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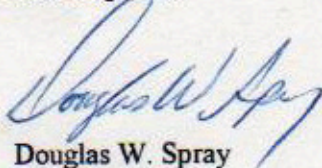
Dear Batting Cage Owner,

Please find enclosed the new **ABC Operation and Technical Manual**. With ABC's ongoing effort to improve safety and promote proper operation of batting cages, we are providing this updated version at no charge. In addition to the manual, we have included the "Safety and Maintenance" video. These two items are valuable tools that will assist in your cage operation and employee training program.

It is extremely important that the operational guidelines outlined in this manual and video be applied to your batting cage operation. Proper operating standards and employee training is essential for your customer's safety and will greatly reduce your liability exposure.

We have also sent a Customer Service Survey. Your assistance by completing and returning this form would be greatly appreciated. We recognize that our owners are responsible for and the key to our ongoing success. Your honest evaluation of our Customer Service program will alert us of any deficiencies and allow us to make improvements. Please take the time to help us both out.

Best Regards,



Douglas W. Spray  
General Manager  
ABC