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UNITED STATES DISTRICT COURT EASTERN DISTRICT OF NEW YORK

CRISTHIAN DIAZ, on behalf of himself and all others similarly situated,

Case No.:

Plaintiff,

CLASS ACTION COMPLAINT

-against-

LEGAL SEA FOODS, LLC,

Defendant,

Plaintiff, CRISTHIAN DIAZ (hereinafter, "Plaintiff"), on behalf of himself and others similarly situated, by and through his undersigned attorney, hereby files this Class Action Complaint against Defendant, LEGAL SEA FOODS, LLC, and states as follows:

INTRODUCTION

1. This class action seeks to put an end to systemic civil rights violations committed by Defendant LEGAL SEA FOODS, LLC (hereafter collectively as "Legal Sea Foods" or "Defendant"), against the blind in New York State and across the United States. Defendant is denying blind individuals throughout the United States equal access to the goods and services Legal Sea Foods provides to their non-disabled customers through http://www.legalseafoods.com (hereafter "Legalseafoods.com" or "the website"). Legalseafoods.com provides to the public a

wide array of the goods, services, event information, employment opportunities and other programs offered by Legal Sea Foods. Yet, Legalseafoods.com contains access barriers that make it difficult, if not impossible, for blind customers to use the website. In fact, the access barriers make it impossible for blind users to even complete a transaction on the website. Legal Sea Foods thus excludes the blind from the full and equal participation in the growing Internet economy that is increasingly a fundamental part of the common marketplace and daily living. In the wave of technological advances in recent years, assistive computer technology is becoming an increasingly prominent part of everyday life, allowing blind people to fully and independently access a variety of services, including online shopping.

- 2. Plaintiff is a blind individual. He brings this civil rights class action against Defendant for failing to design, construct, and/or own or operate a website that is fully accessible to, and independently usable by, blind people.
- 3. Specifically, Legalseafoods.com has many access barriers preventing blind people to independently navigate and complete a purchase using assistive computer technology.
- 4. Plaintiff uses the terms "blind person" or "blind people" and "the blind" to refer to all persons with visual impairments who meet the legal definition of blindness in that they have a visual acuity with correction of less than or equal to 20 x 200. Some blind people who meet this definition have limited vision. Others have no vision.
- 5. Approximately 8.1 million people in the United States are visually impaired, including 2.0 million who are blind. There are approximately 400,000 visually impaired persons in New York State. 2
 - 6. Many blind people enjoy online shopping just as sighted people do. The lack of

¹ Americans with Disabilities: 2010 Report, U.S. Census Bureau Reports

² American Foundation for the Blind, State-Specific Statistical Information, January 2015

an accessible website means that blind people are excluded from the rapidly expanding selfservice restaurant economy and from independently accessing Legalseafoods.com.

- 7. Despite readily available accessible technology, such as the technology in use at other heavily trafficked retail websites, which makes use of alternative text, accessible forms, descriptive links, resizable text and limits the usage of tables and javascript, Defendant has chosen to rely on an exclusively visual interface, including pop-up forms that are inaccessible. Legal Sea Foods' sighted customers can independently browse, select, and buy seafood online, such as lobsters, crabs, shrimps and fish without the assistance of others. However, blind people must rely on sighted companions to assist them in accessing and buying food on Legalseafoods.com.
- 8. By failing to make the website accessible to blind persons, Defendant is violating basic equal access requirements under both state and federal law.
- 9. Congress provided a clear and national mandate for the elimination of discrimination against individuals with disabilities when it enacted the Americans with Disabilities Act. Such discrimination includes barriers to full integration, independent living, and equal opportunity for persons with disabilities, including those barriers created by websites and other public accommodations that are inaccessible to blind and visually impaired persons. Similarly, New York state law requires places of public accommodation to ensure access to goods, services and facilities by making reasonable accommodations for persons with disabilities.
- 10. Plaintiff browsed and intended to purchase lobsters, crabs, shrimps and fish at Legalseafoods.com. However, unless Defendant remedies the numerous access barriers on the website, Plaintiff and Class members will continue to be unable to independently navigate,

browse, use and complete a transaction on Legalseafoods.com.

11. This complaint seeks declaratory and injunctive relief to correct Legal Sea Foods' policies and practices to include measures necessary to ensure compliance with federal and state law and to include monitoring of such measures, to update and remove accessibility barriers on Legalseafoods.com so that Plaintiff and the proposed Class and Subclass of customers who are blind will be able to independently and privately use Defendant's website. This complaint also seeks compensatory damages to compensate Class members for having been subjected to unlawful discrimination.

JURISDICTION AND VENUE

- 12. This Court has subject matter jurisdiction of this action pursuant to:
 - a. 28 U.S.C. § 1331 and 42 U.S.C. § 12188, for Plaintiff's claims arising under
 Title III of the Americans with Disabilities Act, 42 U.S.C. § 12181, et seq.,
 ("ADA"); and
 - b. 28 U.S.C. § 1332, because this is a class action, as defined by 28 U.S.C § 1332(d)(1)(B), in which a member of the putative class is a citizen of a different state than Defendant, and the amount in controversy exceeds the sum or value of \$5,000,000, excluding interest and costs. See 28 U.S.C. § 1332(d)(2).
- 13. This Court has supplemental jurisdiction pursuant to 28 U.S.C. § 1367, over Plaintiff's pendent claims under the New York State Human Rights Law, N.Y. Exec. Law, Article 15 (Executive Law § 290 *et seq.*) and the New York City Human Rights Law, N.Y.C. Administrative Code § 8-101 *et seq.* ("City law").
 - 14. Venue is proper in the Eastern District of New York pursuant to 28 U.S.C. §§ 1391(b)-

(c) and 1441(a).

