

### **DECLARATION OF JOHN DEUTZMAN**


1. My name is John Deutzman. I have been a Miami Beach resident since 2014.
2. I am on the Mayor's panel for Ocean Drive, and I have done my own research on the issues of commercial solicitation, menu "specials" scams, and other fraudulent business practices on Ocean Drive. See Exhibit A.
3. I worked in TV news for 30 years, and I spent 15 years of my career as an investigative reporter. It is pretty clear that what is happening on Ocean Drive constitutes consumer fraud and false advertising.
4. Eliminating the commercial solicitation on Ocean Drive would in effect mitigate the "bait" portion of these "bait-and-switch" practices that occur. Getting rid of the hawkers and the "special" boards along the sidewalk would help reduce the fraudulent practices.
5. About 15 places on Ocean Drive are considered the bad actors. I estimate this is about 40% of the total business in that area. They all have these generic "happy hours" accompanied by sketchy, verbal barking targeted at pedestrians.
6. I have overheard the hawkers say "come on in, if you don't like what you order, it's on me!" or "free shots if you dine with us!" Almost everywhere on Ocean Drive does this to a varying degree. When confronted and fined by Code Compliance, they offer the same excuses: "We'll stop if the others stop."
7. Between 1988-1999, I worked for WCIX/WFOR and I visited Miami Beach often for work. This was the "glory era" or "Versace era" of Miami Beach. None of the restaurants on Ocean Drive hawked or scammed people the way they do now. Today, Ocean Drive is a carnival of scams.
8. Many of the hawkers will physically chase you down the street. I consider myself a marked man on Ocean Drive because I have been covering the issue for a while now, and a lot of these places recognize me. Many avoid me now, but those who don't know who I am will try to chase me down.

9. Commercial fraud is the root of all of the issues with these bad actors on Ocean Drive. The businesses sign an affidavit that they agree to fully understand consumer laws in order to operate in the first place, but a lot of them ignore that they have to clearly list prices. They don't understand that you can't have a "two-for-one" deal if there is not an established price to begin with. They can't conjure up these prices out of thin air. The price has to be based on what you are actually selling it for, not what you claim you are selling it for.

10. The complaints coming from Ocean Drive are consistent in where people are getting duped. We know who the bad actors are, we just have to stop them from getting away with these fraudulent practices. That's what it comes down to – bona-fide fraud.

I verify under penalty of perjury that the foregoing is true and correct.

Executed on July 2, 2019.

  
**John Deutzman**

John Deutzman

## Complaints implying trickery (10/1/18-4/30/19)

Jalapeno -35\*  
Oceans 10-14  
Boulevard-12  
Social-6  
IL Giardino-6  
Coliseum-4  
Fritz Café-4\*  
Pelican-4  
Starlite-3  
On Ocean 7-3  
Havana 1957-3 (540)  
Carlyle-2

\*Note Jalapeno and Fritz run by same management=39

103 total Complaints implying trickery North to South

510 Coliseum  
(relatively new)

### (4) Complaints implying trickery

3/18/2019

You get very little food for outrageous price even after they give you 20-30 percent off. Rip off!

3/18/2019

Watch out for bait and switch. They say 2

For one drinks and then when you order they say that the beer you ordered is not part of the deal.

Small portions as well

3/18/2019

Once you sit at the table they scam you. Received a very small salad for \$13.

3/8/2019

Service is terrible. Do NOT COME HERE!! They trick you.1--and make you feel guilty. Just don't do it. Can I give zero stars????

524 Fritz Café  
Same Management as Jalapeno

(4) Complaints implying trickery

4/10/2019

-Happy Hour is buy 2 get 1 "free" aka spend \$40 get the second drink "free".  
Happy Hour only applies to the large (\$40) drinks

MAJOR DISCREPANCY WITH BILL- Greeter said 20% off. They brought the check. We had to remind them to add it. Asked for the MANAGER and he came with the new bill they proceeded to add an additional drink to compensate the 20% off without telling us. We literally saw our server 3 times and he forgot to put in a drink for a colleague. Not worth the 20% trip. Check your bill closely here and along other South Beach Establishments.

A waste of time. We were completely flabbergasted at the lack of integrity with the establishment.

3/30/2019

The food and service was great but beware of the two-for-one cocktails. What they don't tell you, until you get your bill, is that it only includes the \$40 cocktail. Don't appreciate the dishonesty.

