



December 6, 2007

Dear Parents,

This letter is to inform you of Swanson's Professional Baseball Instruction (SPBI) Cancellation Policy. Just as you do, my fellow instructors and I have very demanding schedules that seem to just get busier. As a result, it is necessary for me to establish a formal cancellation policy – not only to meet the demands of our schedule, but also to allow for you, and all players, to reschedule lessons should a slot become available. The policy is as follows:

Please give at least 24 hours notice if a lesson needs to be cancelled in order to prevent forfeiture of lesson fee.

I must add that it is because of your support and patronage that SPBI continues to grow, again, creating the need for this policy. We sincerely enjoy working with your children, and look forward to many more opportunities to do so.

I appreciate your understanding, and welcome any questions or concerns you may have.

I hope you and your family enjoy the rest of the summer.

Sincerely,

Dave Swanson
Owner, SPBI