15. Defendant is registered to do business in New York State and has been doing business in New York State, including the Eastern District of New York. Defendant maintains restaurants in seven states and owns two restaurants in New Jersey. Defendant also runs Legalseafoods.com, which provides delivery service for customers who order seafood online. Defendant has been and is committing the acts alleged herein in the Eastern District of New York, has been and is violating the rights of consumers in the Eastern District of New York, and has been and is causing injury to consumers in the Eastern District of New York. A substantial part of the acts and omissions giving rise to Plaintiff's claims have occurred in the Eastern District of New York. Specifically, Plaintiff attempted to purchase lobsters, crabs, shrimps and fish on Defendant's website Legalseafoods.com in Queens County.

PARTIES

- 16. Plaintiff, CRISTHIAN DIAZ, is and has been at all times material hereto a resident of Queens County, New York.
- 17. Plaintiff CRISTHIAN DIAZ is legally blind and a member of a protected class under the ADA, 42 U.S.C. § 12102(1)-(2), the regulations implementing the ADA set forth at 28 CFR §§ 36.101 *et seq.*, the New York State Human Rights Law and the New York City Human Rights Law. Plaintiff DIAZ has no light perception and is completely blind. Plaintiff DIAZ cannot use a computer without the assistance of screen reader software. Plaintiff DIAZ has been denied the full enjoyment of the facilities, goods and services of Legalseafoods.com, as well as to the facilities, goods and services of Legal Sea Foods locations, as a result of accessibility barriers on Legalseafoods.com. Most recently in September 2016, Plaintiff DIAZ attempted to make a purchase on Legalseafoods.com but could not add any lobsters, crabs, shrimps or fish to his cart

due to the inaccessibility of the website. The inaccessibility of Legalseafoods.com has deterred him and Class members from shopping at Legal Sea Foods locations.

- 18. Defendant LEGAL SEA FOODS, LLC is an American for-profit corporation organized under the laws of Delaware, with process of service address at 80 STATE STREET, ALBANY, NEW YORK 12207-2543.
- 19. Defendant owns and operates a chain of food restaurants (hereafter "Legal Sea Foods Restaurants"), which are places of public accommodations. There are currently 34 Legal Sea Foods Restaurants in the United States, including two locations in New Jersey. These restaurants provide to the public important goods, such as food and refreshments. Legal Sea Foods also provides to the public a website service known as Legalseafoods.com. Among other things, Legalseafoods.com provides access to the array of goods and services offered to the public by Legal Sea Foods, including gift cards, gift certificate and other benefits related to these goods and services. The inaccessibility of Legalseafoods.com has deterred Plaintiff from ordering food online.
- 20. Plaintiff, on behalf of himself and others similarly situated seeks full and equal access to the services provided by Legal Sea Foods through Legalseafoods.com.

CLASS ACTION ALLEGATIONS

21. Plaintiff, on behalf of himself and all others similarly situated, seeks certification of the following nationwide class pursuant to Rule 23(a) and 23(b)(2) of the Federal Rules of Civil Procedure: "all legally blind individuals in the United States who have attempted to access Legalseafoods.com and as a result have been denied access to the enjoyment of goods and services offered in Legal Sea Foods Restaurants, during the relevant statutory period."

- 22. Plaintiff seeks certification of the following New York subclass pursuant to Fed.R.Civ.P. 23(a), 23(b)(2), and, alternatively, 23(b)(3): "all legally blind individuals in New York State who have attempted to access Legalseafoods.com and as a result have been denied access to the enjoyment of goods and services offered in Legal Sea Foods Restaurants, during the relevant statutory period."
- 23. There are hundreds of thousands of visually impaired persons in New York State. There are approximately 8.1 million people in the United States who are visually impaired. *Id.* Thus, the persons in the class are so numerous that joinder of all such persons is impractical and the disposition of their claims in a class action is a benefit to the parties and to the Court.
- 24. This case arises out of Defendant's policy and practice of maintaining an inaccessible website denying blind persons access to the goods and services of Legalseafoods.com and Legal Sea Foods Restaurants. Due to Defendant's policy and practice of failing to remove access barriers, blind persons have been and are being denied full and equal access to independently browse, select and shop on Legalseafoods.com and by extension the goods and services offered through Defendant's website to Legal Sea Foods Restaurants.
- 25. There are common questions of law and fact common to the class, including without limitation, the following:
 - a. Whether Legalseafoods.com is a "public accommodation" under the ADA;
 - b. Whether Legalseafoods.com is a "place or provider of public accommodation" under the laws of New York;
 - c. Whether Defendant through its website Legalseafoods.com denies the full and equal enjoyment of its goods, services, facilities, privileges, advantages,

- or accommodations to people with visual disabilities in violation of the ADA; and
- d. Whether Defendant through its website Legalseafoods.com denies the full and equal enjoyment of its goods, services, facilities, privileges, advantages, or accommodations to people with visual disabilities in violation of the laws of New York.
- 26. The claims of the named Plaintiff are typical of those of the class. The class, similarly to the Plaintiff, are severely visually impaired or otherwise blind, and claim that Legal Sea Foods has violated the ADA, and/or the laws of New York by failing to update or remove access barriers on the website, Legalseafoods.com, so it can be independently accessible to the class of people who are legally blind.
- 27. Plaintiff will fairly and adequately represent and protect the interests of the members of the Class because Plaintiff has retained and is represented by counsel competent and experienced in complex class action litigation, and because Plaintiff has no interests antagonistic to the members of the class. Class certification of the claims is appropriate pursuant to Fed. R. Civ P. 23(b)(2) because Defendant has acted or refused to act on grounds generally applicable to the Class, making appropriate both declaratory and injunctive relief with respect to Plaintiff and the Class as a whole.
- 28. Alternatively, class certification is appropriate under Fed. R. Civ. P. 23(b)(3) because questions of law and fact common to Class members clearly predominate over questions affecting only individual class members, and because a class action is superior to other available methods for the fair and efficient adjudication of this litigation.

- 29. Judicial economy will be served by maintenance of this lawsuit as a class action in that it is likely to avoid the burden that would be otherwise placed upon the judicial system by the filing of numerous similar suits by people with visual disabilities throughout the United States.
- 30. References to Plaintiff shall be deemed to include the named Plaintiff and each member of the class, unless otherwise indicated.

