



# Know Before You Go

What to know while planning your campout.

## What's a troop campout?

Troop Campout refers not only to a campout for a single troop/group, but is a general term encompassing any campout including volunteers and youth members that does not meet the criteria of a Service Unit Campout.

## What's a service unit campout?

A Service Unit Campout typically includes members from at least 5 different troops, where all troops within a service unit or all troops at specific program levels in the unit, are invited to participate. There is no specific requirement for total number of persons or number of sites to be rented.

## When can a troop or SU book?

- Sites for a troop campout can be reserved up to 4 months prior to their campout. Troop campout registration can be completed by any of the troop's participating volunteers. Communication on the reservation will be sent to the email address used for booking.
- Sites for a service unit campout can be reserved up to 6 months prior to their campout date. A service unit may reserve a maximum of 2 campouts dates in any one-year (365 day) period. Access to online registration for Service Unit Camping is limited to Service Unit Directors.
- See [Reserving Campouts for Troops and Service Units](#) for reservation info and timelines.

## Participant Membership and Requirements

All youth participating in overnight experiences with Girl Scouts, including campouts, must have an active membership at the time of event. All adults participating in overnight experiences, including campouts, must have an active membership, and hold an official volunteer role with an eligible Girl Scout background check.

If you plan to include any non-members in your activities (such as inviting families to a ceremony or picnic during your stay), they must be included on a Day Pass Request roster. Non-members are not permitted to stay overnight. See Reserving Campouts for Troops and Service Units for [Day Pass Requests](#) later in this document, and more info is available at [gsneo.org](http://gsneo.org) for [Day Pay Requests](#).

You must have enough adults for your number of youth, and certified volunteers for Outdoor Essentials, First Aid/CPR/AED, and possibly for any equipment rentals you are making, so pay close attention to the next three sections for those requirements.



## Adult-to-Youth Ratios for Outings, Activities, Camping, and Travel

See also [Safety Activity Checkpoints](#) (page 52 for camping guidelines)

Girl Scouts Volunteer-to- Youth Ratios	Group Meetings		Events, Travel, and Camping	
	Two unrelated volunteers (at least one of whom identifies as female) for up to this number of girls:	One additional volunteer to each additional:	Two unrelated volunteers (at least one of whom identifies as female) for up to this number of girls:	One additional volunteer to each additional:
Girl Scout Daisies (Grades K–1)	12	1–6	6	1–4
Girl Scout Brownies (Grades 2–3)	20	1–8	12	1–6
Girl Scout Juniors (Grades 4–5)	25	1–10	16	1–8
Girl Scout Cadettes (Grades 6–8)	25	1–12	20	1–10
Girl Scout Seniors (Grades 9–10)	30	1–15	24	1–12
Girl Scout Ambassadors (Grades 11–12)	30	1–15	24	1–12

## Certified Volunteers Required for Every Campout

At least one volunteer CERTIFIED for each Outdoor Essentials and First Aid/CPR/AED are **REQUIRED** for any campout.

- The Outdoor Essentials 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 Essentials Certified Adult may have a fire using the cabin fireplace or outdoor fire circle. The Outdoor Essentials Certified party must be always present at the fire.
- For First Aid/ CPR/AED Certification, the one certified volunteer applies 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.



### **Highly Recommended**

<b>Volunteer Certification:</b>	<b>Quantity:</b>	<b>Per:</b>
Outdoor Essentials	1 volunteer	per each site/cabin
First Aid/CPR/AED	1 volunteer	per each site/cabin

### **Minimum Required**

<b>Volunteer Certification:</b>	<b>Quantity:</b>	<b>Per:</b>
Outdoor Essentials	1 volunteer	per group reservation
First Aid/CPR/AED	1 volunteer	up to 25 participants, per group reservation
First Aid/CPR/AED	2 volunteers	up to 100 participants, per group reservation
First Aid/CPR/AED	3 volunteers	up to 200 participants, per group reservation

### **Reserving equipment/obtaining facilitators:**

Equipment can be reserved with campsite reservations and Day Pass Requests, by selecting the Equipment and Program Area category and choosing your desired date. Equipment must be rented no later than 21 days prior to your campout.

Certified facilitators are required for use of all rental equipment. We encourage you to find your own; see [Equipment Rental and Certified Facilitators](#) for help to identify facilitators and reserving your equipment.

Activities available:

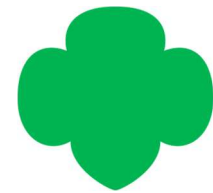
Camp Ledgewood – Low Ropes, Boating, Archery (Apr-Oct), Pool

Camp Timberlane – Low Ropes, Boating, Archery (year-round), Pool

Camp Sugarbush – Low Ropes, Boating, Archery (year-round), Sling Shots, Pool

Facilitators must be over the age of 18, and certified by GSNEO and/or a GSNEO-accepted certifying authority:

- Archery: USA Archery-certified
- Lifeguard: American Red Cross, Jeff Ellis & Associates
- Low Ropes: GSNEO-certified
- Boating/Watercraft: GSUSA Small Craft, American Canoeing Association
- Axe Throwing: GSNEO-certified (with Prerequisite certification)
- Sling Shots: GSNEO-certified (with Prerequisite certification)



### **What type of campsites are available?**

Use the flipbooks for each site at [Camp Ledgewood](#), [Camp Timberlane](#), and [Camp Sugarbush](#) to view pictures, amenities, and learn more about each GSNEO camp site. We give each site a designation (the different designations are listed below) to provide you and your families a clearer picture of what to expect. You are welcome to share the flipbook links from our website to keep your families in the loop!

