams...179.99  
Happy Hour...163.99

## THE NEPTUNE

24 Oysters, 12 Jumbo Shrimp,  
12 Little Neck Clams...135.99  
Happy Hour...123.99

## THE WALRUS

12 Oysters, 6 Jumbo Shrimp,  
6 Little Neck Clams...65.99  
Happy Hour...54.99

## LOBSTER COCKTAIL

1# Maine lobster cocktail, horseradish  
cream sauce...27.99

## JUMBO LUMP CRABMEAT SALAD

Old Bay dressing, Westminster  
Crackers...19.99

## The Oyster Eater's Bill of Rights

Served in a casual, convivial  
atmosphere by a  
knowledgeable staff.

Expertly shucked and presented  
traditionally on an iced platter  
within five minutes of opening.

Presented with a selection  
of oyster-friendly wines and ales.

Harvested in their season from  
certified clean waters.

Laboratory tested.

Named on the menu by species  
and growing location.

Received directly from farms that are  
interstate-certified shellfish shippers.

Documented by tags indicating  
harvest location and date  
(available by request).

Valued as an important part of the  
history and culture of this saloon.

## MORE FROM THE RAW BAR

### LITTLE NECK CLAMS\*

1/2 dozen...9.99 / dozen...18.99

### JUMBO SHRIMP\*

4.29 each

## CHAMPAGNE SPECIALS

DAILY FROM 3PM-5PM & 11PM-1AM



NV Andre Clouet Brut 'Grande Reserve' (Bouzy)...90.00 (Regularly 115.00)

NV Jacques Lassaigue Extra Brut 'Vignes de Montgueux'  
Blanc des Blancs (Montgueux)...95.00 (Regularly 120.00)

NV Louis Roederer Collection 243 (Reims)...99.00 (Regularly 130.00)

NV Guy Larmandier Brut Rose (Vertus)...99.00 (Regularly 120.00)

NV Mouzon-Leroux Extra Brut 'L'Auvique' (Verzy)...105.00 (Regularly 130.00)

## TINNED SEAFOOD



\$5 off Conservas & \$10 off Caviar during Ebbitt Oyster Happy Hour

## CAVIAR

sustainably harvested—30 grams  
Route 11 potato chips—lightly salted

### ADAMAS ITALIAN "SIBERIAN STURGEON"

hints of umami and sea salt,  
with a buttery finish that goes "pop"  
when pressed to the roof of your mouth  
Italy / 95

### STERLING PACIFIC WHITE STURGEON

buttery creaminess,  
light nutty flavor,  
hints of crisp seawater  
California / 84

# OYSTER DRINKS

## 2022 OYSTER RIOT WINE COMPETITION WINNERS

Wines that pair exceptionally well  
with our oyster and raw bar.

### 2022 GRAND CHAMPION

Semillon, Brokenwood,  
Hunter Valley, Australia, 2022  
glass...11.99 / bottle...41

### 2022 RUNNER-UP

Champagne Brut, Palmer, Reserve,  
Champagne, France, NV  
glass...25.99 / bottle...90

## OYSTER ALES, LAGERS & STOUTS ON DRAUGHT

### OYSTER SHOOTER

11.99

Absolut Pepper, horseradish, cocktail  
sauce, your choice of oyster

### BLOODY MARYLAND

13.29

Old Ebbitt Grill Classic Bloody Mary,  
Absolut Pepper, garnished with Old Bay  
seasoning, topped with a jumbo shrimp

Stella Artois .....7.99  
DC Brau "The Public" Pale Ale.....7.99  
Heavy Seas Loose Cannon IPA.....7.99  
Modelo Especial Pilsner-Style Lager.....7.99  
Guinness Stout.....8.99

## CONSERVAS

crusty bread, whipped salted butter, pickled vegetables,  
piquillo peppers, Maldon sea salt, lemon