FACTUAL ALLEGATIONS

- 31. Legal Sea Foods operates Legal Sea Foods Restaurants, a large chain of food restaurants. The company currently operates 34 restaurants in seven states.
- 32. Legalseafoods.com is a service and benefit offered by Legal Sea Foods and Legal Sea Foods Restaurants throughout the United States, including New York State. Legalseafoods.com is owned, controlled and/or operated by Legal Sea Foods.
- 33. Legalseafoods.com is a commercial website that offers products and services for online sale and home delivery. The online store allows the user to browse items, menu descriptions and prices; view ingredient and cooking instructions; redeem Legal Sea Foods' certificate; find restaurant locations; and perform a variety of other functions.
 - 34. Among the features offered by Legalseafoods.com are the following:
 - (a) a restaurant locator, allowing persons who wish to dine-in at Legal Sea Foods to learn its menu, location, hours of operation, phone numbers and make reservations online;
 - (b) an online store, allowing customers to make a purchase and select for delivery;
 - (c) information of gift card and certificate that could be used for online order or restaurant locations;

- (d) information about Legal Sea Foods employment opportunities, investor information and company policies; and
- 35. This case arises out of Legal Sea Foods' policy and practice of denying the blind access to Legalseafoods.com, including the goods and services offered by Legal Sea Foods Restaurants through Legalseafoods.com. Due to Legal Sea Foods' failure and refusal to remove access barriers to Legalseafoods.com, blind individuals have been and are being denied equal access to Legal Sea Foods Restaurants, as well as to the numerous goods, services and benefits offered to the public through Legalseafoods.com.
- 36. Legal Sea Foods denies the blind access to goods, services and information made available through Legalseafoods.com by preventing them from freely navigating Legalseafoods.com.
- 37. The Internet has become a significant source of information for conducting business and for doing everyday activities such as shopping, banking, etc., for sighted and blind persons.
- 38. The blind access websites by using keyboards in conjunction with screen-reading software which vocalizes visual information on a computer screen. Except for a blind person whose residual vision is still sufficient to use magnification, screen access software provides the only method by which a blind person can independently access the Internet. Unless websites are designed to allow for use in this manner, blind persons are unable to fully access Internet websites and the information, products and services contained therein.
- 39. There are well-established guidelines for making websites accessible to blind people. These guidelines have been in place for at least several years and have been followed successfully by other large business entities in making their websites accessible. The Web Accessibility Initiative (WAI), a project of the World Wide Web Consortium which is the leading

standards organization of the Web, has developed guidelines for website accessibility. The federal government has also promulgated website accessibility standards under Section 508 of the Rehabilitation Act. These guidelines are readily available via the Internet, so that a business designing a website can easily access them. These guidelines recommend several basic components for making websites accessible, including, but not limited to: adding invisible alternative text to graphics; ensuring that all functions can be performed using a keyboard and not just a mouse; ensuring that image maps are accessible, and adding headings so that blind people can easily navigate the site. Without these very basic components a website will be inaccessible to a blind person using a screen reader.

- 40. Legalseafoods.com contains access barriers that prevent free and full use by Plaintiff and blind persons using keyboards and screen reading software. These barriers are pervasive and include, but are not limited to: lack of alternative text on graphics, inaccessible forms, inaccessible image maps; the denial of keyboard access; lack of navigation links and the requirement that transactions be performed solely with a mouse.
- 41. Alternative text ("Alt-text") is invisible code embedded beneath a graphical image on a website. Web accessibility requires that alt-text be coded with each picture so that a screen reader can speak the alternative text while a sighted user sees the picture. Alt-text does not change the visual presentation except that it appears as a text pop-up when the mouse moves over the picture. There are many important pictures on Legalseafoods.com that lack a text equivalent. The lack of alt-text on these graphics prevents screen readers from accurately vocalizing a description of the graphics. (Screen readers detect and vocalize alt-text to provide a description of the image to a blind computer user.) As a result, Plaintiff and blind Legal Sea Foods customers are unable to

determine what is on the website, browse the site, investigate Legal Sea Foods' menu, and/or make any purchases.

- 42. Similarly, Legalseafoods.com lacks accessible image maps. An image map is a function that combines multiple words and links into one single image. Visual details on this single image highlight different "hot spots," which, when clicked on, allow the user to jump to many different destinations within the website. For an image map to be accessible, it must contain alt-text for the various "hot spots." The image maps on Legalseafoods.com do not contain adequate alt-text and are therefore inaccessible to Plaintiff and other blind individuals.
- 43. Similarly, Legalseafoods.com lacks accessible forms including check boxes and drop-down menus. Check boxes and drop-down menus allow customers to locate and choose products as well as specify the size and quantity of certain items. Due to the complete lack of accessibility of these forms, blind customers cannot choose and purchase the products they want since they are stopped from doing so. In particular, because blind customers cannot specify and choose the size and quantity of their desired product, they are not allowed to add the item to their cart. As blind customers are prevented from adding items to their carts, they are essentially prevented from purchasing any item on Legalseafoods.com which requires this information.
- 44. The lack of navigation links on Legal Sea Foods' website makes attempting to navigate through Legalseafoods.com even more time consuming and confusing for Plaintiff and blind consumers.
- 45. Legalseafoods.com requires the use of a mouse to complete a transaction. Yet, it is a fundamental tenet of web accessibility that for a web page to be accessible to Plaintiff and blind people, it must be possible for the user to interact with the page using only the keyboard. Indeed, Plaintiff and blind users cannot use a mouse because manipulating the mouse is a visual activity

of moving the mouse pointer from one visual spot on the page to another. Thus, Legalseafoods.com's inaccessible design, which requires the use of a mouse to complete a transaction, denies Plaintiff and blind customers the ability to independently make purchases on Legalseafoods.com.