2/8/2019

This place is a ripoff. \$12 for a lemonade???? WTF! The happy hour prices are bullsh@t. Don't believe the hype

12/16/2018

Went there for happy hour today. Was told by one of the waitresses that the drinks on the happy hour list are 50% off. So I ordered two drinks (two cocktails, original prices \$12 and \$10 respectively). At the end they brought me the bill which did not take 50% off the two drinks. I brought it up to them staff of course but it took them

about 15 mins to figure out what was going on. Then they came back with a revised bill which took the 50% off the drinks BUT imposed a forced gratuity of 18% which DID NOT show up in the first, originally wrong, bill. At this point I did not even want to argue with them again to waste my time and decided to write this review. Very bad way to do business. Stay away from this restaurant.

530 Jalepeno

(35) Complaints implying trickery

4/21/19

Service was literally the worst I've even seen or had. It was a huge scam! This business is ran very poorly. you don't offer things you never bring. you also don't offer a 15 year old alcohol, free shots at that.....I talked to the manager and owner and while do so one of the male servers decided to not only get in the face of my female friend but also in the face of a completely different table.( the table with the 15year old boy they offered alcohol to. Needless to say absolutely don't go here. Go someone more professional and don't ignore the reviews like we did. THE REVIEWS ARE NOT TO BE IGNORED.

4/6/19

What a great establishment when I am not the only one who feels this way. WHAT A JOKE

Fraud!!!!!!!

Stay away

4/2/2019

Buyer Beware. My wife and I were walking South Beach and this place looked inviting. Stopped in and the waitress talks us into 2-for-1 special going on for drinks. Sounds fun. Oh, by the way we have an entree special called "Mexican Party". We were starved so OK sure. A few minutes in and the damage is done, but we don't know it yet. The food and drinks were "OK", but definitely not exceptional The drinks were \$90 normally so we are paying \$45 for 2 half price drinks. You can guess it now, the Mexican Party is \$75. The 20% tip is added on the full price so here comes another \$33. With tax you are paying \$164 for lunch for two! So you you are thinking... well it's South Beach, Miami and you want be in a good mood. Um, our credit card machine isn't working, but we do have a cash machine inside if you need to get more cash. Total rip off. Avoid at all costs...

3/23/2019

Wish there was a no star option for this place. HUGE SCAM! They have a buy one get one free giant drink that is 45 dollars. Both drinks were watered down and the service was terrible. For 2 watered down drinks it was 70 bucks because of 20% gratuity. Waste of time and energy.

3/16/2019

First time coming to Miami and I stood at the Fritz Hotel and downstairs is this restaurant and once we thought our trip was going to go great this place just made it very difficult. The first day we came for breakfast and the sign says \$5 breakfast with 2 mimosas. Then the bill came out and it the mimosa was \$9 even tho the sign shows clearly it's included with the breakfast.

3/14/2019

The wait was too long. The service was ass. The waiter visited our table once and got our order wrong. The food was mediocre. At the end he charged us for food we did not get and refused to take it off. Scam

3/12/2019

AVOID AT ALL COSTS! We came to Florida for spring break with our boys and happened to stop here March 10, 2019. We sat down and ordered drinks, never did the server mention sizes or prices (our first mistake). He later "bought" a second round for us. Calamari and coconut shrimp were both great but service was incredibly slow. When the bill came it was \$278 for four drinks and two appetizers!!!! This included a \$78 dollar tip already on the bill. I should add that we ordered a hookah and waited over an hour, asking multiple employees and it never showed up!

The manager reluctantly took the 78 dollar tip off but told me his rent is 40,000 a month and if I don't like how does business I should stay in Chicago. He also threatened multiple times to call the police as we tried to question the bill. Never again...

3/6/2019

Scammers! Menu is not transparent - happy hour was advertised but they charged us for each drink

3/4/2019 Do not go here. They are a complete rip off. Ordered a buy one get one margarita, but it was \$55 for one. My fault for not asking but I didn't expect a margarita to be no more than \$30ish. For a simple burger, nachos, and the "buy one get one margarita" the bill came to \$114! Obviously, this includes a 20% gratuity. However, our server DID NOT deserve a 20% tip. We literally did not see him after he brought us our drinks, I had to hunt him down and ask for the check. First review on yelp, and might be my last because I don't usually take the time to do these, yet here I am. This place and other people considering it need to hear this. The service is awful, pricing makes no sense and the food was mediocre at best! Just don't go!

3/3/2019

SCAM - this place should not be allowed ripping off people.

As previous reviews say, they lure you in with free drinks etc. and sure enough we ordered happy hour drinks. On the menu they have a tiny print saying that only the huge size drinks are half price so expect \$40 drinks + mandatory tip. We wanted to leave and they said "we already started making your food" so we reluctantly stayed and after eating their terrible tiny tacos, were hungry and went to get more food next door at TGIF.

