

Troop and Service Unit Campout Information

Troop and service unit Campouts are a great way for girls to interact with each other and the environment, develop leadership skills, and have fun.

- A **troop** may reserve their campsites up to 90 days prior to their campout. Access to online registration for Troop Camping is limited to Troop Leaders, Troop Program Guides, and Troop Admins.
- A **service unit** may reserve their campsites up to 6 months prior to their campout, and may reserve up to 2 campouts dates in any one year (365 day) period. Access to online registration for Service Unit Camping is limited to Service Unit Directors.
 - Service units may only use their six month ahead access for the purposes of booking a service unit campout, and not for early booking of troop camping. Any service unit who abuses this process on behalf of a troop will first receive a warning. Subsequent infractions would result in cancellation with no refund, and the service unit's access to the portal for camp reservations may be suspended for a three-month period.
- If you hold one of the above positions for a troop or service unit and are unable to access the online reservation calendar for the time periods stated, please contact your Community Membership Executive, who will validate your status with the Registration department.
- Every adult participating in the campout must be a current registered member of Girl Scouts North East Ohio **AND have a completed and eligible background check** at the time the final roster is submitted. Troops can check their rosters under the MY GS site to find out if their adults have membership and have an approved background check. SU Registrars can check via Looker.
- On the GSNEO website, under Camp, is [Reservation Dates of the 3/6 month rolling calendar](#).

Reserving the Camp Sites

- Visit <https://www.gsneo.org/en/camp/our-camps.html> to reserve camp sites.
- For **troops**, 100% payment is due at the time of the reservation.
- For **service units**, 50% deposit is due at the time of the reservation, balance to be paid by 30 days prior to the event date.
- If you have not used the website to reserve camp before, or if has been a while since you have, please take a few minutes to review the webinar outlining the process: <https://www.youtube.com/watch?v=i3H4UzykOPI>. This short video holds a lot of great information for reserving campouts.
 - Note: your username and password is the same whether you are reserving a troop campout, a service unit campout, or register for programs.

Designated Outdoor Trained and Certified First Aider for Service Unit campout

- While we recommend each site have an Outdoor Trained/Certified Adult present, **there must be at least one Outdoor Trained/Certified Adult for the troop.** The Outdoor Trained/Certified Adult is responsible for ensuring the group is following camp safety guidelines, that sites are used properly, and that sites are ready at time of check-out.
 - Only sites that have an Outdoor Trained/Certified Adult may have a fire, utilizing the cabin fireplace or outdoor fire circle. The Trained/Certified party must be always present at the fire.
- Having a first aider at each site is also highly recommended. It is required that during the campout, there needs to be at least one adult with a **current First Aid/CPR/AED Certification** for up to 25 participants, a second First Aid/CPR certified adult is required for groups up to 100 participants, and a third certified adult for up to 200 participants, and so forth.

Day Pass Requests

Anyone visiting camp for daytime only (not an overnight stay) such as for hiking, using equipment, renting lodges will need to complete a Day Pass Request. The event organizer will need to purchase Girl Scout Activity Insurance (discussed later in this document) if you have any non-members attending. Reserving equipment and/or renting a day use site will not prompt you to enter a roster (Ex: Edgewater Program Center, or day events run by the troop/service unit). You will enter your Roster for the Day Pass when making your Day Pass Request in the reservation system:

Camp Ledgewood – <https://gsneo.doubleknot.com/facility/day-pass-request/2601493>

Camp Sugarbush – <https://gsneo.doubleknot.com/facility/day-pass-request/2601594>

Camp Timberlane – <https://gsneo.doubleknot.com/facility/day-pass-request/2601516>

Equipment Rental and Certified Facilitators

Certified facilitators are required for use of all rental equipment, except the GPS units. Equipment must be rented no later than 21 days prior to your campout. All equipment is rented on a first come, first serve basis so the earlier you reserve the better. Equipment can be reserved in the same reservation system as campsites and Day Pass Requests, by selecting the *Equipment and Program Area* category and choosing your desired date.