- 46. Due to Legalseafoods.com's inaccessibility, Plaintiff and blind customers must in turn spend time, energy, and/or money to make their purchases at a Legal Sea Foods restaurant. Some blind customers may require a driver to get to the restaurant or require assistance in navigating the restaurant. By contrast, if Legalseafoods.com was accessible, a blind person could independently investigate products and programs and make purchases via the Internet as sighted individuals can and do.
- 47. Legalseafoods.com thus contains access barriers which deny full and equal access to Plaintiff, who would otherwise use Legalseafoods.com and who would otherwise be able to fully and equally enjoy the benefits and services of Legal Sea Foods restaurants in New York State.
- 48. Plaintiff CRISTHIAN DIAZ has made numerous attempts to complete a purchase on Legalseafoods.com, most recently in September 2016, but was unable to do so independently because of the many access barriers on Defendant's website, causing Legalseafoods.com to be inaccessible and not independently usable by, blind and visually impaired individuals.
- 49. As described above, Plaintiff has actual knowledge of the fact that Defendant's website, Legalseafoods.com contains access barriers causing the website to be inaccessible, and not independently usable by, blind and visually impaired individuals.
- 50. These barriers to access have denied Plaintiff full and equal access to, and enjoyment of, the goods, benefits and services of Legalseafoods.com and Legal Sea Foods Restaurants.

- 51. Legal Sea Foods engaged in acts of intentional discrimination, including but not limited to the following policies or practices:
 - (a) constructed and maintained a website that is inaccessible to blind class members with knowledge of the discrimination; and/or
 - (b) constructed and maintained a website that is sufficiently intuitive and/or obvious that is inaccessible to blind class members; and/or
 - (c) failed to take actions to correct these access barriers in the face of substantial harm and discrimination to blind class members.
- 52. Legal Sea Foods utilizes standards, criteria or methods of administration that have the effect of discriminating or perpetuating the discrimination of others.

FIRST CAUSE OF ACTION

(Violation of 42 U.S.C. §§ 12181, *et seq.* — Title III of the Americans with Disabilities Act) (on behalf of Plaintiff and the Class)

- 53. Plaintiff realleges and incorporates by reference the foregoing allegations as if set forth fully herein.
- 54. Title III of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12182(a), provides that "No individual shall be discriminated against on the basis of disability in the full and equal enjoyment of the goods, services, facilities, privileges, advantages, or accommodations of any place of public accommodation by any person who owns, leases (or leases to), or operates a place of public accommodation." Title III also prohibits an entity from "[u]tilizing standards or criteria or methods of administration that have the effect of discriminating on the basis of disability." 42 U.S.C. § 12181(b)(2)(D)(I).
- 55. Legal Sea Foods Restaurants located near New York State and throughout the United States are sales establishments and public accommodations within the definition of 42

- U.S.C. § 12181(7)(E). Legalseafoods.com is a service, privilege or advantage of Legal Sea Foods Restaurants. Legal Sea Foods is a service that is by and integrated with these restaurants.
- 56. Defendant is subject to Title III of the ADA because they own and operate Legal Sea Foods Restaurants and Legalseafoods.com.
- 57. Under Title III of the ADA, 42 U.S.C. § 12182(b)(1)(A)(I) it is unlawful discrimination to deny individuals with disabilities or a class of individuals with disabilities the opportunity to participate in or benefit from the goods, services, facilities, privileges, advantages, or accommodations of an entity.
- 58. Under Title III of the ADA, 42 U.S.C. § 12182(b)(1)(A)(II), it is unlawful discrimination to deny individuals with disabilities or a class of individuals with disabilities an opportunity to participate in or benefit from the goods, services, facilities, privileges, advantages, or accommodation, which is equal to the opportunities afforded to other individuals.
- 59. Specifically, under Title III of the ADA, 42 U.S.C. § 12182(b)(2)(A)(II), unlawful discrimination includes, among other things, "a failure to make reasonable modifications in policies, practices, or procedures, when such modifications are necessary to afford such goods, services, facilities, privileges, advantages, or accommodations to individuals with disabilities, unless the entity can demonstrate that making such modifications would fundamentally alter the nature of such goods, services, facilities, privileges, advantages or accommodations."
- 60. In addition, under Title III of the ADA, 42 U.S.C. § 12182(b)(2)(A)(III), unlawful discrimination also includes, among other things, "a failure to take such steps as may be necessary to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services, unless the entity can demonstrate that taking such steps would fundamentally alter the nature of

the good, service, facility, privilege, advantage, or accommodation being offered or would result in an undue burden."

- 61. There are readily available, well established guidelines on the Internet for making websites accessible to the blind and visually impaired. These guidelines have been followed by other large business entities in making their website accessible, including but not limited to: adding alt-text to graphics and ensuring that all functions can be performed using a keyboard. Incorporating the basic components to make their website accessible would neither fundamentally alter the nature of Defendant's business nor result in an undue burden to Defendant.
- 62. The acts alleged herein constitute violations of Title III of the ADA, 42 U.S.C. § 12101 *et seq.*, and the regulations promulgated thereunder. Patrons of Legal Sea Foods Restaurants who are blind have been denied full and equal access to Legalseafoods.com, have not been provided services that are provided to other patrons who are not disabled, and/or have been provided services that are inferior to the services provided to non-disabled patrons.
- 63. Defendant has failed to take any prompt and equitable steps to remedy their discriminatory conduct. These violations are ongoing.
- 64. As such, Defendant discriminate, and will continue in the future to discriminate against Plaintiff and members of the proposed class and subclass on the basis of disability in the full and equal enjoyment of the goods, services, facilities, privileges, advantages, accommodations and/or opportunities of Legalseafoods.com and Legal Sea Foods Restaurants in violation of Title III of the Americans with Disabilities Act, 42 U.S.C. §§ 12181 *et seq.* and/or its implementing regulations.
- 65. Unless the Court enjoins Defendant from continuing to engage in these unlawful practices, Plaintiff and members of the proposed class and subclass will continue to suffer irreparable harm.

- 66. The actions of Defendant were and are in violation of the ADA and therefore Plaintiff invokes his statutory right to injunctive relief to remedy the discrimination.
 - 67. Plaintiff is also entitled to reasonable attorneys' fees and costs.
- 68. Pursuant to 42 U.S.C. § 12188 and the remedies, procedures, and rights set forth and incorporated therein Plaintiff prays for judgment as set forth below.