This establishment should be reported and shut down - it's ruining the vibe on Ocean Drive

2/24/2019

Don't do it! Keep walking... RIP off!!! 2 for 1's at \$45 a drink! And then they charge 20% gratuity. Bullshit!

2/24/2019

**LOOK AT THE PICTURE OF THE BILL.** This restaurant in ocean dr tries TO STEAL from customers, they hide an alleged menu with high prices, they do not show you at all. At the time of paying they put abusive values that make you confused, they invent a gratuity rate being 20% but the value is put the price that they want. **AVOID** this restaurant or if you are there, **DOUBLE CHECK** your bill and **NEVER ACCEPT** be fooled . **NEVER GOING BACK THERE EVER AGAIN!** This place should be closed down!

2/19/2019

This place is HORRIBLE not only did they literally drag me in when I had kids with me, but I agreed to come in after they told us to come back and told us about 2 for 1 special.

2/18/2019

Buy one beer get one free cost us \$120.00! Oh ya, and they gave us a "free" shot of tequila. Absolute ripoff. Complain and their mafia will put an end to it. Avoid at all cost!

2/10/2019

Place is a joke... talked us into stopping for lunch because of the "2 for 1 drinks and \$2 tacos". Our group regretted the decision as soon as we looked at the menu and told the deals were over and normal prices were now in play. For a group of 6, we paid \$270 for two apps of guacamole and the "2 for 1" drinks they lured us in for. Mind you, that would be 3 paid drinks and 2 apps... just a scam!!!

2/8/2019

Scammers.

We asked for a mojito (\$17) and was delivered a Giant one at \$45 as it was 'happy hour and I would get one free'.

While we were discussing the mistake with our waitress we noticed this happen to 4 other tables.

This is obviously common practice.

Initially we were offered the Giant drink at the same price as the medium - which we declined.

Disgusted at the service and behaviour of this 'restaurant'.

1/30/2019

This place will try to over charge you. I am a restaurant owner and completely believe in paying servers and staff but this is just a scam against tourists. Stay away.

1/22/19

Buyer/Tourist beware. Happy hour for 2 (1 drink each) plus beef nachos equals an \$89 bill. This is a place that definitely feeds off of the tourist.

1/18/19



Don't come here it's a rip off. "Half off happy hour." Me and my friend ordered 2 drinks and it came out to \$70!!! Yes you read that correct \$70! Oh and they tell you, you get a free shot of alcohol of your choice but that's a lie they give you the cheapest tequila. They also added an \$18 tip to the tab NOT 18%, \$18! Don't waste you time. Shady people and business. I wish I could give zero stars.

1/13/19

misleading 2 for 1 drink advertisements!

1/13/19

CON ARTIST COLLECTIVE! Every employee is a scammer, it must come with the job requirements. I asked them 3 times how much our Happy Hour drinks were going to be.... no response. We knew something was fishy. Out comes these MONSTER HUGE drinks that we didn't even order.... our server told us they'd be frozen drinks, but they were fish bowl sized cocktails on the rocks. So, we felt inclined to finish these huge drinks & came to find out that they were 45\$ each!!!!!!!!!!

12/30/18

SCAM!!! This restaurant was TERRIBLE, forcing us to pay \$135.00 for THREE drinks supposedly on "happy hour". What they DON'T tell you until they bring the drinks is when you order a drink they bring you the 45 ounce version which is \$45.00!!! I did not want nor order the 45 ounce drink, I only ordered what I thought was a regular drink. Once they brought out the huge drink they forced me to pay for it in full. The business is a scam, the best thing that could happen to the Miami Beach community is if people stop going there and they close their doors,

12/20/18

Do not ever come here. This place must make a fortune scamming people. This place should have \$\$\$\$ money signs not \$\$\$. You will find better quality food at mcdonalds

12/13/18

Their specials aren't real,

12/11/18

Nightmare from hell experience:

Came for taco Tuesday, as advertised, \$2 tacos, we ordered our food to go, while

waiting for our food the bartender mentioned "it's half off all drinks", we ordered some mezcal, priced at \$12, minus the discount \$6 each. Once my "food to go" came out, I got the bill for \$40 including 3 tacos( should of been \$6), 1 chips and salsa at \$9.95 + \$12 for the two shots of mezcal, our gratuity was 45% of the bill!!!! ( charged me \$40.94 total), drinks we're Charged treated as full price & charged me gratuity for "food to go" no service included.

Never stop or visit this place! Clearly they should be in "scamming" business

Business must be so terrible that they have to run their business this way (unethical), just wrong in every way.

