

PLANET FASTPITCH

GENERAL FAQs

General Contact Email: info@planetfastpitch.com | PFP Portal: [Search Here!](#)

Thank you for choosing **Planet Fastpitch** for your training experience. We want to welcome you to our facility.

FREQUENTLY ASKED QUESTIONS

How do I sign up for one-on-one softball instruction?

- Esoft info and onboarding page. [Link](#)

Do I need to sign a general liability waiver?

- YES! No one can participate in Planet Fastpitch activity unless a current waiver is on file. Coaches practicing, parents or teammates catching, and/or guest college instructors are included. [GENERAL LIABILITY WAIVER](#).

What is the difference between instructor levels?

- Our instructor levels are based on differences mainly in playing and coaching. Coaches at PFP work together on content, curriculum, and delivery to our students and are not independent contractors. We have staff for every athlete's age, experience, and skill level, from beginner to professional. Junior and Senior Instructors have trained heavily with Denise Davis and our Veteran and Master staff members!

What is the benefit of becoming a VIP? VIP members have perks!

- You can book lessons with access to the schedule 30 Days in advance for booking, without a membership, access is two weeks.
- Specific camps, classes, events, and early access registration are discounted for members.
- Members receive a 10% discount on a batting cage, dirt bullpen, and HitTrax rentals.
- As a VIP, you can check in 15 minutes early before a lesson and warm up where space is available.
- We also have a VIP Gold Membership for Varsity School Players and those on track for a college career. (same as the above but tech access and a 25% discount on cage rentals)

Do I have to be a VIP to attend lessons, camps, classes, clinics, and events?

- No!! All are welcome.

How do I rent a batting cage?

- Fill out this form, [Cage & Dirt Rental Request](#), and then check your email for coordination with Deb Dempsey. planetfp.ops@gmail.com.

Is there a snack bar at PFP?

- Yes! We have snacks ranging from nutrition bars to chips. Our refrigerators are stocked with water, Gatorade, Vitamin Water, and Pepsi products. We do have candy bars cooled off too!

What do I do when I arrive?

- Most likely, you may be greeted by a golden retriever.

Are parents, family, and friends allowed in the building?

- Yes, to all! Please turn off your cell phones and be aware of the training happening throughout the building. Part of the development process is the player/coach rapport to maximize time together. Side conversations during classes and instruction detract from the player's experience.

Can I ask questions during or after lessons?

- Players can ask questions at any time during the lesson. If you have something specific, please let the instructor know. The lesson and class schedules are strictly adhered to, so keep this in mind if you have something to discuss. Anything beyond a quick question that requires depth, time, and planning should be scheduled through our scheduling software in Esoft.

Where should I watch lessons, classes, or events as a guest?

- PFP has designated viewing areas. In the dome for classes or leagues, you can surround the outfield fence on the first floor or go up to the top deck viewing area. The HitTrax lab and seating behind home plate are off-limits, along with the bullpen and dugout areas which are designated for players, teams, and coaches.

What type of shoes do I wear in the dome?

- Cleats are preferred and are only allowed at the field level of the dome. (Including putting them on down there)
- Sneakers or turf shoes only in training areas outside of the dome.

I signed up for a pitching class; do I need to provide a catcher?

- Yes! All pitching classes require a catcher. Junior staff may be available to hire for catching during a class. **During lessons, our instructors will catch for the player.

I signed up for a catching class; do I need to bring catching gear?

- Yes! PFP does not provide catching gear. All catching lessons and classes require catching gear.

What are the general rules and standards for players, teams, coaches, guests, and parents at Planet Fastpitch?

General standards of Planet Fastpitch.

- We expect positive, professional & courteous language within the Planet Fastpitch facility. Be mindful of your noise level for all populations learning, training, or renting at PFP.
- **Cleats are ONLY permitted on the field level of the dome.**
- Running is only permitted in the facility if warming up in a training area or participating in a sanctioned event.
- Please mute cell phone ringers in the building and make/receive calls away from academic spaces.
- Please throw away all trash in the conveniently located trash receptacles.
- Do not dispose of gum in the parking lot, flower beds, Dome, or any object inside of PFP.
- **Food, coffee, gum, or seeds** are not permitted in the cages, Dome, classroom, and other training areas.
- Planet Fastpitch is a non-smoking campus, including in the parking lot.
- Please use proper entry and exit doors.
- Safety procedures are posted at PFP and must be followed. The universal stop signal is crossed arms above the head, loudly stating STOP.
- An AED is hanging on the wall across from the front counter. Dial 911 immediately in case of an emergency. A medkit and ice are available near the front counter.
- Put your name on your bag and all pieces of equipment. PFP is not responsible for lost or stolen items.
- Always keep the dogs inside the facility. Please do not feed them!

Does PFP train teams?

- Yes! We have significant experience in training teams, preparing defenses, growing practice plans, and developing play styles. We can cover any specific skill and develop your team concepts as well. Some of our instructors on staff have coached at the highest level in college softball. Check out staff bios: [Staff Bios](#).

Are all camps, lessons, events, and classes held indoors?

- Yes, unless you hire us to run your summer camps, satellite clinics, or recruiting events in your hometown, anything on-site at Planet Fastpitch is held in our premier indoor softball facility.

Do you have camps and classes for beginners?

- Yes! If you are getting started, we recommend *Sluggers Summer Day Camps*, the *PFP Summer Series Day Camp* held in August, and enroll in our *Rookie Schools* that happen throughout the year. We also have a dynamic team of Junior and Senior Instructors to get started with private lessons.

What equipment does my daughter need for camps or classes?

- A complete list of items to bring for each camp or class you register for will only be sent in email form. Always check for confirmation emails.

What kind of footwear does my daughter need?

- Sneakers and Cleats! We switch from the dirt to the cages and training room often. Cleats are only worn in the dome, with no exceptions.

What is Varsity School?

- Varsity School is our most comprehensive training program that is 25 weeks long and takes players through the entire training season into their high school, middle school, or travel ball seasons. Pitchers, Catchers, and Hitters can sign up. If you want additional training, sign up for Varsity Fielding.

What is Futures?

- Futures is a 10-week training program that takes players through a snippet of the Varsity School level of training. The training program is available for Pitchers, Catchers, and Hitters. If you want additional training, sign up for Futures Fielding this year!

Is lunch provided at camps or classes?

- No, lunch is not provided for campers. Campers must pack lunch, snacks, and water for full-day sessions in their cooler that is clearly labeled.

Who do I contact with questions?

- Please reach out to Debra Dempsey at planetfp.ops@gmail.com.

Is a group discount offered for multiple players from one team or organization?

- Yes! We typically offer a group discount on events and certain camps. Inquire at info@planetfastpitch.com.

Cancellation Policy

- We have a 24-hour cancellation policy. If your session is canceled within the 24-hour window, please expect to be charged unless an extreme extenuating circumstance. To waive the cancellation fee, a note or documentation is required. To cancel, you will need to email planetfastpitch@gmail.com. You may also find a replacement for your slot to waive any fees. Please be courteous of our instructors' time and other athletes who wish to schedule time.

What if I can not attend a rental, class, or lessons?

- No make-up program or team training classes are available for an individual canceling or not attending their scheduled class or team training.
- If you cancel a camp, clinic, special event, drop-in class, Live Hit Club, or other single-session events, you will receive a full credit to your player account. There will be no refunds made back to credit cards. If you wish to receive a refund instead of a player account credit, we will mail you a check for the balance minus a 5% processing fee.

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