SECOND CAUSE OF ACTION

(Violation of New York State Human Rights Law, N.Y. Exec. Law,
Article 15 (Executive Law § 292 et seq.)

(on behalf of Plaintiff and New York subclass)

- 69. Plaintiff realleges and incorporates by reference the foregoing allegations as though fully set forth herein.
- 70. N.Y. Exec. Law § 296(2)(a) provides that it is "an unlawful discriminatory practice for any person, being the owner, lessee, proprietor, manager, superintendent, agent or employee of any place of public accommodation ... because of the ... disability of any person, directly or indirectly, to refuse, withhold from or deny to such person any of the accommodations, advantages, facilities or privileges thereof."
- 71. Legal Sea Foods Restaurants located near New York State and throughout the United States are sales establishments and public accommodations within the definition of N.Y. Exec. Law § 292(9). Legalseafoods.com is a service, privilege or advantage of Legal Sea Foods Restaurants. Legalseafoods.com is a service that is by and integrated with these stores.
- 72. Defendant is subject to New York Human Rights Law because they own and operate the Legal Sea Foods Restaurants and Legalseafoods.com. Defendant is a person within the meaning of N.Y. Exec. Law § 292(1).

- 73. Defendant is violating N.Y. Exec. Law § 296(2)(a) in refusing to update or remove access barriers to Legalseafoods.com, causing Legalseafoods.com and the services integrated with Legal Sea Foods Restaurants to be completely inaccessible to the blind. This inaccessibility denies blind patrons full and equal access to the facilities, goods and services that Defendant makes available to the non-disabled public.
- 74. Specifically, under N.Y. Exec. Law § 296(2)(c)(I), unlawful discriminatory practice includes, among other things, "a refusal to make reasonable modifications in policies, practices, or procedures, when such modifications are necessary to afford facilities, privileges, advantages or accommodations to individuals with disabilities, unless such person can demonstrate that making such modifications would fundamentally alter the nature of such facilities, privileges, advantages or accommodations."
- 75. In addition, under N.Y. Exec. Law § 296(2)(c)(II), unlawful discriminatory practice also includes, "a refusal to take such steps as may be necessary to ensure that no individual with a disability is excluded or denied services because of the absence of auxiliary aids and services, unless such person can demonstrate that taking such steps would fundamentally alter the nature of the facility, privilege, advantage or accommodation being offered or would result in an undue burden."
- 76. There are readily available, well established guidelines on the Internet for making websites accessible to the blind and visually impaired. These guidelines have been followed by other large business entities in making their website accessible, including but not limited to: adding alt-text to graphics and ensuring that all functions can be performed using a keyboard. Incorporating the basic components to make their website accessible would neither fundamentally alter the nature of Defendant's business nor result in an undue burden to Defendant.

- 77. Defendant's actions constitute willful intentional discrimination against the class on the basis of a disability in violation of the New York State Human Rights Law, N.Y. Exc. Law § 296(2) in that Defendant has:
 - (a) constructed and maintained a website that is inaccessible to blind class members with knowledge of the discrimination; and/or
 - (b) constructed and maintained a website that is sufficiently intuitive and/or obvious that is inaccessible to blind class members; and/or
 - (c) failed to take actions to correct these access barriers in the face of substantial harm and discrimination to blind class members.
- 78. Defendant has failed to take any prompt and equitable steps to remedy their discriminatory conduct. These violations are ongoing.
- 79. As such, Defendant discriminates, and will continue in the future to discriminate against Plaintiff and members of the proposed class and subclass on the basis of disability in the full and equal enjoyment of the goods, services, facilities, privileges, advantages, accommodations and/or opportunities of Legalseafoods.com and Legal Sea Foods Restaurants under § 296(2) *et seq.* and/or its implementing regulations. Unless the Court enjoins Defendant from continuing to engage in these unlawful practices, Plaintiff and members of the subclass will continue to suffer irreparable harm.
- 80. The actions of Defendant were and are in violation of New York State Human Rights Law and therefore Plaintiff invokes his right to injunctive relief to remedy the discrimination.
- 81. Plaintiff is also entitled to compensatory damages, as well as civil penalties and fines pursuant to N.Y. Exc. Law § 297(4)(c) *et seq.* for each and every offense.

- 82. Plaintiff is also entitled to reasonable attorneys' fees and costs.
- 83. Pursuant to N.Y. Exec. Law § 297 and the remedies, procedures, and rights set forth and incorporated therein Plaintiff prays for judgment as set forth below.

THIRD CAUSE OF ACTION

(Violation of New York State Civil Rights Law, NY CLS Civ R, Article 4 (CLS Civ R § 40 et seq.)

(on behalf of Plaintiff and New York subclass)

- 84. Plaintiff served notice thereof upon the attorney general as required by N.Y. Civil Rights Law § 41.
- 85. Plaintiff realleges and incorporates by reference the foregoing allegations as though fully set forth herein.
- 86. N.Y. Civil Rights Law § 40 provides that "all persons within the jurisdiction of this state shall be entitled to the full and equal accommodations, advantages, facilities and privileges of any places of public accommodations, resort or amusement, subject only to the conditions and limitations established by law and applicable alike to all persons. No persons, being the owner, lessee, proprietor, manager, superintendent, agent, or employee of any such place shall directly or indirectly refuse, withhold from, or deny to any person any of the accommodations, advantages, facilities and privileges thereof ..."
- 87. N.Y. Civil Rights Law § 40-c(2) provides that "no person because of ... disability, as such term is defined in section two hundred ninety-two of executive law, be subjected to any discrimination in his or her civil rights, or to any harassment, as defined in section 240.25 of the penal law, in the exercise thereof, by any other person or by any firm, corporation or institution, or by the state or any agency or subdivision"
 - 88. Legal Sea Foods Restaurants located near New York State and throughout the

United States are sales establishments and public accommodations within the definition of N.Y. Civil Rights Law § 40-c(2). Legalseafoods.com is a service, privilege or advantage of Legal Sea Foods Restaurants. Legalseafoods.com is a service that is by and integrated with these restaurants.

