

# DCYH DIBS No-Show Policy

Effective December 21, 2025 approved by DCYH Board

The concession stand is a vital part of our program - it helps keep hockey affordable for all families by providing an important revenue stream. As you know, the stand is staffed entirely by volunteers, and every shift plays a crucial role in supporting our players and the association.

When a scheduled volunteer does not show up for their shift, it directly impacts our ability to generate revenue and places an additional burden on other volunteers. To ensure fairness and protect this important resource, DCYH is implementing a new policy effective immediately:

- **No-show for a 1.5-hour shift:** \$150 fine
- **No-show for a 2-hour shift:** \$200 fine

If you need to cancel a scheduled DIBS session, please do so in SportsEngine DIBS tool. Cancellations are allowed up to 2 days prior to the scheduled DIBS slot. Anything within 48 hours of the scheduled shift will require finding a replacement to cover or subject to the fee.