

## CageRats Athletics

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Jonathan Snow <[REDACTED]>  
Fri 3/9/2018 6:56 PM

Mark as unread

To: Andy Koen;

Dear Andy Koen,

I understand that you are pursuing a story regarding the business practices at CageRats Baseball / Athletics.

I am writing this email to plead that you stop your pursuit and also voice my support , enthusiasm, and overall pleasure it is to do business with the organization.

As a manager of multi business units for a Fortune 500 company Serving the general public, I understand and recognize great business practices and outstanding customer satisfaction. As a customer of the program I cannot express how pleased I am with everything mentioned above.

The communication level, the transparency, the professionalism, and business practices are second to none. For me personally , my child who is apart of the program has never had so much fun participating in any event, let alone baseball. Yes he's a good ball player , but CageRats has a knack for advancing these kids skills, attitude, and pushes the kids to compete, but more importantly to have fun !!

I joined the program last year after a relocation from Arizona. We were apart of multiple programs there and I can tell you that CageRats blows them away in every facet of the business. This includes player development, parent transparency , business practices and organization.

We pay for a service provided and we are under contract that service. We understand that and we understood that as we entered into the agreement.

Take DirecTv for example. You can be unhappy about the service , complain about it , bicker and yell, but if you decide to go a different direction there will be a \$200 fee Break your contract. Same principle applies to cell phone contracts.

I guarantee you if you talk to 100 parents whose kids participate in the program you will find a customer satisfaction rate that no other retail or service industry can provide. I'd be willing to bet a paycheck that it's at 99.9% right now.

Andy - I respect your news station and the freedom of press , but you are a pursuing a story that does not exist.

This program exemplifies leadership, customer service , and business practices. Again I am asking as a parent who is extremely pleased with the program and would like to see it continue to grow for the benefit of developing all of our children for a brighter future.

Thank you,

Jonathan Snow  
[REDACTED]

Sent from my iPhone



## CageRat Baseball Story

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James Carlson

Fri 3/9/2018 4:22 PM

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To: Andy Koen;

Flag for follow up. Start by Friday, March 09, 2018. Due by Friday, March 09, 2018.

Good Afternoon Mr. Koen,

I wanted to reach out to you regarding the CagRat Baseball story that you are looking to run. I understand this may be from a previous customer/client of CagRats who did not have a great experience. However, I wanted to take the time and reach out in the hopes that *if* the story is run, you can also report on the other, completely satisfied, 99% of the parents and kids. I can say definitively that our experience with CageRats, and Tad, over the past eight months has been nothing short of excellent. We have had no issues and have no plans on going anywhere else. Our oldest son is on the 9u team with CageRats. This team is completely new as of last Fall with most of the parents coming from other organizations. Without any exaggeration, every parent speaks to each other about how happy they are they made the switch over to CageRats. We have one of the best (based on Fall ball and USSSA stats) competitive 9u teams in Colorado, and great parents, and we are all thrilled with the organization and what they do with the children. In fact, most of us cannot get our children to leave the training CageRats provides. These are nine year old kids *asking* to go train at the Farm every night. I happen to know other parents on different teams who speak the same of CageRats.

As a Practice Administrator, I try to look at all issues as objectively as possible. CageRats is an excellent organization which provides our kids great direction, competition, top-notch baseball knowledge, and most of all, fun. I do not, and will not, name names of other organizations as I don't want to hurt their reputation, but I can say I have been in other organizations who do not provide the same business practices, skills, and/or what they say they provide.

I don't know the exact details of what this suit is about. However, I can say without a doubt that every parent and kid that I speak to at CageRats cannot be more pleased with where they are at and what CageRats and Tad Reida provide. With the training at the Farm, CageRats provides something that no other serious competitive baseball organization in Colorado Springs provides. I would go as far as saying he provides something no other facility in Colorado provides as he has kids from other cities such as Longmont coming to visit his facility in order to get ready for college.

Again, I ask that before you run a story on a small business with GREAT potential for growth, you take the time to speak with some other parents at CageRats to get their feelings on CageRats. I have no doubt you will be able to turn this story from a gloomy story, to a positive story for a small business which is really doing great things for the Colorado Springs Baseball community as well as for our kids. I would be more than happy to speak with you on the phone, or sit down with you to share my experience.

**Best Regards,**

**James Carlson, CMM  
Practice Administrator  
Pulmonary Associates  
1725 E. Boulder St, Ste 204  
Colorado Springs, CO 80909**

## CageRats

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Keith <[REDACTED]>

Fri 3/9/2018 4:02 PM

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To: Andy Koen;

Flag for follow up. Start by Friday, March 09, 2018. Due by Friday, March 09, 2018.

Hi Andy, I heard about the story you are planning to run about cagerats. I would like to give my two cents about Tad and the facility. First off, my family was apart of CBA (Colorado Baseball Academy) and found them to be very unprofessional up to the point where we threaten to sue them for money owed to us. Fortunately after we both looked through the contract, we and they signed, they sided with us because of inaccuracies in the contract and we got our money back.

