



Every Kid Deserves a Chance to Play

Dear Every Kid Sports Families,

What a rollercoaster! The first two days of the 2023 Fall Every Kid Sports Pass has created an unpleasant experience for many of you and we are deeply apologetic for the delays and frustrations this experience has caused you.

The unprecedented demand for The Every Kid Sports Pass continues to overwhelm our systems and may continue to do so. Our team is working on alternative solutions to better your experience with our program. Please allow us time as we work through available options and implementation.

We recognize your family is depending on the support of our program and this experience has been highly frustrating. We have heard from many parents about the time they have set aside to secure an application for their child, the effort this has taken to attempt to apply, email our team, and come back again to the same result, and how much this program means to you. The experience this season is not what we hope to ever provide our families during such an important time for you and your children.

Unfortunately, when an extremely high volume of users are attempting to use ANY website at the same time, communication errors between the computer servers, pages, and websites occur causing technical errors and website crashes. This is true for even the largest of companies with nearly unlimited budgets to address these issues. Every Kid Sports is a lean nonprofit with a goal to allocate 80-85% of our funding directly to families to support your child's choice of sport and play. Balancing the remaining 15-20% towards operating the program can be tricky and we simply cannot compete with large companies and enterprises you may be familiar with.

Every Kid Sports is funded by generous donors and a handful of Corporate Sponsors; we do not receive government funding and are a limited resource. It may take us some time to have a solution and we are urgently seeking funding to help support the demand for our program. You can support us by sharing this message with anyone you know who can [donate](#) or connect us with an

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organization that can help provide funding for this Fall season. Please know our full team is working on addressing these issues and putting our resources towards a better experience. We will continue to open the application daily and make adjustments each day, as well as communicate with you as quickly as we can.

As you navigate through this season, please know we also feel your frustration and are empathetic to your situation. We ask you to please give our team some grace and understanding during this process as each team member is working very hard to support you and your experience as best we can.

Here are some [helpful tips](#) for those looking for more information around application issues.

If this experience does not work for your situation, we apologize for the inconvenience and recommend reaching out to your local league to see if they offer local scholarships, sponsorships, payment plans, or reduced registration fees for your situation.

Thank you for your patience during this time,
Natalie Hummel, Co-Founder & Executive Director | Every Kid Sports

A handwritten signature in black ink that reads "Natalie Hummel". The signature is written in a cursive, flowing style.

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