

Dear Parents:

We want to thank you for providing us with the opportunity to work with your son or daughter. We want to provide the best service possible to help players improve and excel in their skill and confidence. With our new training facility, we are now able to provide a greater opportunity to assist players, and we just want to take care of some house-cleaning details.

- 1. You are welcome to stay and watch the workouts, but we want you and any other brothers or sisters to remain on the walkway and off of the court.**
- 2. If you are going to be at the workout, we would appreciate that you are a silent observer. We want 100% of the player's attention 100% of the time. We have found that players tend to be more relaxed and perform better when they are not aware of mom or dad's presence.**
- 3. Before and after workouts, we will be busy getting ready for the next workout, so we will not be able to have a lengthy discussion with you. We want to see and hear from you, but at those times it will be a little hectic. If you have questions or concerns, we will be more than happy to discuss them with you over the phone or at a later time.**
- 4. If you need to reschedule/cancel a workout and let us know 24 hours in advance, we will make every attempt to make up the workout. Barring any unforeseen emergencies, we will not reschedule or refund you for the workout if we do not hear from you in advance.**

We appreciate your cooperation as we want to see the players improve and succeed just as you do. Thank you and we look forward to working with you.

Sincerely,

Nate Tibbetts and Matt Wilber