

September 22, 2016

IHOP

Dear Sir,

First of all, I would like to introduce myself. My name is Gary Bruder, I am the general manager here at IHOP in Alamosa. I am very sorry for the inconvenience you were subject to on July 3<sup>rd</sup>. We here at IHOP do not have a no shoe policy nor did we ever have one. I am very sorry you were turned away. I have since that day educated the entire staff on the mistake made that day. I must apologize we were and are a new store with a lot of young workers most of them are keen to laws of state. I can assure you if you return to our IHOP here in Alamosa we will promptly seat you and shoes on your feet or not give you the first class experience you deserve.

I really look forward to resolving this issue and making you happy to come and dine with us once again.

Gary Bruder  
General Manager  
IHOP 2136 Alamosa