

Online Scheduling Transition

Complete Game has partnered with Upper Hand Sports Software to provide online scheduling for our customers. In addition, we will begin to accept credit card payments in addition to the current check and cash options that you have today. Both a website and mobile app are available to you. This transition will occur on **Monday, Sept 11**. Schedules for **Sept 11 through Sept 24** are already available on the website. As you are accustomed to, each Monday morning the schedule for 2 weeks out will be made available to you. In order to begin to use the site, you must register. Below you will find the links for registering for an online account. Please note that any Semi-Private or Private Lessons need to be scheduled directly with Ryan Miller.

Price Changes

In order to provide this often requested service, Complete Game is adjusting their prices slightly. Please note that we have worked hard over the years to keep our prices low and will continue to do so in the future. Below you will find the new pricing schedule.

IMPORTANT: Beginning September 11, lesson packages can be used for either hitting or pitching but not both. If both services are required, two separate packages will need to be purchased. For any existing packages that you have purchased, we will transfer them to your account within 2 days after you have registered. If your child participates in both hitting and pitching, existing lessons will be allocated equally between the two. If you wish for a different allocation, please contact Ryan after registering. If your child participates in either hitting or pitching but not both, all lessons will be allocated to that particular lesson type.

- Single Lesson \$27
- 4 Pack of Lessons \$95 (\$23.75 per lesson)
- 8 Pack of Lessons \$165 (\$20.62 per lesson)
- 15 Pack of Lessons (+ T-Shirt) \$280 (\$18.67 per lesson)
- 30 Pack of Lessons (+ T-Shirt) \$525 (\$17.50 per lesson)

Cancellation & Expiration Policies

Our expiration policy will be the same and our cancellation policy has a slight change. Both can be found below:

Expiration Policy - All lesson packages have a 1 year expiration from the date of purchase.

Cancellation Policy – You now have the ability to cancel a scheduled lesson via the Upper Hand website/mobile app. For same day cancellations, in addition to cancelling them via the Upper website / mobile app, you must communicate them to Ryan Miller via text message or phone call no later than 4 hours in advance. Failure to do so will result in a forfeited lesson. No shows will result in a forfeited lesson.

Registration

Below you will find both the registration link and the link to use after you have performed your initial registration. Both of these links can also be accessed from the Complete Game website – www.cgevansville.com.

- New User Registration: https://app.upperhand.io/accounts/new_user?customer_id=182
- Online Scheduling (use after initial registration): <https://app.upperhand.io>
- Mobile App (use after initial registration): Search in the Apple App Store or Google Play for “Upper Hand Sports”.

IMPORTANT: When registering, primary accounts are for parents and managed profiles are attendees that you wish to register for a specific event (e.g. hitting or pitching).