Note: You do not need to have secured your certified facilitator at the time of booking, if reserving more than 21 days in advance. You can instead list “*To Be Determined*”, but the deadline to confirm and list the certified facilitator in your reservation is 21 days from the rental date. If you do not have a certified facilitator listed prior to the deadline, your reservation may be cancelled. You will not be allowed to use equipment without a certified facilitator.

If your troop does not have a volunteer with a current certification for that adventure, here are a few options:

1. Check gsneo.org/events or the Program Guide to see if a program is already being offered the day you need it or on another day that works for your schedule. To make it super easy, facilitators are

already scheduled for these programs – simply go online to register. There are a limited number of certified facilitators – they stay very busy helping deliver specialized programs for girls!

2. Consider taking a certification class or asking another adult in your troop or Service Unit to take it, that way you can take your girls at any time by reserving the equipment. Training is scheduled seasonally.
3. Still interested in trying to find your own facilitator? Fill out the Jotform at: <https://form.jotformpro.com/70943478367974>. We'll see if we can help connect you to a certified volunteer who's available. Additionally, consider connecting with volunteer facilitators through your Service Unit or GSNEO's Facebook page or our Volunteer ran Facebook page, NEO Scout Share-a Volunteer Led.
4. If a facilitator is not available, plan to try another outdoor activity that doesn't require certification – for example, you can rent GPS units or snowshoes at camp, plan a hike or work on an outdoor-themed badge. The GSNEO Camp Compass is a great resource to use with your girls when planning a visit to a GSNEO property. Check it out at: <https://www.gsneo.org/en/camp/camp-out-forms-and-resources.html>

Pool Reservations

Certified lifeguard(s) is required for any pool rental/usage. Girl Scouts of North East Ohio does not provide or arrange a lifeguard with your rental, so you/your group will be responsible for providing your own.

Pool rental is on a first come, first served basis so the earlier you reserve the better. Each camp's pool can be reserved in the same reservation system as campsites and Day Pass Requests, by selecting the *Equipment and Program Area* category and choosing your desired date.

Proof of lifeguard certification (via scan or photo attachment) must be provided to GSNEO via email to campandevents@gsneo.org as soon as the reservation is made, and absolutely no later than 21 business days prior to your scheduled reservation. Failure to do so will result in cancellation of your reservation. Note: Your certified volunteer(s) will need to present a current photo ID to the property manager or Camp Coach to gain access to the pool area on your reservation date.

Once we've confirmed your Lifeguard Certification and roster information, you'll receive a Final Site Permit via email. This Site Permit is your approval to go to camp and use the pool. Don't forget to print it out to take to camp with you!

Confirmations

- **All email correspondence regarding your campout and reservation will be sent to the email address used when booking the reservation.** It is best if the organizer's email address is the one used for the reservation.
- Once you place your order you will receive an email receipt from noreply@doubleknot.com
- You will receive a second confirmation, and subsequent reminders from customercare@gsneo.org
 - To enable GSNEO to provide the best service to you, please add the Girl Scout-related emails listed above to your safe or trusted sender list. This will ensure that you don't miss

any important communication related to your camp out. These domains are trusted vendors that send communication on behalf of GSNEO.

Trip Applications

Trip Applications are required for any overnight trip offsite from GSNEO properties, including offsite campouts. While it's rare, some trips may need altered to meet Girl Scout guidelines. Applications should be submitted at the time of initial planning, and no later than six (6) weeks prior to the date of departure. Confirmation from GSNEO will be sent within ten (10) days of receipt.

- Use the [Simple Overnight Trip Application](#) for overnight trips of two (2) or less nights in duration.
- Use the [Extended and International Trips Application](#) for domestic travel of three (3) nights or more, and international travel of any length. Overnight Trip and Travel Planning will be required of at least one registered and background checked adult in the troop who is participating in the trip.
- Please see these applications for additional guidelines/information.

Girl Scout Activity Insurance

As members of Girl Scouts USA, your membership provides you with basic secondary insurance (we refer to this as Plan 1). For many activities you can do as Girl Scouts, you will need to purchase additional insurance, including offsite campouts, trips longer than 2 nights, and international trips of any length.