12/9/18

Pls dont ever go here. Its a huge scam

12/9/18

This place will rip you off when you get the check.  
(Shows receipt which is impossible to decipher)

11/26/18

Zero stars if I could. 2 for 1 drinks are 1 shot split into 2.

11/9/18

\$22.50 bogo special! Not bad 2 drinks for \$22.50. A good happy hour, right?! We got the bill for \$68.50 for 2 drinks? We asked for mgr he didn't show the guy YELLED at me saying that is the price of the drinks and I said that isn't what you said, he said that is what it is. SCAM! How does this place stay open? Dumb tourists like myself. Don't EVER go there!

11/8/18

Absolutely a horrible experience from customer service to bogus scam prices and lies!! Do NOT go here!! They suck you in by saying they have happy hour but they do not tell you prices for happy hour they just tell you the price of one drink apparently because two drinks are \$45!!! This is the biggest scam I've experienced and such a waste of time.

10/26/18

Absolutely a scam. Drinks are \$45 and they try to pull you in with BOGO happy hour, but never tell you the prices.

10/22/18

Terrible!! Rude staff, begged us to come in and have a drink, said they were two for one! Drinks come in three sizes, was not told only the large \$45 drinks are the two for one size!

10/7/2018

Do not eat here the waiter actually charged us \$80 and I sign the receipt my card got charged for double that and now I can't get my money back so now please don't eat here you will be f\*\*\*\*\* pissed

10/7/2018

Huge SCAM!

Guys you must be transparent about menu and costs.

660 On Ocean 7 Café

(3) Complaints implying trickery

11/6/2018

Buyer beware! I asked what drinks were on Happy Hour and was told by the server "all drinks are 2 for 1." Turns out no....bottled beer is not, but he suggested bottled versus draft right after I asked. So I was charged full price. Complete bait and switch. I did argue my money back (and raised my blood pressure to unhealthy levels).

10/3/2018

WARNING , PLEASE AVOID!!! Don't even know why this place is still open for business. Absolute SCAM and a SHAME to have in miami on beautiful beach front. Lied about '2 for 1' happy hour drinks and charged double instead, then proceeded to charge 20% gratuity automatically on bill when clearly they DO NOT DESERVE IT. All waiter could do was put his shameless head down, what a joke... they don't even deserve one star. Karma will hit eventually :)

10/3/2018

VOID. This place will SCAM you if they have the chance. We went for happy hour drinks which they told us was 2 for 1 cocktails for \$25. When we asked for the check they billed us for 2 drinks (\$50) + automatic 20% service charge.

I think they choose who to take advantage of hence why others may find it good.

But this place is not a honest business so no matter how good the food and setting is, I would NOT recommend. Typical tourist trap.

Boulevard 740 Ocean Drive

(12) Complaints implying trickery

4/16/2019

SCAM!!! Stay away...The waiter tried to force you to pay double service tips , even though the 20% service charge was already added to your bill. AVOID THIS PLACE!!! By the way the foods was NO GOOD!!!

3/30/2019

Scum of the earth owner! Maybe they don't scam everyone but they sure did get our party with an \$800 tab. Margaritas are watered down and cost \$110.00 dollars after tax,service charge, and gratuity tacked on. Horrible experience on our first trip to South Beach , would not recommend and hope karma comes around on this owner.

3/28/19

This Place Is A Scam!

We Got Charged \$90 For One Margarita

The Manager Was Nice But The Workers Were Arguing With Us!

3/13/2019

If I could give negative stars here I would. I got a ton of food here with my friends. Should've totaled up to around 360, the bill came out to 570. Absolutely ridiculous. I said I wanted to get one seafood plate to split with my friend. he said "for two?", I said "no just one but I'm sharing so he won't get anything". Instead he charges 135 for two seafood patters (the most expensive thing on the menu). Also we all got 3 buy one get one free margs at happy hour. They were 40\$ and absolutely massive. Only three people ordered them so they should've totaled 120 right. They come out to 206\$. Obviously we were pretty hammered and couldn't do any math at all. They tack on a 20% service fee and another 10% tax which is whatever. Then the dude takes my buddy into the restaurant alone to try and pressure him into giving a tip ON TOP of all that. Absolutely horrible service, and reprehensible business practices from this place. Avoid at all costs.

2/17/2019

The absolutely most horrible experience i ever had. They had a happy hour of 2 for 1 ( we ordered 4 drinks total) however they charged 3 times 2x1. and one drink was 55 dollars. abusive in first hand. when i talked to the manager about the situation. they absolutely found every excuse not to remove the extra drink they has charge. They did not worked with me at all. and told me they had proof that they were covered. horrible horrible. just an abusive place. honestly fuck them.

