

Team Support Policy — Frequently Asked Questions

For Dynamo families | August 2026

Below are answers to the questions families ask most about the Team Support Policy. If you don't see your question here, email teamsupport@dynamoswimclub.com.

Fee Structure & Multiple Swimmers

Q1. Why does my fee depend on my child's training group?

Higher training groups typically involve more meets and more reliance on a well-run home meet schedule, so the fee scales with group: \$100/\$200/\$300 short course and \$0/\$100/\$250 long course depending on group.

Q2. I have kids in two different training groups — do I pay twice?

No. Families are held to the highest applicable fee across all their swimmers, not the sum. For example, a family with one child in AG3 Green and one in AG2 Gold would owe the AG2 Gold rate (\$300 short course / \$250 long course) once per season, not both fees combined.

Q3. I only have a swimmer in College, does the team support policy apply to my family?

No. Families with only college swimmers are exempt from the team support policy.

Q4. We joined partway through the season — do we still owe the full fee?

No. Families who join mid-season have their Team Support fee prorated based on the number of months they were competing for the team that season.

Q5. When exactly are fees charged?

Fees are calculated and assessed on April 1 for short course season and August 1 for long course season, based on volunteer participation during that season.

Earning & Applying Volunteer Credit

Q6. How much is a volunteer shift actually worth?

Each volunteer role has a point value in Captyn (for example, timing is 2 points, officiating a single role is 3 points). Each point equals \$50 in credit toward your family's fee. A family with a \$300 fee would need 6 points to fully offset it.

Q7. What if we earn more points than we need to cover our fee?

Extra credit can be applied as an additional account credit, up to \$150/family/season for non-officiating roles, or up to \$300/family/season for those serving as officials. Officials who work 6 sessions also get their USA Swimming registration fee waived.

Q8. Can we carry extra credit forward to next season?

No. Volunteer credit can only be applied to the season in which it was earned and does not carry forward.

Q9. How do we know our shift actually counted?

You must check in with the Volunteer Session Lead at your shift to confirm attendance — that check-in is what triggers the credit. Points are earned per completed session based on the role worked. You can check your points earned in Captyn on your main account page. If you feel there is a discrepancy in your points earned, please email teamsupport@dynamoswimclub.com.

Q10. Are there ways to reduce or waive the fee without working meet shifts?

Yes, several: serving as a Team Parent waives the volunteer fee for the year; serving as a Committee Lead earns 12 points annually; and if your family's business (or one you solicit) sponsors Dynamo at a tier above \$750, the fee is automatically waived for that year.

No-Shows, Cancellations & Emergencies

Q11. What happens if I sign up for a shift and can't make it?

Email teamsupport@dynamoswimclub.com at least 24 hours in advance to cancel. If you no-show without notice, there's a \$100 no-show fee per session.

Q12. What if a true emergency comes up with less than 24 hours' notice?

Family emergencies are considered on a case-by-case basis, so reach out to the volunteer coordinator by emailing teamsupport@dynamoswimclub.com as soon as you can — even after the fact.

Q13. Can I just find someone else to cover my shift instead of canceling?

Finding a replacement is encouraged, but it must be coordinated through the volunteer coordinator rather than swapped informally, so the credit and check-in are tracked correctly. Please email teamsupport@dynamoswimclub.com with the swap details.

Eligibility & Roles

Q14. Who is allowed to volunteer for a shift — does it have to be a parent?

Volunteers must be at least 14 years old (some roles are restricted to 18+), and can include parents, grandparents, adult siblings, former swimmers, or close relatives, as long as they're physically able to perform the role.

Q15. Do all roles require training or certification?

Most meet roles — timing, hospitality, concessions, runners, spirit wear, parking, breakdown, awards — need no prior experience, with training provided on-site. Some roles, such as officiating and announcing, do require training/certification or experience.

Q16. How do we find out about becoming an official?

Officiating is one of the fastest ways to earn credit given the higher point values, plus the added USA Swimming fee waiver at 6 sessions. Anyone interested can reach out to John.faure@gmail.com to learn more.

Signing Up & Finding Shifts

Q17. When do volunteer shifts get posted?

Meet volunteer positions are posted on the Dynamo website and in Captyn approximately 3–4 weeks before each meet. Signing up early is encouraged since popular shifts and times fill up.

Q18. What if the shifts that work for our schedule are already full by the time we look?

If this becomes a recurring issue for your family, reach out to the volunteer committee — they can help find alternatives. Again, signing up early is encouraged if you know you have a limited schedule for volunteering.

Q19. Where do non-meet roles, like being a Team Parent or Committee Lead, show up?

Those points are also reflected in Captyn, but they're added manually by the volunteer committee rather than generated automatically from a shift sign-up, so there may be a short lag before they appear.

Q20. How do I volunteer to be a team parent or help with a committee?

If you would like to be a group parent, please reach out to your child's coach to share your interest. Group parents are limited to 2 volunteers per group. If you are interested in helping with a committee, please reach out to the below contacts:

Committee	Description	Contact(s)
Concessions	Responsible for concessions and at times meal planning for Dynamo hosted meets. Help determine menu, price list, and procure supplies. help set up Concession and Hospitality areas ahead of the meet.	Meredith Brohm - meredith910@gmail.com
Volunteer Coordination	Responsible for making sure the correct roles are set up in Captyn ahead of each meet, monitor volunteer sign ups, communicate with volunteers, and coordinate volunteer check in.	Amy Atteberry - ahatteberry@gmail.com Kelly Hurley - kellyupchurch432@gmail.com Meaghan Gambling - meaghan325@gmail.com
Fundraising / Sponsorships	Responsible for planning Dynamo Fundraising events (ex. Dynathon, Big Night Out) and identifying annual and event sponsors.	Meaghan Gambling - meaghan325@gmail.com Amy Atteberry - ahatteberry@gmail.com
Alumni	Responsible for keeping alumni engaged and supporting Dynamo	Amy Atteberry - ahatteberry@gmail.com
Spirit Wear	Responsible for designing, ordering, and managing apparel that is sold at the Spirit Wear shop at Dynamo	Cindy Combs - cindyjcoombs@gmail.com

Accountability & Unpaid Fees

Q21. What happens if our fee goes unpaid?

Unpaid fees can impact account standing or meet entry eligibility, so it's worth resolving any balance before it affects your swimmer's ability to compete. If you have questions about your balance, reach out to teamsupport@dynamoswimclub.com.

Still have a question? Email teamsupport@dynamoswimclub.com and we're happy to help.