DIBS FAQ

Why the $300 deposit?

JCNSP depends on its fundraising and volunteers to keep fees as low as possible and the continuation of the hockey program. In order to do so, concessions and other fundraising opportunities must be completed and we cannot do this without our volunteers. Without a deposit it can be difficult getting all families to complete their hours.

I signed up for a shift that I can’t do and it won’t let me change it, now what?

You will have to trade or find someone to cover your shift. Once you have the shift covered, please inform your team manager and email Stacey Van Patten at [jcnspvolunteer@gmail.com](mailto:jcnspvolunteer@gmail.com) to have the shift(s) released and to be re-claimed by the replacement. **Cancellations are not valid by requesting through the dib system and will not be accepted without finding a replacement and a confirmation from concession coordinator**

What information do I need to include when claiming a dib shift?

You MUSTinclude your **email, phone # and athletes name.** Failure to do so may jeopardize accounting for your required hours. Email your team manager the shifts you have claimed for tracking.

I’m looking on Dibs and I don’t see any opportunities available to sign up, when will they be posted?

Concession schedules run from Oct thru Feb with general hours of operation but are also made from the ice schedule. Therefore, shifts will be updated approximately every 15 days.

A family member or friend wants to work a concession shift for my family, can they do so, and can you schedule them.

No we can’t schedule your shifts. Your registered family needs to go in and claim the Dibs shift. From there you can arrange to have them work the shift. Anyone working concessions must be at least **16 years old.**

I’ve never worked concessions before, what do I do?

Concessions are pretty straight forward and there are directions posted at each arena. However, it can be overwhelming the first time. If you have never worked concessions before PLEASE do one of 3 things:

1. Sign up for shifts that require 2 people, Highschool games (be sure other person signed up has worked concessions before).
2. Sign up for a weekend shift that follows a previous shift. Show up ½ hour early to become familiar with everything
3. Show up a day or two before your scheduled shift to hang out and help the person already working a shift to have them show you around and get familiar with everything.