

To: "Taylor King" <tking@aol.com>
From: "Jimmy's" <sevans@jimmys.com>
Date: 3/18/13
Subject: Reply to co-ed softball request

Hello Mr. Taylor King:

Here at Jimmy's Sport's Bar & Grill, our goal is to bring quality service and food to all of our customers while being engaged in the community. Thus, sparking out interest in starting a co-ed softball league during the summer months. This is an exceptional way to be apart of the community while having companies and individuals take part in the fun.

On record, every year our sports league has remained very popular and every year we have a waiting list of companies and individuals that wish to take part in this league. That means that out of all the companies that sign up to play we pick the first ten companies and the first couple of individuals who signed up immediately. Therefore, we run this sports league on a first-come-first-serve basis. Recently, we have gotten the news that you and your company has had difficulties with the members on the team. We have even been notified that three members quit the team and several other have contact issues. In this league, there are only a few rules which are incorporated into the sign up sheets which are:

1. A company has to pay a \$180 fee to sponsor a team
2. An Individual has to pay a \$20 fee.
3. These fees are non-refundable once scheduling is announced.

Jimmy's used to refund fees but due to the chaos caused by many scheduling conflicts with individuals and companies who were not fully committed. This made it difficult on us to find teams and individuals to fill the vast amount of vacancies after the schedule was announced. Furthermore, the non-refundable fee is meant to encourage responsibility on the participants of the league. Since scheduling was already announced three weeks ago and this rule was given in the formal sign-up sheet, the fees your team members payed will not be reimbursed.

Since this rule has decreased the rate of drop-out participants we will be able to supply your team with new players from the waiting list. Otherwise we may be able to work out some rescheduling for the remainder of the seven players in consideration to the other teams. Now, we will not reschedule every game but at the most one or two so at least a few of the seven players can take part in a few more games. If you still wish to be removed from the roster we will do it immediately. If there are any other questions or concerns please let us know.

Best Regards,

Shauna Evans

Shauna Evans
Customer Service Manager
Jimmy's Bar & Grill
www.jimmys.com
email: sevans@jimmys.com
mobile: (480) 555-0203