### ANCHOVIES

in garlic and olive oil  
Olasagasti / Spain / 6.7 oz / 17

### STUFFED SQUID

rice stuffed squid in tomato sauce  
Lucas / Portugal / 4 oz / 18

### SARDINES

grilled tails in olive oil  
Gueyu Mar / Spain / 5.3 oz / 25

spiced in olive oil  
Nuri / Portugal / 4.4 oz / 18

### MACKEREL

spiced in olive oil  
Pinhais / Portugal / 4.2 oz / 18

### TUNA

yellowfin ventresca tuna belly  
Olasagasti / Spain / 4.2 oz / 25

olive oil & capers  
Tenorio / Portugal / 4.2 oz / 20

Azorean lemon & chili peppers  
Tenorio / Portugal / 4.2 oz / 20

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OEG10.12



31. Their final bill was \$58.07 before government-imposed taxes and tip.





The final bill paid by the two diners

### **Count One**

#### **Violations of the Consumer Protection Procedures Act**

32. The allegations in paragraphs 1 through 31 are re-alleged as if fully set forth here.
33. The CPPA is a remedial statute that is to be broadly construed. It establishes an enforceable right to truthful information from merchants about consumer goods and

services that are or would be purchased, leased, or received in the District of Columbia §28-3901(c).

34. Travelers United has standing to bring this Count under §28-3905(k)(1)(D)(i) “Subject to sub-paragraph (ii) of this subparagraph, a public interest organization may, on behalf of the interests of a consumer or a class of consumers, bring an action seeking relief from the use by any person of a trade practice in violation of a law of the District if the consumer or class could bring an action under subparagraph (A) of this paragraph for relief from such use by such person of such practice.” Travelers United is a public interest organization, with members in the District, that has done significant advocacy work against deceptive fees across the travel industry, both locally in DC and on the federal level. Deceptive restaurant fees are a trade practice in violation of a law of the District.
35. Restaurant purchases, and the surcharges that come along with restaurant purchases, are consumer goods transactions. They exist for personal, household, or family purposes and a security interest secures the obligation.
36. Clyde’s Restaurant Group, in the ordinary course of business, offers to lease or supply consumer goods and services, and, therefore, is a merchant §28-3901(a)(3).
37. The CPPA prohibits unlawful trade practices in connection with the offer, sale, and supply of consumer goods and services §28-3904.
38. CRG advertisement of prices for their menu items that do not include 3.75% of the price is a misrepresentation of material fact that has a tendency to mislead customers. It is an unlawful trade practice that violates the CPPA, D.C. Code §28-3904(e).

39. Defendant's advertising of menu prices in their restaurants that do not include the "2023 surcharge" constitutes an advertisement or offer without the intent to sell the food and drink items as advertised, which is an unlawful trade practice that violates the CPPA, D.C. Code 14 § 28-3904(h).

### **PRAYER FOR RELIEF**

WHEREFORE, the Travelers United respectfully requests this Court enter a judgment in its favor and grant relief against Defendant, as follows:

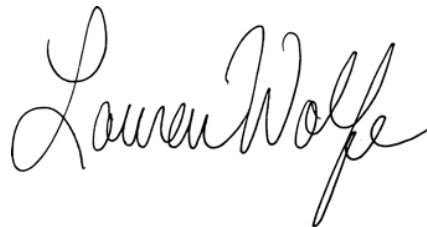
- (a) Permanently enjoin and restrain Defendant, pursuant to D.C. Code § 28-3905(k)(2)(D), from engaging in conduct determined to be in violation of the CPPA;
- (b) Permanently enjoin Defendant from advertising menu items that do not include a mandatory surcharge in advertised for food items at its restaurants;
- (c) Order the Defendant to pay statutory damages to Travelers United pursuant to D.C. Code § 28-3905(k)(2)(A), for each and every violation of the CPPA proven at trial;
- (d) Order the Defendant to pay punitive damages in an amount to be determined at trial, pursuant to D.C. Code § 28-3905(k)(2)(C);
- (e) Award Travelers United the costs and reasonable attorney's fees for its investigation and this action, pursuant to D.C. Code § 28-3905(k)(2)(B); and
- (f) Grant such further relief as the Court deems just and proper.

### **Jury Demand**

Travelers United demands a trial by jury.

Respectfully submitted,

Dated: October 23, 2023

A handwritten signature in black ink that reads "Lauren Wolfe". The signature is written in a cursive, flowing style with a large initial 'L' and a long, sweeping underline.

LAUREN WOLFE (D.C. Bar # 1048660)  
Counsel, Travelers United

2833 Alabama Ave SE #30736  
Washington, D.C. 20020

Telephone: 202-713-9596  
Email: [laurenwolfe@travelersunited.org](mailto:laurenwolfe@travelersunited.org)



**Superior Court of the District of Columbia**  
**Civil - Civil Actions Branch**  
**500 Indiana Ave NW, Room 5000, Washington DC 20001**  
**(202) 879-1133 | [www.dccourts.gov](http://www.dccourts.gov)**

**Case Number:** 2023-CAB-006529

**Case Caption:** Travelers United v. Clyde's Restaurant Group, LLC

**INITIAL ORDER**

<b>Initial Hearing Date:</b> Friday, 01/26/2024	<b>Initial Hearing Time:</b> 9:30 AM	<b>Courtroom Location:</b> Remote Courtroom 516
<b>Please see attached instructions for remote participation.</b>		
Your case is assigned to Associate Judge Donald Walker Tunnage.		