Optional insurance plans include:

- **Plan 2** is an additional insurance that is purchased through the council. It is necessary to purchase this insurance for \$0.11/person per day for non-members attending Girl Scout events. It is also necessary for Girl Scout trips lasting longer than 2 nights and 3 days, and it must be purchased for all travelers with the troop/group for duration of the trip.
- **Plan 3E** covers members and non-members as participants; same as Plan 2 with the addition of sickness benefits when illness/symptoms occur while coverage is in place. Must be purchased for all participants.
- **Plan 3P** provides sickness coverage; identical to plan 3E but the non-duplication provision does not apply. Must be purchased for all participants.
- **Plan 3PI** is required for international travel. Must be purchased for all participants. Covers accidents and medical costs.

Insurance can be purchased here: [Girl Scout Activity Insurance](#). Please note, it can take 3 business days or longer to process Girl Scout Activity Insurance, so it should be purchased as far in advance as possible, and no later than 3 business days PRIOR to the date of departure for the trip or offsite campout.

Timeline Considerations

2+ months Prior to the campout:

- Adults who are Outdoor Essentials trained should be spending time at planning meetings going over the essentials with all the other adult campers, including:
 - Safety Requirements for Visiting Camp:
<https://www.gsneo.org/content/dam/gsneo/documents/Camp/Safety%20Requirements%20for%20Visiting%20Camp.pdf>
 - GSNEO Inclement Weather & Emergency Camp Procedures:
<https://www.gsneo.org/content/dam/gsneo/documents/Archive/General%20GSNEO%20Camp%20Emergency%20Prod%20-%202016.pdf>
- Verify that you have all your necessary Certified Volunteers and that their certifications are current.
- Please encourage the adults who are going on the campout to review the [camp page](#) on our website. From this page you can click the camp where you will be staying and get camp-specific details. There you will also find **The Compass** which is a great resource and provides information on all the essentials.

6 weeks prior to campout:

- An email will go out to the campout organizer reminding to submit your final roster, and providing answers to Frequently Asked Questions.
- Now is a great time to be completing your roster if you haven't already. It is due no later than 21 days prior to your campout date.

30 days prior to the campout:

- Your final roster complete with names is now due. Remember, you should include anyone on the roster anyone you think MIGHT be attending, as additions/substitutions are NOT permitted after your Final Roster/Site Permit is issued.
- Make sure your Outdoor Essentials and First Aid/CPR/AED certified adults have already been listed in your reservations with their certification expiration dates as well.
- We will make every effort to contact you about any issues we may have with your roster.
- Deadline date for site cancellations to retain possibility of a refund (see *Cancellation Policy: Camp Sites and Equipment*)
- Final payment of your reservation balance is due. **(service units only)**

2 weeks prior to the campout:

- You will receive your Final Roster/Site Permit approximately two weeks before you camp out.
- Site permits are final, and additions/substitutions will not be accepted after they have been sent. At the time of your campout, please notify the Camp Coaches/Camp manager of anyone who is not attending, and manually cross them off your list.
- You will receive this permit by email. If you have not received it the Monday before your camp out, please contact Customer Care at 800-852-4474.

- Remember that any persons coming to camp and not staying overnight will require a Day Pass to be on property. Please see the *Day Pass Requests* section above.

Refund/Cancellation

Since so many girls are anxiously awaiting their turn to camp, we want to be sure that any sites which won't be used are opened back up for reservations as soon as possible. That is why we ask that any cancellations be made as early as possible. ***Refunds will be issued only if the request to cancel a site is received in writing at least 30 days in advance of reservation date, AND the site is subsequently rented by another group for those dates.***

Our full Camp Sites and Equipment Cancellation Policy is available at

<https://www.gsneo.org/content/dam/gsneo/documents/Camp/Reservation%20Cancellation%20Policy%208.23.2021.pdf>.

Who do I contact with questions?

- Please call Customer Care at 800-852-4474. They will assist you with your inquiries.
- If you have any questions regarding this process or need assistance scheduling your campout you can also send an email to campandevents@gsneo.org.