- 89. Defendant is subject to New York Civil Rights Law because they own and operate Legal Sea Foods Restaurants and Legalseafoods.com. Defendant is a person within the meaning of N.Y. Civil Law § 40-c(2).
- 90. Defendant is violating N.Y. Civil Rights Law § 40-c(2) in refusing to update or remove access barriers to Legalseafoods.com, causing Legalseafoods.com and the services integrated with Legal Sea Foods Restaurants to be completely inaccessible to the blind. This inaccessibility denies blind patrons full and equal access to the facilities, goods and services that Defendant makes available to the non-disabled public.
- 91. There are readily available, well established guidelines on the Internet for making websites accessible to the blind and visually impaired. These guidelines have been followed by other large business entities in making their website accessible, including but not limited to: adding alt-text to graphics and ensuring that all functions can be performed using a keyboard. Incorporating the basic components to make their website accessible would neither fundamentally alter the nature of Defendant's business nor result in an undue burden to Defendant.
- 92. In addition, N.Y. Civil Rights Law § 41 states that "any corporation which shall violate any of the provisions of sections forty, forty-a, forty-b or forty two ... shall for each and every violation thereof be liable to a penalty of not less than one hundred dollars nor more than five hundred dollars, to be recovered by the person aggrieved thereby..."
- 93. Specifically, under NY Civ Rights Law § 40-d, "any person who shall violate any of the provisions of the foregoing section, or subdivision three of section 240.30 or section 240.31

of the penal law, or who shall aid or incite the violation of any of said provisions shall for each and every violation thereof be liable to a penalty of not less than one hundred dollars nor more than five hundred dollars, to be recovered by the person aggrieved thereby in any court of competent jurisdiction in the county in which the defendant shall reside ..."

- 94. Defendant has failed to take any prompt and equitable steps to remedy their discriminatory conduct. These violations are ongoing.
- 95. As such, Defendant discriminates, and will continue in the future to discriminate against Plaintiff and members of the proposed class on the basis of disability are being directly or indirectly refused, withheld from, or denied the accommodations, advantages, facilities and privileges thereof in § 40 *et seq.* and/or its implementing regulations.
- 96. Plaintiff is entitled to compensatory damages of five hundred dollars per instance, as well as civil penalties and fines pursuant to N.Y. Civil Law § 40 *et seq.* for each and every offense.

FOURTH CAUSE OF ACTION

(Violation of New York City Human Rights Law, N.Y.C. Administrative Code § 8-102, *et seq.*) (on behalf of Plaintiff and New York subclass)

- 97. Plaintiff realleges and incorporates by reference the foregoing allegations as if set forth fully herein.
- 98. N.Y.C. Administrative Code § 8-107(4)(a) provides that "It shall be an unlawful discriminatory practice for any person, being the owner, lessee, proprietor, manager, superintendent, agent or employee of any place or provider of public accommodation, because of ... disability ... directly or indirectly, to refuse, withhold from or deny to such person, any of the accommodations, advantages, facilities or privileges thereof."
- 99. Legal Sea Foods Restaurants located near New York City and throughout the United States are sales establishments and public accommodations within the definition of N.Y.C.

Administrative Code § 8-102(9). Legalseafoods.com is a service, privilege or advantage of Legal Sea Foods Restaurants. Legalseafoods.com is a service that is by and integrated with these stores.

- 100. Defendant is subject to City Law because they own and operate Legal Sea Foods Restaurants and Legalseafoods.com. Defendant is a person within the meaning of N.Y.C. Administrative Code § 8-102(1).
- 101. Defendant is violating N.Y.C. Administrative Code § 8-107(4)(a) in refusing to update or remove access barriers to Legalseafoods.com, causing Legalseafoods.com and the services integrated with Legal Sea Foods Restaurants to be completely inaccessible to the blind. This inaccessibility denies blind patrons full and equal access to the facilities, goods, and services that Defendant makes available to the non-disabled public. Specifically, Defendant is required to "make reasonable accommodation to the needs of persons with disabilities ... any person prohibited by the provisions of [§ 8-107 *et seq.*] from discriminating on the basis of disability shall make reasonable accommodation to enable a person with a disability to ... enjoy the right or rights in question provided that the disability is known or should have been known by the covered entity." N.Y.C. Administrative Code § 8-107(15)(a).
- 102. Defendant's actions constitute willful intentional discrimination against the class on the basis of a disability in violation of the N.Y.C. Administrative Code § 8-107(4)(a) and § 8-107(15)(a) in that Defendant has:
 - (d) constructed and maintained a website that is inaccessible to blind class members with knowledge of the discrimination; and/or
 - (e) constructed and maintained a website that is sufficiently intuitive and/or obvious that is inaccessible to blind class members; and/or
 - (f) failed to take actions to correct these access barriers in the face of

substantial harm and discrimination to blind class members.

- 103. Defendant has failed to take any prompt and equitable steps to remedy their discriminatory conduct. These violations are ongoing.
- 104. As such, Defendant discriminates, and will continue in the future to discriminate against Plaintiff and members of the proposed class and subclass on the basis of disability in the full and equal enjoyment of the goods, services, facilities, privileges, advantages, accommodations and/or opportunities of Legalseafoods.com and Legal Sea Foods Restaurants under § 8-107(4)(a) and/or its implementing regulations. Unless the Court enjoins Defendant from continuing to engage in these unlawful practices, Plaintiff and members of the subclass will continue to suffer irreparable harm.
- 105. The actions of Defendant were and are in violation of City law and therefore Plaintiff invokes his right to injunctive relief to remedy the discrimination.
- 106. Plaintiff is also entitled to compensatory damages, as well as civil penalties and fines under N.Y.C. Administrative Code § 8-120(8) and § 8-126(a) for each offense.
 - 107. Plaintiff is also entitled to reasonable attorneys' fees and costs.
- 108. Pursuant to N.Y.C. Administrative Code § 8-120 and § 8-126 and the remedies, procedures, and rights set forth and incorporated therein Plaintiff prays for judgment as set forth below.

