



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

LETITIA JAMES
ATTORNEY GENERAL

DIVISION OF SOCIAL JUSTICE
CIVIL RIGHTS BUREAU

March 31, 2022

VIA EXPRESS MAIL

Suzanne Stansbury
Executive Director
New York State Car Wash Association
PO Box 230
Rexford, NY 12148
(518) 280-4767

Re: Potential Targeting of Jewish Customers for Discriminatory Pricing

Dear Ms. Stansbury:

The New York State Office of the Attorney General (“OAG”) has received information regarding previous allegations of discrimination by your members in New York City in the days leading up to Jewish Holiday of Passover. Specifically, the allegations claim that certain car wash businesses raised prices as much as fifty percent to Jewish customers during that period. There were also claims that car wash businesses advertised “Passover Specials” that resulted in Jewish customers paying a higher price than non-Jewish customers for the same car washing services.

Our office is committed to enforcing the law and ensuring that such discriminatory practices do not occur. In particular, New York Human Rights Law § 296(2)(a) prohibits discrimination on the basis of race, creed, national origin, and other protected statuses by places of public accommodation, including “retail stores and establishments dealing with goods or services of any kind.” *See* N.Y. Exec. Law § 292(9). The OAG is authorized to take action to investigate and remediate alleged violations of this law. N.Y. Exec. Law § 297 (1).

We hope that you will clearly communicate to your members that discrimination of any kind in the provision of car wash services is unlawful. This includes any practice that targets customers for disparate treatment on any basis prohibited by law, including: religion, sex, race, national origin, sexual orientation, gender identity or expression, military status, disability, familial or marital status, or status as a victim of domestic violence their religion. In sum, car wash businesses must treat all of their customers equally - that includes charging customers equal prices for equal work.