

Kimberly's/Sandpiper Tennis Services
7 Beach Lane
Westhampton Beach, NY 11978
(914) 234-9462
(914) 234-3843 fax
PeterKaplan2002@yahoo.com

Dear Court Owner,

Enclosed please find the 2008 rates for court openings/maintenance. As many of you know, this is not a profit center for our company. We do it as a service. We hope that you appreciate what we do for you and engage our professionals for instruction on your home court or at Eastside Tennis Academy (annually chosen among the best tennis academies/instruction in the world), shop in Kimberly's Discount Tennis/Sport Shop, or refer people to our Inn (The Grassmere on Beach Lane). Another way to help would be to recommend Alison & Peter Kaplan to any of your friends who are potential borrowers or to referral sources for financing needs. We both went to Ivy League schools, law school, and have legal backgrounds including a combined 30 plus years in the mortgages/real estate/legal field. We guarantee the best service and lowest rates for conventional loans, refinances, second homes, co-ops, or commercial loans, in all 50 states. Additionally, we will give you credits for referrals who close with us.

In order to help us provide you with the best tennis court service at the lowest rates possible, we need your cooperation. As you can imagine, transportation, insurance and the cost of materials have gone up 50-60% in the last two years alone. We are doing our best to operate more efficiently rather than pass the costs along to you or cut back service. In order to do so, it is important that you take note of the following: (For any of you who have not seen the process for opening a court, here is a synopsis for a typical court in very good condition.) Our professional crew of 5-6 men must clear your court of all dead matter. We then spread 2 tons of the best fast-dry materials available over your court. Water must be applied. In most cases, some type of high quality chloride and weed killer must be applied. Lines are installed and rolled in. Water must be added. Courts are rolled. The whole process takes 5-6 men 2-3 visits and a total of 25-35 main hours if everything goes perfectly. (Our costs for materials is approximately \$350-400). By ordering and paying for materials in advance, we receive discounts from our suppliers, which we pass on to you.

Please take note of the early payment discounts for you which are only available if you pay in advance and meet the deadlines. In fact, after April 1 it is impossible to guarantee the rates we quote you as not only will materials costs increase, more weeds may grow on your court which requires us to apply more weed killer, to spend more time at your house (and charge you more!). If your court was not closed the previous fall or was not maintained the previous season, there will be a fee for closing your court (pulling the lines and reinstalling) which may not appear on the quote for opening your court. There also may be a fee for excessive weed growth of which, if we have not seen your court, we would be unaware. When your court is scheduled to be opened, it is absolutely imperative that the water is turned on (and your sprinklers are operational). We must have access to your court, net, lines, & nails. With ALL of those we cannot do your court and there will be a return fee of \$250. No exceptions. We simply cannot afford to schedule your court only to show up with 5-6 men and find out we cannot do the work. All payments & applications (fully completed) must be returned before we will order materials for your court or schedule its opening. We will do our best to adhere to your schedule requests. However, while we try to make sure we do not over-schedule and/or commit to more openings than we can complete on time, the schedule is contingent upon the weather. The same is true for maintenance contracts. Additionally, while we try to be a service oriented as possible, you should read the applications/contracts thoroughly.

As many of you know, many of the courts in the Hamptons were built below industry standards. Industry standards require a sub-base of 6 inches and 40 tons of fast-dry (compacted to 1 ¼ inches.) However, many contractors and builders put down NO sub-base and only 8-10 tons of fast dry (1/4 inch). That is the reason the courts may remain soft no matter how frequently they are rolled and why there may be excessive weed growth. You should take note that frequently the same contractors who built the courts wrong in the first place are those quoting low rates for service. They also may be skimping on the service you receive or the materials they use. You should take that into account when choosing a court maintenance company. The fact of the matter is, if we were relying on court opening and maintenance contracts to earn a profit we would have to charge \$1500-1600 to open courts and \$1500-1600 seasonally for weekly maintenance.

With respect to service, we must schedule the court maintenance in an efficient manner. We have to do the courts in a particular area on the same day. In some cases we can make changes or honor specific requests but we must charge extra for it. We have some areas scheduled for Wednesday, some for Thursday, some for Friday, and some for Saturday. It is not an exact science. We do the best we can and try to be as fair as possible. If the forecast calls for rain, we may do some courts earlier or some later. If it does rain, we may not get to a particular court on its scheduled day. As an example., suppose it

rains Wednesday and Thursday. Which courts should we do Friday? Should all the courts be pushed back a day or two? Or should those that were scheduled for Friday be done on Friday, and those scheduled earlier in the week be done when Friday's are completed? You should realize that we do the best we can and are as fair as we can be. Additionally, please note that even when correctly built, fast-dry courts are designed to be maintained on a daily basis every week. However, many of you only use the courts on the weekend and some of you not even that frequently. Regardless of usage, your court should be maintained a minimum of once weekly. The courts absolutely must have water added daily and after being watered, they become softer and should be rolled. Without water, they will become dry as the beach and be completely unplayable. Some of you have taken advantage of our offer to do your courts on a twice weekly basis which we do incredibly inexpensively. We know you have realized the benefits of this service. Additionally, please note that our dispatcher makes the weekly maintenance schedule on Mondays. Therefore, any changes to the scheduling must be received via fax or email by Monday of that week. There will be a charge for the weekly maintenance for any maintenance visits cancelled after Monday as that wreaks havoc with our scheduling. Sometimes we can add a weekly maintenance but that also should be done via email or fax. We have had too many cases where court owners have claimed they asked for a schedule change but our dispatcher was unaware of it. While in the past we allowed people to call in changes, it is in everyone's best interest to fax or email change requests. If you have a problem with this (no fax or email capability) please advise and we will try to solve the problem another way.

Also, each time we visit your court, our staff should leave a service note that we visited, what we did, and any suggestions. Please read the notes. We may ask you to increase the amount of time for the sprinkler, or to check a particular sprinkler head as it does not seem to be working. (We do not do sprinkler work.) Without the proper amount of water your court will be in poor shape. Additionally, you should be aware that we ask that you pay by check.

It is also much more efficient for us to be doing courts which are right next to each other. That is why we offer a \$100 gift certificate for each neighbor you refer who signs up for either a court opening or a court maintenance contract.

In 2006, we were selected by the USTA to be one of only 6 Tennis Academies in the world that it will promote to its adults. In 2007, they additionally selected us to be one of only 6 academies in the world that it will recommend to its juniors. We will be one of only one or two in the world they will recommend to both juniors and adults. We also have been honored by *Tennis Magazine*, *Tennis Week Magazine*, *New England Tennis Magazine*, *Courtime Magazine*, Tennis Resorts Online, and the Tennis Channel as one of the world's top Tennis Training Academies. The feature which aired on the Tennis Channel may be viewed on our website, www.westhamptontennis.com.

Please feel free to call Bogar with any questions or concerns. He can be reached at the Grassmere @ 631 288-4021, by fax @ 631 288-6742, or via email at grassinn@optonline.net. You may also feel free to call Peter Kaplan @ 914 234-9462 or via email at peterkaplan2002@yahoo.com.

Yours,
Peter Kaplan