

FAQ

1. What happens if I do NOT complete my 20 volunteer hours by the deadline?

Your **volunteer deposit cheque** provided at registration will be **cash**ed. **NSF cheques** will incur a **\$50 fee**.

2. What if I complete some hours but not all 20?

Volunteer hours are **not prorated**. If you do not complete the full 20 hours, your **deposit cheque will still be cashed**.

3. Can I bring my children to my volunteer shift?

No. Volunteers must **be the parent or legal guardian of the athlete (19 yrs and older)** and **cannot bring children to their shift**.

4. What if I need to change or cancel my volunteer shift?

- **24 hours' notice** is required to make changes.
- A **no-show fee** may apply if you miss a shift.
- You are responsible for **finding a replacement** and notifying the administrator at administrator@coquitlamsharks.org.

5. How do I sign up to volunteer?

- The **sign-up link** will be emailed **the day before the event**.
- Specific shift times will be provided via email.
- Shifts **fill up quickly**, but **keep checking back** as spots may open up due to cancellations.

6. Why are there fewer volunteer hours available outside of the Sharks in the Park meet?

- Each club **prioritizes** volunteer roles for their own families when hosting a meet.
- **Sharks in the Park** is our club's **home meet** and offers the **largest number of volunteer opportunities**—plan to be available that weekend!

7. Can water polo, dive, or artistic families volunteer at swim meets?

Yes! **All Sharks families** are welcome to sign up for volunteer shifts at **any club event**.

8. Can I earn volunteer hours by providing food for meet volunteers?

No. Across **BCSSA clubs**, providing food for officials is considered a **shared responsibility** of all club members and is **not eligible for volunteer hours**. This includes food for swim, dive, and artistic meets, water polo tournaments, and club events like family potlucks.