2/11/2019

What an effing rip off! Food sucked, Sysco stuff. I was promised fresh fish, it was a frozen fish stick, but larger. Fries, were terrible, wife's chicken marsala was out of a can or jar. Worse, 2 for 1 drinks, brought a fishbowl marg, little booze. Got the bill, \$35 for the marg, she couldn't drink 2 bowls of syrup. Then, about 10% tax, \$20 "service " charge and the waiter asked for a tip, which i agreed. But he added his own \$20 tip. \$165 dollars for crap! #neveagain! Two nights in a row screwed in South Beach! Be careful...

1/19/2019

**AVOID** at all costs! I'll start at the end... see receipt attached. The server tried to make you think our bill was \$15 more than it actually was by adding a tip on top of the "service charge"! A service charge was most likely added to guarantee a tip since their service and food is horrific.

12/9/2018

they pulled us in said they would give us 20% discount on our whole bill and a free drink, free shot and if we purchased another drink we would get one free.. a bunch of bull! A cup of beer was \$30! Oh and the best part was when the waiter brought us the check he added gratuity on top of the 20% service fee.. what a scam. He said the 20% he didn't get any of that money and he was only getting paid \$4 p/ hour when minimum wage is 8.25 in Florida. How can you live with yourself? Taking advantage of tourists and practically stealing their money! I hope you guys go out of business that was you won't be able to scam people anymore!

12/8/2018

**SCAM!** I wish we would have looked at the reviews for this place before we ate here. Everyone here is a scam artist. Our waiter fraudulently added on an EXTRA 20% to his tip, after a 20% service charge is already included in the bill. Clearly scamming customers is how they stay open.

12/7/2018

Beware of the SCAM.

They lured us in with a buy one get one free. We got a margarita, a virgin mango margarita (for my pregnant wife), and a hookah. Our bill came out to \$142!!!

SERVICE CHARGE was included in the bill and the waitress forced us to tip her saying the service charge doesn't count towards her tip. At ANY reputable restaurant, service charge means tip.

Our TOTAL bill was \$167!!! Roughly \$55-60 of that was FORCED service charge on us.

Will NEVER GO AGAIN. If ripping off people is how they run their business, shame on them.

I'd give them a half a star if I could. HORRIBLE.

11/14/2018

Buy 1 get 1 free!!!

That what they told us when we ordered drinks Bill came no discount guy told us its discount only on 55oz drinks

He didn't not mention it when we ordered drinks

Top of that bill came \$151 and with pen he wrote \$178

When I gave him cash \$155 he came back and told me that Bill was short I owe him more money total was \$178

When I asked him what was \$23.20 service charges he said that's for chairs and table mimai city fee so I have gave him \$30 more when my friend asked for manager this guy flipped the story front of manager and said I gave \$30 as tip which he didn't asked for lied on my damn face scam scam scam and drink are over priced too

Jack's and coke \$20.50 same drink next door is \$12.50 stay away from this place

10/29/18

**\*\*RUN\*\*DO NOT DINE HERE!!!!**

I had to actually call the police on the manager and staff running the restaurant.

They attempted to charge me \$180 for 1 hookah and 2 drinks. They told me that the drinks I ordered are not included in the buy 1 get 1 free offer they touted. I was lied to my face

## 750 Starlite café

### (3) Complaints implying trickery

2/12/2019

Happy hour is limited to extra large drinks (like pool size) but waiters take care to hide it until they bring the check.

I guess getting ripped off is part of the South Beach experience :)

Seriously, find some other place...

2/20/2018

- 1 check-in

Don't let the buy one huge drink get one free fool you. this place is way over priced and the food is wackkkk. Don't waste your time or money here.

11/18/2017

Be warned about the happy hour "2x1" drinks. They charge \$45 for a gross mojito so even with 2x1, they are way to much.

## 820 Larios

### (1) Complaint Implied trickery

4/14/2019

Too bad the custom of adding upcharges to the bill ( as seems to be a sleazy but rampant practice on southbeach) has seemed to affect what would otherwise be a great dinner venue

... As a warning to consumers, southbeach has been getting a reputation for overcharging guests for drinks and such with the tourist commission trying without much luck to address the issue. Most frequently with drinks and such.

