

## Remedies for Victims of Public Accommodations Violations

MCCR enforces orders against a person found to be unlawfully discriminating (the Respondent), such as paying fines where warranted, and facilitating other corrective actions when appropriate.

## Retaliation is Illegal

MCCR prohibits retaliation against a person who makes a complaint or who supports a complaint filed by another. MCCR will investigate immediately if retaliation occurs. It is also illegal to threaten, intimidate, or harass someone because they have filed a discrimination complaint.

## Take Action

If you think you have been a victim of public accommodations discrimination, contact MCCR to find out more about your rights under Maryland law.

## What YOU Can Do

### -File a Complaint

If you feel you are the victim of public accommodations discrimination, contact MCCR within six months of the act of discrimination. For more information, call 410-767-8600 (para Español, marque el 2) or toll free at 1-800-637-6247.

### -Initiate An Inquiry

You can initiate an inquiry via mail, e-mail, phone, fax, online form, or walk-in. To find out how, visit MCCR's website at [www.mccr.maryland.gov](http://www.mccr.maryland.gov), click on "Complaint Intake", and follow the related instructions.

## State of Maryland Commission on Civil Rights Statewide Office Locations

### Baltimore Office

William Donald Schaefer Tower  
6 Saint Paul Street, Suite 900  
Baltimore, MD 21202-1631  
Phone: 410-767-8600  
Fax: 410-333-1841  
TTY/TTD: 410-333-1737  
Toll Free: 1-800-637-6247

### Hagerstown Office

Potomac Plaza  
44 N. Potmac Street, Suite 202  
Hagerstown, MD 21740  
Phone: 301-797-8521  
Fax: 301-791-3060

### Salisbury Office

Salisbury District Court  
Multi-Purpose Center  
201 Baptist Street, Suite 33  
Salisbury, MD 21801  
Phone: 410-713-3611  
Fax: 410-713-3614

### Leonardtown Office

Joseph D. Carter Center  
23110 Leonard Hall Drive  
P. O. Box 1509  
Leonardtown, MD 20650  
Phone: 301-880-2740  
Fax: 301-880-2741

## ATTENTION

MCCR provides Video Remote Interpreting (VRI) services for deaf and hearing impaired customers. Please ask your Civil Rights Officer for more information.

# STATE OF MARYLAND COMMISSION ON CIVIL RIGHTS

## Your Money is Good Here

*A Guide to Public Accommodations  
Protections in Maryland*

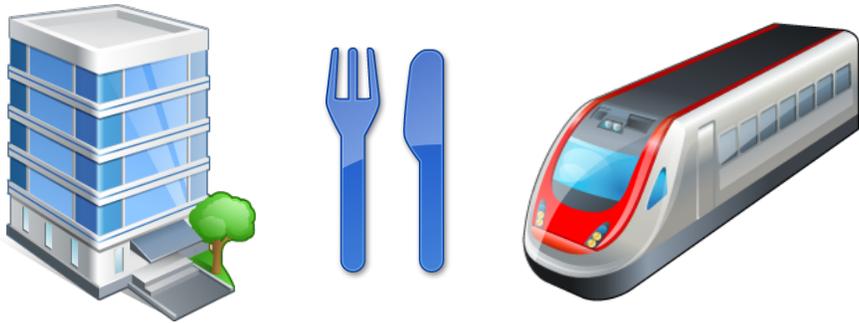


[www.mccr.maryland.gov](http://www.mccr.maryland.gov)  
[Facebook.com/MDCivilRights](https://www.facebook.com/MDCivilRights)  
[@MDCivilRights](https://twitter.com/MDCivilRights)



# What Are Public Accommodations Protections?

As a Maryland consumer, your money and patronage are welcome at all publicly and privately owned and operated facilities. Together, Federal and State law declare that it is unlawful for an owner or operator, or agent/employee (of the owner or operator) of a place of public accommodation to refuse, withhold from, or deny to anyone the accommodations, advantages, facilities, and privileges of a place of public accommodation because of race, sex, age, color, creed, national origin, marital status, sexual orientation, gender identity, or disability. (§20-304, State Government Article, Annotated Code of Maryland)



## Applicable Federal & State Laws

MCCR is vested with the authority to investigate allegations of discrimination and enforce State law modeled after:

- Federal Civil Rights Act of 1964 (as amended)
- Maryland Public Accommodations Law of 1974
- Americans With Disabilities Act Amendments Act of 2008

Over time and as it has become necessary, the laws have been amended to enhance protections and close loopholes.

## What Is A Public Accommodation?

Places you are protected include, but are not limited to:

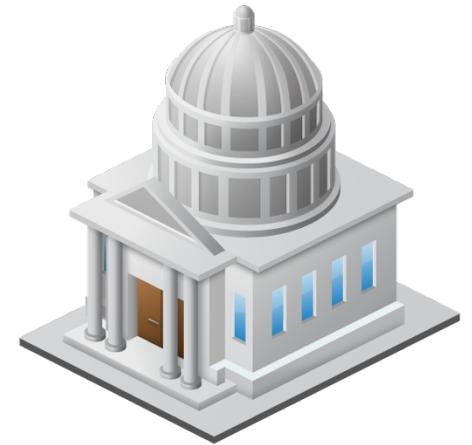
- Restaurants
- Hotels
- Theatres
- Bus & Transportation Services
- Recreational & Aquatic Centers
- Governmental Facilities
- Gas Stations, Department Stores & Retail Establishments
- Sidewalks, Parking Lots, & Other Public Surface Areas
- Office Buildings & Commercial Establishments
- Museums, Amusement Parks, & Other Public Attractions

Additionally, examples of equal access to particular places include, but are not limited to:

- Entrances & Exits
- Restrooms
- Customer Sales & Services

Exempt from these protections are:

- Private Clubs & Organizations, such as Fraternal Organizations
- Religious Institutions



## Examples of Discriminatory Acts

It is often difficult to discern if you are a victim of discrimination. The following scenarios may provide you the basis to file a Complaint of Discrimination:

- Refusing to provide a service.
- Being inaccessible to a person with a disability.
- Setting different terms or conditions for services or facilities.
- Failing to reasonably accommodate an individual's disability to allow him/her to use and enjoy the place of public accommodation.
- If parking is provided, failing to provide adequate accessible parking spaces.
- If a public restroom is provided, failing to provide an accessible public restroom.
- Failing to provide an accessible entrance.

