

Congress of the United States

Washington, DC 20515

July 20, 2026

Mr. Jerry Jacobs Jr.
CEO
Delaware North
250 Delaware Avenue
Buffalo, NY 14202

Mr. Charlie Jacobs
CEO
Delaware North
250 Delaware Avenue
Buffalo, NY 14202

Mr. Louis Jacobs
CEO
Delaware North
250 Delaware Avenue
Buffalo, NY 14202

Mr. Jamie Obletz
Executive Vice President and COO
Delaware North
250 Delaware Avenue
Buffalo, NY 14202

Dear Mr. Jerry Jacobs Jr., Mr. Louis Jacobs, Mr. Charlie Jacobs, and Mr. Jamie Obletz,

I am writing regarding wage and hour practices at the Delaware North subsidiary Patina Group restaurants located inside Disney's Epcot Italy Pavilion.

My office has been contacted by constituents regarding allegations made by four employees who claim that they were not compensated for all the hours they worked over several years. As a member of the Congressional Labor Caucus, who helps advance policies covering these matters, I am seeking additional information to better understand both the circumstances and the policies currently in place.

I am requesting answers to the following questions no later than August 3, 2026.

1. What are your company policies for tracking employee work hours?
2. What processes are in place to ensure employees are compensated for all hours worked, including work performed before or after their scheduled shifts?
3. Are employees ever expected to perform work before or after their scheduled shifts?
 - a. If no, how is that policy communicated?
4. How are overtime hours approved and compensated?
5. What training do managers or supervisors receive regarding wage and hour practices?
6. What procedures are in place for employees to report concerns about pay? How are those concerns addressed?
7. Can you provide my office with any documentation regarding the payroll and timekeeping systems used at Patina Group restaurants located inside Disney's Epcot Italy Pavilion?

Thank you for your time and attention to this important issue.

Sincerely,

A handwritten signature in black ink that reads "Maxwell Frost". The signature is written in a cursive style with a horizontal line underneath it.

Maxwell Alejandro Frost
Member of Congress