Unfortunately, this happened with us at Larios as well. Looking over our tab we found a \$90 charge for a bottle that was substituted for a \$45 we ordered without informing us before the switch. In fact, the bottle wasn't even listed on the menu so who knows how much it should have really cost.. The ensuing conversation as to

why, wasn't very reassuring that it was accidental. Too bad- as they had very good food and no need to resort to what seems to be a sleezy practice in this area

## 826 Pelican Café

### (4) Complaints implying trickery

3/6/2019

Worst place I've been in a long time. First of all they tell you that they're gonna give you shots and they give you fake tequila = straight water! After that they didn't wanna split out bill (we were 16 people) and they caused a huge problem for everyone telling that they were gonna call the cops (when they're the ones in the wrong).

12/23/2018

Worst experience ever! Food is not good. The service is slow. Tried to sell us a drink that is too big for a person to drink. Also, they told us that it's happy hour and 30% off for food and the bill came without discount at all. We talked to the waiter, they said, it has to be a certain menus. So total we didn't get what they told us at all. Do not come to this place. Not recommended.

2/19/2018

We only wanted a single drink when we arrived here and were told it was 50% off. We confirmed when ordering but when the bill came after one drink each (one mojito and one beer) they told us it was a "buy one get one free" offer and not 50% we were told at the door. We brought this to the manager and we were told that their system "wouldn't allow" them to do it. This is clearly a scam and would never recommend coming here.

12/19/2018

We came to the Pelican while we were on vacation in Miami. We stopped in for a drink during happy hour because the person greeting people on the sidewalk told us "half off drinks" but when we said "no" to the second drink told us the deal was "buy one drink get the second for free." We DO NOT recommend this place. You'll notice other Yelp reviews that say very similar things. Classic bait and switch.

## 850 Café Milano



(1) Complaint implying trickery

12/30/2018

Was offered an off menu seafood appetizer that included oysters, ceviche, and tuna tartare. Sounded good so I ordered it. When it came out it also had a half lobster and king crab legs. Oysters were small and gritty. Crab and lobster were rubbery and fishy. Tuna tartare and ceviche were good. End of meal comes and I'm hit with a \$75 charge for an 'appetizer'! There's nothing on their menu even remotely approaching that price. Buyer beware but I definitely felt swindled. Wouldn't go back

860 Icon

(1) Complaint implying trickery

12/17/2018

The drinks were terrible and the specials were purposefully misleading. Apparently the "buy one drink get one free" actually means "per person". I had our waitress remove the charge, luckily.

900 Mangos

(1) Complaint implying trickery

12/31/2018

Scam alert! I recently went there during Christmas break and ordered margaritas for my girlfriend and I. The total cost was 43\$ for a pair of 12.50\$ drinks. When asked what the price discrepancy was all about, he just shrugged his shoulders and flatly stated there were service charges... When he finally gave me check after taking my card, I noticed that he charged us extra for "souvenir glasses" that I didn't want and on top of that he baked himself a sweet 20% tip within the charge. This is highly unethical to advantage of tourists. Miami Beach is rampant with predatory tactics, please beware! Please ask for receipts and review them carefully prior to giving your card to a bartender/waiter!

928 Voodoo

### (1) Complaint implying trickery

2/5/2019

Don't let the \$8 Margarita/\$5 shots outside lure you in... Miami is so expensive and the place looked cool so we stopped in here for a drink... They don't mention it unless u'll ask, after you ordered you're \$15 drink... The price advertised outside is from outside which we saw no bar out there. They are not \$ that price, they are \$15..

940 Havana 1957 -Note there are two locations

### (3) Complaints implying trickery

2/24/2019

- 1 check-in

They told 4 drinks were on their happy hour menu be the street person. When we paid they changed this to over the only time the most expensive 2 drinks being on the happy hour menu. Either way, the drinks were disgustingly sweet. I was not at to finish my passion fruit margarita. Would not recommend to come here!

1/24/19

Did not give 20% off as I was told on the food, still was not adding up..anyway the owner comes, says you can have 2 for 1 drinks( only the \$23 or \$40 ones) OR the 20% off on food but not both. After arguing he was saying come back he would give us a couple drinks. I say the experience was a con.

12/17/2018

The icing on the cake was the hawker on the street, who said if I went to the bar that I'd get an extra drink for free..... and waitresses attempt to charge me for the free drink.

960 Ocean's 10

### (14) Complaints implying trickery

4/13

Nine of us were walking down the strip to grab some lunch and we stopped in because the hostess mentioned free shots!

The food was not spectacular and we didn't even get our free shots until we mentioned it and the bill.

4/10

Our breakfast came to \$70 and we ordered \$5.75 breakfast specials. Tell me HOW.....

DO. NOT. COME. HERE.