FIFTH CAUSE OF ACTION

(Declaratory Relief)
(on behalf of Plaintiff and the Class)

- 109. Plaintiff realleges and incorporates by reference the foregoing allegations as if set forth fully herein.
 - 110. An actual controversy has arisen and now exists between the parties in that

Plaintiff contends, and is informed and believes that Defendant denies, that Legalseafoods.com contains access barriers denying blind customers the full and equal access to the goods, services and facilities of Legalseafoods.com and by extension Legal Sea Foods Restaurants, which Legal Sea Foods owns, operates, and/or controls, fails to comply with applicable laws including, but not limited to, Title III of the Americans with Disabilities Act, 42 U.S.C. §§ 12182, et seq., N.Y. Exec. Law § 296, et seq., and N.Y.C. Administrative Code § 8-107, et seq. prohibiting discrimination against the blind.

111. A judicial declaration is necessary and appropriate at this time in order that each of the parties may know their respective rights and duties and act accordingly.

WHEREFORE, Plaintiff prays for judgment as set forth below.

PRAYER FOR RELIEF

WHEREFORE, Plaintiff requests relief as follows:

- 112. A preliminary and permanent injunction to prohibit Defendant from violating the Americans with Disabilities Act, 42 U.S.C. §§ 12182, et seq., N.Y. Exec. Law § 296, et seq., N.Y.C. Administrative Code § 8-107, et seq., and the laws of New York;
- 113. A preliminary and permanent injunction requiring Defendant to take all the steps necessary to make its website, Legalseafoods.com, into full compliance with the requirements set forth in the ADA, and its implementing regulations, so that Legalseafoods.com is readily accessible to and usable by blind individuals;
- 114. A declaration that Defendant owns, maintain and/or operate their website, Legalseafoods.com, in a manner which discriminates against the blind and which fails to provide access for persons with disabilities as required by Americans with Disabilities Act, 42 U.S.C. §§ 12182, et seq., N.Y. Exec. Law § 296, et seq., N.Y.C. Administrative Code § 8-107, et seq., and

the laws of New York;

115. An order certifying this case as a class action under Fed. R. Civ. P. 23(a) & (b)(2)

and/or (b)(3), appointing Plaintiff as Class Representative, and his attorneys as Class Counsel;

116. Compensatory damages in an amount to be determined by proof, including all

applicable statutory damages and fines, to Plaintiff and the proposed subclass for violations of

their civil rights under New York State Human Rights Law and City Law;

117. Plaintiff's reasonable attorneys' fees, statutory damages, expenses, and costs of suit

as provided by state and federal law;

118. For pre and post-judgment interest to the extent permitted by law; and

119. Such other and further relief as the Court deems just and proper.

DATED: November 21, 2016

LEE LITIGATION GROUP, PLLC

C.K. Lee (CL 4086)

Anne Seelig (AS 3976)

30 East 39th Street, Second Floor

New York, NY 10016

Tel.: 212-465-1188

Fax: 212-465-1181

By: <u>/s/ C.K. Lee</u>

C.K. Lee, Esq.

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JS 44 (Rev. 07/16)

CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON NEXT PAGE OF THIS FORM.)

perpose of initiating the civil t	docket silect. (SEE INSTRU	CHONS ON NEXT PAGE (Jr THIS FC	JRM.)					
I. (a) PLAINTIFFS CRISTHIAN DIAZ				DEFENDANTS LEGAL SEA	SODS, L	LC			
	EXCEPT IN U.S. PLAINTIFF C Address, and Telephone Numb pation Group, PLLC	er)		County of Residence NOTE: IN LAND C THE TRAC Attorneys (If Known)	(IN U.S. I ONDEMNAT T OF LAND I	PLAINTIFF CASES O			
II. BASIS OF JURISD	ICTION (Place an "X" in t	One Box Only)	III. CI	TIZENSHIP OF F	RINCIPA	AL PARTIES	(Place on "X" in	One Box	for Plainti
☐ 1 U.S. Government Plaintiff	→ 3 Federal Question (U.S. Government)			(For Diversity Cases Only) P	rtf def ≸1 □ 1	Incorporated or Pr	and One Box j		
☐ 2 U.S. Government Defendant	☐ 4 Diversity (Indicate Citizensi	hip of Parties in Item III)	Citize	en of Another State	J 2	Incorporated and F of Business In A	Principal Place Another State	(7 5	□ 5
				n or Subject of a	3 🗆 3	Foreign Nation	_	□ 6	 6
IV. NATURE OF SUIT									
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□ 110 Insurance □ 120 Marine □ 130 Miller Act □ 140 Negotiable Instrument □ 150 Recovery of Overpayment & Enforcement of Judgment □ 151 Medicare Act □ 152 Recovery of Defaulted Student Loans (Excludes Veterans) □ 153 Recovery of Overpayment of Veteran's Benefits □ 160 Stockholders' Suits □ 190 Other Contract □ 195 Contract Product Liability □ 196 Franchise □ REAL PROPERTY □ 210 Land Condemnation □ 220 Foreclosure □ 230 Rent Lease & Ejectment □ 240 Torts to Land □ 245 Tort Product Liability □ 290 All Other Real Property	PERSONAL INJURY 310 Airplane 315 Airplane Product Liability 320 Assault, Libel &	PERSONAL INJUR PERSONAL INJUR 365 Personal Injury - Product Liability 367 Health Care/ Pharmaceutical Personal Injury Product Liability 368 Asbestos Personal Injury Product Liability PERSONAL PROPER 370 Other Fraud 371 Truth in Lending 380 Other Personal Property Damage Product Liability PRISONER PETITION Habeas Corpus: 463 Alien Detaince 510 Motions to Vacate Sentence 530 General 535 Death Penalty Other: 540 Mandamus & Othe 550 Civil Rights 555 Prison Condition 560 Civil Detaince - Conditions of	Y	EABOR Description of Property 21 USC 881 Description of Other LABOR Description of Property 21 USC 881 Description of Property 21 USC 881 Description of Property 21 USC 881 Description of Pair Labor Standards Act Description of Pair Labor Standards Act Description of Pair Labor Act Description of Pair Labor Act Description of Pair Labor Litigation Description of Pair Labor Lit	422 Appe 423 With 28 U PROPE 820 Copp 830 Pater 840 Tradi 861 HIA 862 Black 863 DIW 864 SSIU 865 RSI (FEDER/ 870 Taxes or Do 871 IRS - 26 U	cal 28 USC 158 drawal ISC 157 RTY RIGHTS rrights at emark SECURITY (1395ff) 3 Lung (923) C/DIWW (405(g)) Title XVI 405(g)) AL TAX SUITS 5 (U.S. Plaintiff efendant)	375 False C 376 Qui Ta 3729(a 400 State R 410 Antitru 430 Banks a 450 Commo 460 Deporta 470 Rackett 470 Rackett 480 Consun 490 Cable/S 850 Securitii Exchan 890 Other S 891 Agricul 893 Environ 895 Freedon 895 Arbitral 899 Admini Act/Rev	Claims Act m (31 USC n) eapportion st and Bankir erce ation eer Influen to Organizat ner Credit Sat TV ies/Commo ies/Commo ing tatutory A tural Acts umental Ma m of Inform tion strative Pre pecision utionality of	nment ng need and tions odities/ actions atters mation
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VI. CAUSE OF ACTIO	Brief description of ca	tute under which you are ans with Disabilities use: unction to discrimina		(specify) o not cite jurisdictional stat U.S.C. §12181, et.	utes unless div SEQ.	Transfer		Direct Fi	<u>le</u>
VII. REQUESTED IN COMPLAINT:		IS A CLASS ACTION		MAND \$	CI	HECK YES only it	f demanded in	complain	nt:
VIII. RELATED CASE IF ANY	(See instructions):	JUDGE			DOCKE	Γ NUMBER			
DATE 11/21/20	0/6	SIGNATURE OF ATT	ORNEY OF	RECORD					
FOR OFFICE USE ONLY							_	_	
RECEIPT# AM	TOUNT	APPLYING IFP		JUDGE		MAG. JUD	GE		