Pursuant to D.C. Code § 11-906 and District of Columbia Superior Court Rule of Civil Procedure ("Super. Ct. Civ. R.") 40-I, it is hereby ORDERED as follows:

- 1) This case is assigned to the judge and calendar designated above. All future filings in this case shall bear the calendar number and judge's name along with the case number in the caption.
- 2) Within 60 days of the filing of the complaint, plaintiff must file proof of service on each defendant of copies of the summons, the complaint, and this Initial Order. The court will dismiss the claims against any defendant for whom such proof of service has not been filed by this deadline, unless the court extended the time for service under Rule 4.
- 3) Within 21 days of service (unless otherwise provided in Rule 12), each defendant must respond to the complaint by filing an answer or other responsive pleading. The court may enter a default and a default judgment against any defendant who does not meet this deadline, unless the court extended the deadline under Rule 55(a).
- 4) At the time stated below, all counsel and unrepresented parties shall participate in a hearing to establish a schedule and discuss the possibilities of settlement. Counsel shall discuss with their clients before the hearing whether the clients are agreeable to binding or non-binding arbitration. This order is the only notice that parties and counsel will receive concerning this hearing.
- 5) If the date or time is inconvenient for any party or counsel, the Civil Actions Branch may continue the Conference once, with the consent of all parties, to either of the two succeeding days when the calendar is called. To reschedule the hearing, a party or lawyer may call the Branch at (202) 879-1133. Any such request must be made at least seven business days before the scheduled date. No other continuance will be granted except upon motion for good cause shown.
- 6) Parties are responsible for obtaining and complying with all requirements of the General Order for Civil cases, each judge's Supplement to the General Order and the General Mediation Order. Copies of these orders are available in the Courtroom and on the Court's website <http://www.dccourts.gov/>.

Chief Judge Anita M. Josey-Herring

**To Join by Computer, Tablet, or Smartphone:**

- 1) Copy and Paste or Type the link into a web browser and enter the Webex Meeting ID listed below.

Link: dccourts.webex.com/meet/ctb516

Meeting ID: 129 776 4396

- 2) When you are ready, click "Join Meeting".
- 3) You will be placed in the lobby until the courtroom clerk gives you access to the hearing.

**Or to Join by Phone:**

- 1) Call 202-860-2110 (local) or 844-992-4726 (toll-free)
- 2) Enter the Webex Meeting ID listed above followed by "##"

**Resources and Contact Information:**

- 1) For best practices on how to participate in Webex Meetings, click here <https://www.webex.com/learn/best-practices.html>.
- 2) For technical issues or questions, call the Information Technology Division at 202-879-1928 and select option 2.
- 3) For case questions, call the Civil Actions Branch Clerk's Office at (202) 879-1133.

## **ACCESSIBILITY AND LANGUAGE ACCESS**

### **Persons with Disabilities:**

If you have a disability as defined by the American Disabilities Act (ADA) and you require an accommodation, please call 202-879-1700 or email [ADACoordinator@dcsc.gov](mailto:ADACoordinator@dcsc.gov). The D.C. Courts does not provide transportation service.

### **Interpreting and Translation Services:**

The D.C. Courts offers free language access services to people having business with the court who are deaf or who are non-English speakers. Parties to a case may request free translations of court orders and other court documents. To ask for an interpreter or translation, please contact the Clerk's Office listed for your case. For more information, visit <https://www.dccourts.gov/language-access>.

### **Servicios de interpretación y traducción:**

Los Tribunales del Distrito de Columbia ofrecen servicios gratuitos de acceso al idioma a las personas sordas o que no hablan inglés que tienen asuntos que atender en el tribunal. Las partes de un caso pueden solicitar traducciones gratuitas de las órdenes judiciales y otros documentos del tribunal. Para solicitar un intérprete o una traducción, póngase en contacto con la Secretaría de su caso.

Para más información, visite <https://www.dccourts.gov/language-access>.