3/2

DO NOT WASTE YOUR MONEY AT THIS CHEAP DIVE!!! They try to rip you off on EVERYTHING! We ordered orange juice for our 2 young boys and the menu clearly states \$4.95... they tried to make us pay for the "fresh squeezed" OJ that's on a different menu which was \$13...INSANE. Plus, they add a 20% gratuity regardless of the service and an additional resort tax. It's obvious they are used to scamming ignorant tourists. When I told the waitress that I was upset she told me to settle down, and when I asked for the manager she told me i would just have to wait... which I did for 25 minutes and he/she never showed up. RIDICULOUS

2/28

I estimated that the \$262 bill was roughly overcharged by about \$80 or so. A week later and I am still steamed about this, I wish I had disputed the bill at the time but our hurry to leave didn't allow for this. Based on some of the reviews I have seen here it seems my group wasn't the only group to fall prey to this, so on reflection I have decided to take the matter further, first with the Miami or local chamber of commerce and if I receive no satisfaction to the Florida State Attorney General's office. What happened to us seems a blatant attempt to scam visitors to South Beach.

2/19

Beautiful bar with live music, but they lure you in by saying 2-4-1 happy hour, but don't fall for it! They made a promise that they refused to keep. The drink prices are OUTRAGEOUS!

2/16

This place is a total scam.

2/3

They also said drinks were two for one but when we went to pay they said there were certain stipulations on that deal.

2/1

So they stop us and say "free shot, but one get one on drink and 30% off your food"

Beware of these people it's a scam. I do not mind spending money but what I do mind is false advertisement.

Wellllll... here comes the check. Seafood platter went from \$95 to \$190 and no 30% discount to add insult to injury. He tried every excuse in the book. Finally gave us the discount but we were still charged for the platter for two even though we did not ask for that. BS

1/28

What an unfortunate way to run a business. Great location & food was ok... but, my goodness is it sad sad sad that they are so "sly" about the upsell

1/21/19

Lied about their happy hour - told us it was but one get one free. Drinks were mediocre and overpriced. They charge a 20% tip automatically and you can't remove it from the bill.

Yelp should have the option to select negative stars.

These guys are liars and crooks.

12/16/18

This place is a scam !!!! They get you in for happy hour but don't tell you it's only at the tables !!!WTF !! Place should be shut down as they are destroying the reputation for Miami Beach and tourists !!

12/15/18

STAY AWAY!!!! Wow what crooks!! These people are criminals! A straight tourist trap! The bartender is STEALING money and ripping Patrons off! They charged us \$150 for 2 large drinks (listed @ \$39 each)? When we asked how much she said \$140? And after paying for bill and without a receipt we asked for a

receipt When she told us what about tax and tip? Really??? Feeling bad my friend left them the money. But then we looked at the menu and realized @ \$39 each there is no way the bill could have been \$150? We asked the waiter about it. He said the same? What about tax and tip? Then said well yeah it mite not have been that much. So we went back and asked the waitress and she said she can't pull up the receipt and it was \$150. Without making a scene my friend took it in the rear from these criminals! What a scam! I hear many of the places on south beach are scams but never experienced it like this! They mite as well have mugged us.. real classy ocean 10. If not for the sake of your customers your better start watching your register. Cuz your waiters are stealing and stealing from your customers!!! STAY AWAY!! BEWARE!!

10/28/18

Don't waste your time at this place. Awful customer service. FAKEST HAPPY HOUR!!

10/21

Happy hours here is fake !!!

When you walk in they say by one get one free all the drinks and when you order it they have to be big drinks.

1020 Clevelander

(1)Complaint implying trickery

3/8/2019

Buyers beware! I went this last Monday March the 4th and went specifically for the happy hour from 4pm7pm we asked the girl out in front if they had HH she said yes. When we got seated the girl that took our order told us that was incorrect no HH during March then I pointed out to the girl who told us so she acted like she was going to tell her something. Nonetheless we stayed had two drinks total was \$38.00. Some other waiter approached us and told us he was taking over, fine he served our drinks and literally 5 mins later came back and was like "talk to me" you guys ready? Mind you we still had our drinks not close to finish. He came a second time and said the same thing so we decided to just ask for our receipt and leave. A couple days later we were walking the strip again and we noticed that they were bringing their HH sign out again... we just walked right on by and shook

our heads.. I guess they are desperate for customers that they feel like they need to lie and be shady... please do yourself a favor a keep on walking go off Ocean drive maybe go to Collins and find a nice spot...

1024 Social

4/1/2019

A server said the hookah is going to be \$25 if we come into this restaurant, but he actually charged \$35. Please check the bill.