CERTIFI	CATION	OF ARRITR	ATION FI	ICIRII ITV

exclusive	of intere	Rule 83.10 provides that with certain exceptions, actions seeking money damages only in an amount not in excess of \$150,000, est and costs, are eligible for compulsory arbitration. The amount of damages is presumed to be below the threshold amount unless a contrary is filed.
Ĭ C.K. Lee	. Esa.	counsel for Cristhian Diaz do hereby certify that the above captioned civil notion is
ineligible	e for c	, counsel for Cristhian Diaz, do hereby certify that the above captioned civil action is ompulsory arbitration for the following reason(s):
[X	monetary damages sought are in excess of \$150,000, exclusive of interest and costs,
[X	the complaint seeks injunctive relief,
Ī		the matter is otherwise ineligible for the following reason
		DISCLOSURE STATEMENT - FEDERAL RULES CIVIL PROCEDURE 7.1
		Identify any parent corporation and any publicly held corporation that owns 10% or more or its stocks:
		RELATED CASE STATEMENT (Section VIII on the Front of this Form)
provides the because the same judge case: (A) in	nat "A c e cases : e and m nvolves	s that are arguably related pursuant to Division of Business Rule 50.3.1 in Section VIII on the front of this form. Rule 50.3.1 (a) ivil case is "related" to another civil case for purposes of this guideline when, because of the similarity of facts and legal issues or arise from the same transactions or events, a substantial saving of judicial resources is likely to result from assigning both cases to the agistrate judge." Rule 50.3.1 (b) provides that "A civil case shall not be deemed "related" to another civil case merely because the civil dentical legal issues, or (B) involves the same parties." Rule 50.3.1 (c) further provides that "Presumptively, and subject to the power mine otherwise pursuant to paragraph (d), civil cases shall not be deemed to be "related" unless both cases are still pending before the
		NY-E DIVISION OF BUSINESS RULE 50.1(d)(2)
	s the ci	ivil action being filed in the Eastern District removed from a New York State Court located in Nassau or Suffolk
a		nswered "no" above: he events or omissions giving rise to the claim or claims, or a substantial part thereof, occur in Nassau or Suffolk No.
	o) Did t District	he events or omissions giving rise to the claim or claims, or a substantial part thereof, occur in the Eastern
If your and Suffolk Co or Suffolk	ounty, Count	o question 2 (b) is "No," does the defendant (or a majority of the defendants, if there is more than one) reside in Nassau or or, in an interpleader action, does the claimant (or a majority of the claimants, if there is more than one) reside in Nassau y?
	•	BAR ADMISSION
I am curre	ently ad	mitted in the Eastern District of New York and currently a member in good standing of the bar of this court. Yes No
Are you c	urrently	y the subject of any disciplinary action (s) in this or any other state or federal court? Yes (If yes, please explain) No
Coartify th	ie acciii	racy of all information provided above

Signature:_

UNITED STATES DISTRICT COURT

	for the
Eastern D	District of New York
CRISTHIAN DIAZ)))
Plaintiff(s) v. LEGAL SEA FOODS, LLC	Civil Action No.
Defendant(s)	-))
SUMMONS	S IN A CIVIL ACTION
To: (Defendant's name and address) Legal Sea Foods, LLC Corporation Service Co 80 State Street Albany, New York, 122	ompany
A lawsuit has been filed against you.	
are the United States or a United States agency, or an open P. 12 (a)(2) or (3) — you must serve on the plaintiff an	
If you fail to respond, judgment by default will You also must file your answer or motion with the court	be entered against you for the relief demanded in the complaint.
	DOUGLAS C. PALMER CLERK OF COURT

Date:	
	Signature of Clerk or Deputy Clerk