El acceso al idioma es importante para los Tribunales del Distrito de Columbia. Puede dar su opinión sobre los servicios de idiomas visitando <https://www.dccourts.gov/services/information-and-resources/interpreting-services#language-access>.

### **የቃልና የጽሑፍ ትርጓሜ አገልግሎቶች:**

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# Tips for Attending Remote Hearings - Civil Division

*Your court hearing may be held remotely. This means that you will participate by phone or by video conference instead of coming to the courthouse. Here are some tips on how to prepare.*

## How do I know if I have a remote hearing?


The Court will contact you to tell you that your hearing is remote. They may contact you by sending you an email, letter in the mail, or by calling you.



## How do I take part in a remote hearing?

The Court will give you step-by-step instructions on how to take part in the remote hearing.

If you lose your written notice, call the Civil Actions Clerk's Office for instructions at:

 202-879-1133

## Is there anything that I should do before the day of the hearing?

- Let the court know immediately if you cannot join a hearing because you do not have a phone or computer.



Civil Actions Clerk's Office: 202-879-1133

- You may want to contact an attorney for legal help.
- You can also find the list of legal services providers at [dccourts.gov/coronavirus](https://dccourts.gov/coronavirus) by clicking on the link that says, "List of Legal Service Providers for Those Without an Attorney."
- Evidence: if you want the judge to review photos or documents, ask the judge how to submit your evidence.
- Witnesses: tell the judge if you want a witness to testify at your hearing.
- Accommodations & Language Access: let the court know if you need an interpreter or other accommodation for your hearing.

## Tips for the Hearing



- Join the hearing a few minutes early!
- Charge your computer or phone and make sure you have enough minutes to join the call. Find a private and quiet space. If possible, be alone in a room during the hearing. Try to limit distractions as much as possible. If others are in the room with you, ask if they can be quiet during the hearing.
- Mute your microphone when you are not talking. Mute all sounds on your phone or computer.
- Say your name before you speak so the record is clear. Be prepared to identify your role in the hearing (e.g., observer, plaintiff, defendant, witness, etc.).
- Speak slowly and clearly so everyone hears what you are saying.
- Pause before speaking in case there is a lag. Use a headset or headphones if you can. This will free up your hands and sound better.
- Try not to talk over anyone else. Only one person can speak at a time. If you talk while someone else is talking, the judge will not be able to hear you.
- Have all your documents for the hearing in front of you. Have a pen and paper to take notes.
- If you are not ready for your hearing or want to speak with an attorney, you can ask the judge to postpone your hearing for another date.
- If your sound or video freezes during the hearing, use the chat feature or call the Clerk's Office to let them know that you are having technical issues.



## Special Tips for Video Hearings

[\(Click here for more information\)](#)



- Download the court's hearing software, WebEx, in advance and do a test run! The Court will provide you with a WebEx link in advance of the hearing.
- Set up the camera at eye level. If you are using your phone, prop it up so you can look at it without holding it.
- Look at the camera when you speak and avoid moving around on the video.
- Wear what you would normally wear to court.
- Sit in a well-lit room with no bright lights behind you.
- If possible, find a blank wall to sit in front of. Remember the judge will be able to see everything on your screen, so pick a location that is not distracting.



# District of Columbia Courts

## Tips for Using DC Courts Remote



The DC Courts have **remote hearing sites** available in various locations in the community to help persons who may not have computer devices or internet service at home to participate in scheduled remote hearings. The Courts are committed to enhancing access to justice for all.

There are six remote access sites throughout the community which will operate: **Monday – Friday, 8:30 am – 4:00 pm.**

The remote site locations are:

### Remote Site - 1

Balance and Restorative Justice Center  
1215 South Capitol Street, SW  
Washington, DC 20003

### Remote Site - 2

Balance and Restorative Justice Center  
1110 V Street, SE  
Washington, DC 20020

### Remote Site - 3

Balance and Restorative Justice Center  
118 Q Street, NE  
Washington, DC 20002



### Remote Site - 4

Balance and Restorative Justice Center  
920 Rhode Island Avenue, NE  
Washington, DC 20018

### Remote Site - 5

Reeves Center  
2000 14<sup>th</sup> Street, NW, 2<sup>nd</sup> Floor  
Community Room  
Washington, DC 20009

### Remote Site - 6

Reeves Center  
2000 14<sup>th</sup> Street, NW, Suite 300N  
Office of the Tenant Advocate  
Washington, DC 20009  
*\*\*\* No walk-ins at this location \*\*\**