3/28/2019

This is the worst restaurant iv ever been to. The server straight up lied to us at the beginning of the meal.

2/27

We were lured in with a discount of 30% on the bill.

Food quality was very poor. My fish tasted like cardboard.

Everyone in our group found the food horrible and left it half eaten.

When the bill came it was a discount on food only!!!!

Will never go this place.

Avoid it like plague

2/23

My total bill was \$108. A week later I check my credit card to see they charged me \$118. I guess the waiter took the liberty of adding an extra tip for herself? Is this a Florida theme? Another restaurant added an extra tip for themselves as well and I took photos of all my receipts for proof. I'll be calling my bank and getting my money back. What a shiesty business!

Check your bank accounts and make sure they charge you correctly!

11/22

This place is another scam. Terrible food, horrible service, and high prices. You will be kept waiting for anything you order while your waiter preys on the pedestrians on the sidewalk. Do not come here.

10/10

This place is a typical Ocean Drive tourist trap: slow service, over-priced food, and huge drinks. However, their employee (our waitress) committed fraud, which is why I am writing this review.

The waitress added her own \$40 tip that was NOT authorized. What makes this worse is that TIP WAS ALREADY INCLUDED! The fact that we had to wait over 40 minutes to get the check should have warranted management intervention and a possible waiver of the included 18% tip. Regardless, she certainly did not deserve extra money for her poor service.

When we tried to call the restaurant at the number provided on the receipt, we found that the phone number was disconnected! There are no other working phone numbers provided online to call to address any issue at this establishment.

I guess this business hopes to remain open on the premise that tourists will not notice when their money is stolen and won't make the effort to go back or proceed with legal action. But, I am a local and will follow up accordingly.

1236 Il Giardino

(6) Complaints implying trickery

4/12

And THEN- the server comes out and says he doesnt get a part of that tip- mind you the bill is already crazy expensive.

And the server haggles for more tip over the mandatory 18% tip( which was not worth it anyways)

So basically we were haggled into paying almost 30% tip on our bill.

NEVER AGAIN.

The management allows this kind of stuff- shows how bad this place is.

Run! Unless you have too much money to throw! Then thats all you.

Left a bad taste of Miami

4/7/2019

So I come for the gay parade and to lure me in this restaurant offers buy one drink and get another free. Well apparently you have to sit in a certain section (downstairs away from everyone) to get this offer. False advertisement!! No need for that! You would pay whatever you offer, but do not offend me!

3/6/2019

The lady who greeted us at the door was lovely and enticed us with a deal for a free shot- that's the best it got! When we were seated for dinner we felt rushed and awkward. We ordered a drink, asked if we could get the happy hour deal. When we were told no, we were confused as we heard the doorwoman continue to market the deal to street passers. So we got our \$29 drink and let it go

12/19/2018

Highly, highly, HIGHLY do NOT recommend this place! We got trapped. That lady trying to sucker people in got us. Walking on this strip you have everyone trying to get you in to their place. The women trying to get people to come in told us that we'd be taken care of and they have specials, blah, blah, blah.

BECAREFUL! We ordered the "Small" hookah which we received and was supposed to be \$30 BUT was charged for a medium hookah which is \$45. Before we ordered we even confirmed and pointed to the table next to us if that was a small and he said yes but then charged us for the next one up?

11/20/2018

They cheat customers lady charged me \$18 for guac and chips which was not even there on the menu and she told me she will charge me for something which was \$11 bucks on the menu

10/16/2018

I can't stress this enough read the reviews!! Its honestly a scam! over priced and the service is pushy and just trying to rack your bill up! They honestly don't take no for an answer!



## 1250 Carlyle Café

### (2) Complaints implying trickery

4/29/2019

- 1 check-in

As we walked by the guy working the front hounded us about stopping in. We only wanted to look at the menu without being bombarded. We walked down the road to find all restaurant seem to use this tactic. We should have gone to another area of town to eat but we decided to try Carlyle. The drinks are ridiculously priced! They try to lure you in by telling you the drinks are BOGO.

1/31/2019

Service ok but not worth the additional tip our server asked for on top of what they already include in the bill. They shouldn't be allowed to do that. Charge one tip not two?? Especially when the service was nothing special and didn't warrant more.

## 1410 Havanna 1957

### (1) Complaint implying trickery

12/10/2018

- 1 check-in

My experience and my drinks were great!

Until I got home. Until I got an email from my credit card company that somebody added a 51% tip. What!?!?!? All of the restaurants and bars automatically add a 20% tip because there are a lot of foreigners that come to visit and don't know how it works. So not only did I give 20% but then Someone gave themselves a 50% on top of that!!

