

# Royal Bee Case Report

Case #	Case Date	Case Type:	Status	Date Received	Location	Misc. Name	Date Closed
19303	9/4/2019	Skin Care Complaint	Closed	9/4/2019	Dolores SE of Ocean	Royal Bee	9/4/2019
19302	9/4/2019	Skin Care Complaint	Closed	9/4/2019	Dolores SE of Ocean	Royal Bee	9/4/2019
19169	5/29/2019	Planning Violation	Open	5/29/2019	Dolores SE of Ocean	Royal Bee	
19164	5/24/2019	Skin Care Complaint	Closed	5/24/2019	Dolores SE of Ocean	Royal Bee	5/24/2019
19162	5/23/2019	Skin Care Complaint	Closed	5/23/2019	Dolores SE of Ocean	Royal Bee	5/23/2019



Royal Bee employee soliciting business on sidewalk – Photo taken 8/8/19

Hi Marc,

I was sitting in Piccadilly Park on Sunday morning enjoying my coffee across the street from Royal Bee shop. I had just read the Pine Cone article about their permit controversy with the city. Within 30 minutes, I observed the salesgirl standing in the doorway passing out honey straws to guests walking down the street and luring them into the store. As do most residents here in Carmel, I really dislike the salespeople "hawking" on our public sidewalks. I crossed over the street and passed in front of the store. The salesgirl offered me one of her honey straws which I refused. I also told her that her owner had assured the City that the salespeople were not using inappropriate behavior and she was not allowed to stand in the doorway and come out on the sidewalk to bother our guests here in Carmel. We need to stop these people from selling their goods in this fashion in our beautiful city.

**Email received by City on September 2, 2019**

I want to make you aware of an issue with one of your businesses in Carmel. My father recently passed away on 7/4/2019 and my mother and her sister went on a trip to get away and lift her spirits. Carmel was a place my mom and dad visited annually. They hadn't been in several years because of my father's illness and recent death.

On August 19th my mother and her sister drove to Carmel for a small get away. On August 22nd they were window shopping near the Tuck Box [a restaurant my father and mother love]. As they walked by a place with the name "Royal Bee" on the awning they were caught off guard by a man with samples. My 80 year mother was walking by their store. They caught her walking by asking her to come in and they would give her a free facial to try some face cream. After fast talking her they handed her a bag and sent her to the register. The clerk told her that would be \$700. When she said she couldn't pay that and didn't want the products in the bag, several clerks came over and started pressuring and threatening her. She was over whelmed and gave them her credit card. When I came to visit her this weekend she told me about the experience and was very upset and crying. They should not be allowed to operate. If you look online there are numerous complaints along the same lines of bait /switch, high pressure and threatening regarding this business and one named Gold Elements which I believe is the same business but online is closed. They have changed their name several times and I'm unable to find them online which says to me they are scammers. I mean who does that to an elderly lady?!?

I have filed a complaint with the CA Consumer Affairs Bureau and I want to file a complaint with your Chamber of Commerce. How do I do that? I'm sure you don't want Carmel's reputation to become one of a town of shady, scam type businesses, right? My next contact is the Police in Carmel.

**Email received by City on September 1, 2019**