If you want to use a remote site location for your hearing, call **202-879-1900** or email [DCCourtsRemoteSites@dcsc.gov](mailto:DCCourtsRemoteSites@dcsc.gov) **at least 24 hours before your hearing to reserve a remote access computer station.** If you require special accommodations such as an interpreter for your hearing, please call **202-879-1900 at least 24 hours in advance of your hearing so the Courts can make arrangements.**

**\*You should bring the following items when you come to your scheduled site location\***

1. Your **case number** and any **hyperlinks** provided by the Courts for your scheduled hearing.
2. Any documents you need for the hearing (evidence), including exhibits, receipts, photos, contracts, etc.
3. Materials for notetaking, including pen and paper.

**\*Safety and security measures are in place at the remote sites.**

**Contact information to schedule your remote access computer station:**

Call: **202-879-1900**

Email: [DCCourtsRemoteSites@dcsc.gov](mailto:DCCourtsRemoteSites@dcsc.gov)



# Tribunales del Distrito de Columbia

## Consejos para usar los sitios de audiencia remota de los Tribunales de DC

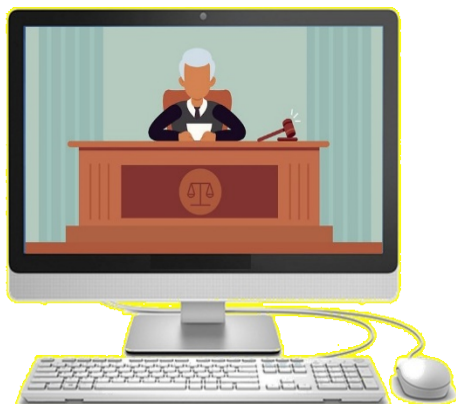


Los Tribunales de DC disponen de **sitios de audiencia remota** en distintos centros de la comunidad para ayudar a que las personas que no tienen dispositivos informáticos o servicio de Internet en su casa puedan participar en audiencias remotas programadas. Los Tribunales honran el compromiso de mejorar el acceso de toda la población a la justicia.

En toda la comunidad hay seis sitios de acceso remoto que funcionarán de **lunes a viernes, de 8:30 am a 4:00 pm**.

Los centros de acceso remoto son:

<b>Sitio Remoto - 1</b> Balance and Restorative Justice Center 1215 South Capitol Street, SW Washington, DC 20003
<b>Sitio Remoto - 2</b> Balance and Restorative Justice Center 1110 V Street, SE Washington, DC 20020
<b>Sitio Remoto - 3</b> Balance and Restorative Justice Center 118 Q Street, NE Washington, DC 20002



<b>Sitio Remoto - 4</b> Balance and Restorative Justice Center 920 Rhode Island Avenue, NE Washington, DC 20018
<b>Sitio Remoto - 5</b> Reeves Center 2000 14 <sup>th</sup> Street, NW, 2 <sup>nd</sup> Floor Community Room Washington, DC 20009
<b>Sitio Remoto - 6</b> Reeves Center 2000 14 <sup>th</sup> Street, NW, Suite 300N Office of the Tenant Advocate Washington, DC 20009 <i>*No se puede entrar sin cita previa*</i>

Si desea usar un sitio remoto para su audiencia, llame al **202-879-1900** o envíe un mensaje de correo electrónico a [DCCourtsRemoteSites@dcsc.gov](mailto:DCCourtsRemoteSites@dcsc.gov) **al menos 24 horas antes de la audiencia, para reservar una estación de computadora de acceso remoto**. Si necesita adaptaciones especiales, como un intérprete para la audiencia, llame al **202-879-1900 al menos 24 horas antes de la audiencia para que los Tribunales puedan hacer los arreglos necesarios**.

**\*Cuando concurra al sitio programado debe llevar los siguientes artículos\***

1. Su **número de caso** y todos los **hipervínculos** que le hayan proporcionado los Tribunales para la audiencia programada.
2. Cualquier documento que necesite para la audiencia (prueba), incluidos documentos probatorios, recibos, fotos, contratos, etc.
3. Materiales para tomar nota, como papel y lápiz.

**\*Los sitios de acceso remoto cuentan con medidas de seguridad y protección.**

**Información de contacto para programar su estación de computadora de acceso remoto:**

Teléfono: **202-879-1900**

Correo electrónico: [DCCourtsRemoteSites@dcsc.gov](mailto:DCCourtsRemoteSites@dcsc.gov)