Secondly, we have been with cagerats baseball since last fall and found Tad and coaches very professional, from a baseball stance to a business stance. I am in any agreeance that if a party does not uphold their end of a contract they should be dealt with in court, including the small business and the individual. It's unfortunate that an individual would go to the media to slander a small business that was trying to uphold a contract both parties sign. It would disappoint me to see a story run by your origination for this instance. Tad has worked with me specifically with our contract and allowed us to stretch our payments to him beyond our contract.

I believe in small businesses and the work Tad is doing and it would be disheartening to see this story run and this business suffer because a very small percentage of people were unhappy and lost in court.

Thanks,  
Keith Bittner

## CageRats baseball story

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Fri 3/9/2018 3:27 PM

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To: Andy Koen;

Flag for follow up. Start by Friday, March 09, 2018. Due by Friday, March 09, 2018.

Action Items

+ Get more apps

Mr. Koen,

I recently heard that you are preparing to run a story on Tad Reid, owner of CageRats, for collecting fees owed to him from a family who quit his baseball program.

My son has played competitive baseball for several years and we have played for two organizations, CageRats and CBA. I would like you to know that each organization we have played for has given families the opportunity to pay the substantial fees overtime instead of paying them all up front. It should be noted that each organization has you sign a contract stating that if you quit the organization that you are still liable to pay the remainder of the fees. This is not an uncommon practice.

Besides the contract issue, I must say that Mr. Reid is an extremely professional owner and he runs his organization with transparency and honesty. I first met him in 2012 when the facility was just a couple batting cages under the name of Diamond Sports. He has transformed that facility into a thriving baseball and fastpitch softball training facility with multiple competitive teams. He focuses on developing young players to be ready for high school and college athletics. His program has done wonders for my son and he personally welcomed our family when I was stuck abroad on a military deployment.

I hope that you can see the damage that running a story on CageRats will have on this small business. It's irresponsible on the part of the accusers to blame Mr. Reid for their decision to quit his program. They should have read the contract, understood the consequences, and accepted the outcome of losing the remainder of the team fees. That's my two cents.

I hope this helps to shed a little light from the other side before you run a potential one-sided story. Thank you for your time.

Respectfully,  
David Partington



Sent from my Sprint Samsung Galaxy S7 edge.

## CageRats Baseball

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Jennifer Holm

Fri 3/9/2018 3:16 PM

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To: Andy Koen;

Flag for follow up. Start by Friday, March 09, 2018. Due by Friday, March 09, 2018.

Good Afternoon Andy,

I am writing to you today in response to an email that was sent to the families of CageRats baseball. Apparently there has been some unhappy families that have voiced their opinions about the program. My husband and I were both born and raised here in Colorado Springs with family members actively in many sports arenas in town including USA Volleyball. My son plays for CageRats currently. We have been apart of many organizations in town including Majestic Baseball, CBA (Colorado Baseball Academy) and Colorado Springs Little League. Tad and his team at CageRats is the best we've ever seen --- hands down!!!

I HIGHLY suggest you look into organizations such as CBA. Not only was our money at CBA taken when services and games not promised to us but my son was grabbed by the thought by a coach. We could have and should have pressed charges against the coach and company. This seems like classic case of who ever barks loudest wins. With the number of families that are in each organization, any organization cannot keep everyone happy all the time. But knowing Tad and his work ethic and organization, he is doing is due diligence as a business owner to protect himself and his family. I seriously urge you to really look into the situation and look into other organizations and not publish or broadcast this story purely because of a couple angry families. It's not fair to take down the dreams of 1 organization and thousands of kids because of a couple angry parents. I'm happy to answer any questions you might have.

Thank you for your time!

Jennifer Holm

## CageRats Baseball

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Kristen Wilmes <kristen.wilmes@cagerats.com>

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Fri 3/9/2018 2:45 PM

To: Andy Koen;

Flag for follow up. Start by Friday, March 09, 2018. Due by Friday, March 09, 2018.

Hi Andy,

I understand that you have been approached by an unhappy family who was involved with CageRats last Fall/Winter- that is extremely unfortunate and disheartening!

We have had a completely different experience with Tad and his facility, we personally have three children that are training and representing his facility ranging from an elementary school player, highly competitive high school player, and a high school softball player. This is by far the best training program and coaching team that we have found in the Colorado Springs/Castle Rock/Denver area! Our high-school player could play within any program within the state and across the country- we have had many offers to go elsewhere and have declined because we believe whole-heartedly in Tad's program!

Tad is very upfront with what services he is offering and is clear in his contract with what his responsibilities are and what role player/parent should play, and in-fact very generous in offering a variety of ways to pay for the seasons you decide to participate in without having to pay a lot upfront. We have had no issues or surprises with the financial expectations for the year round program that we participate in.

If you have any questions, please don't hesitate to reach out,

Kristen Wilmes  