MOST CONVENIENT, described as:

**Modern cabin complete with kitchen and indoor restroom/shower.**

*Loved by our glampers.*

CONVENIENT, BUT NO SHOWER, described as:

**Modest cabin including kitchen amenities and restroom with no shower facilities.**

*Convenient lodging for those who want flushies.*

CABIN WITHOUT RESTROOM FACILITIES, described as:

**Simple cabin featuring indoor kitchen and nearby latrine for restroom use.**

*For those looking for solid shelter, with a back-to-basics appeal.*

ADIRONDACKS AND PLATFORM TENTS:

**Outdoor shelter for sleeping. Nearby pavilion for cooking and latrine for restroom use.**

*Primitive experience under a basic shelter.*

PRIMITIVE:

**Open air site to set up your tents or sleep out under the stars. Nearby pavilion for cooking and latrine for restroom use.**

*Our most primitive camp experience.*

### **Can adult males camp with Girl Scouts?**

Male volunteers are always welcome at camp! Just be sure to consider the following:

- Adult males need to sleep in a separate area/facility. You can reserve an additional site, select a cabin with a room that has a closing door or no line of site to campers, or pitch a tent near your site.
- You must designate a specific restroom or restroom time for the male. Many troops post a sign on the restroom or shower indicating “Men only” and have another adult volunteer redirect girls during the restricted time. Some sites have restrooms that can be designated for men only for the length of your stay.
- It is important that all camper families are informed there will be adult male(s) attending and what arrangements have been made for them.
- Please feel free to contact us at [customercare@gsneo.org](mailto:customercare@gsneo.org) if you have any questions or concerns regarding these ideas.

We’ve outlined the best options for including male campers at each camp below:



### Camp Sugarbush

- Shadynook and Raccoon Roost have separate sleeping areas.
- The Lodge has a separate sleeping area with restroom.
- Pitch a tent in front of the unit and use latrines not in use by other campers (*must be within the total site capacity and arranged during reservation*).

### Camp Ledge

- Red Oak and White Oak each have a separate sleeping area and a handicap restroom that can be designated.
- Moss Ledge has separate bunk houses, and the handicap restroom can be designated.
- Chalet and Seiberling have separate sleeping areas and a latrine can be designated.
- Pitch a tent in front of the unit and use latrines not in use by other campers (*must be within the total site capacity and arranged during reservation*).

### Camp Timberlane

- Tall Timbers - Girls could sleep in the bunk houses with the adult females. Males could sleep in the general area, and a restroom can be designated.
- Pinecrest has a separate sleeping area, and the Edgewater restroom can be used.
- Green Meadows has a separate sleeping area and restroom (seasonal site).
- Cherry Hill has a separate sleeping area for adults and a restroom can be designated.
- Oak Cliff can use a separate tent and use the men's room at Cherry Hill's lower level.
- Edgewater Program Center has a separate sleeping area and separate men's restroom available (*must be reserved/arranged during other site reservation*).
- Pitch a tent in front of the unit and use latrines not in use by other campers (*must be within the total site capacity and arranged during reservation*).

## Visitors at Camp

Anyone visiting GSNEO camp properties for daytime activity only (such as for hiking, using equipment rentals, or renting lodges for day use) will need a completed Day Pass Request. Those who are staying overnight should already be listed on their campout roster. See Reserving Campouts for Troops and Service Units for [Day Pass Requests](#) for information on booking, and the [Camp Visitor Information](#) handout later in this document.

## Inform your families of what to expect during the campout experience!

Make sure girls, families, and other volunteers know details for the campout. Participants may have different levels of experience and comfort, so set clear expectations. Include info, like:

- When, where, and how to check in when they arrive.
- When, where, and how to pick-up their campers for departure.
- Campsite name and type. You can even share a link to GSNEO's camp pages or the flipbook for your reserved site. *People always want to know if there are toilets.*
- Contact info for you/other volunteers attending, in case a family needs to reach you or their camper.
- A template is included for you at the end of this document, and an editable version available online, too!



And be sure to leave a contact list for families of your attendees with a trusted adult who is not on the campout. That way, in the event of an emergency, you only need to place **one** phone call with instructions. The designated adult should be available by phone the entire time you are camping and will then make necessary calls to parents with your instructions.

### **Check-in/Check-out procedure for arriving at/departing from camp:**

For troop and service unit campouts, we ask members and families to adhere to Girl Scouts of North East Ohio's drop-off and pick-up windows:

- Friday or Saturday evening drop-off: 4:00pm-7:00pm
- Saturday and Sunday morning pick-up: 10:00am-1:00p

Make sure the participants are aware of the windows. For late drop offs/early pick-ups, a troop volunteer should accompany the youth to or from the parking lot.

### **Vehicles at Camp**

Camp Roads are built for camp maintenance, emergencies, and delivery purposes only. One car may be used to take supplies to the site and if necessary, may make more than one trip to deliver those supplies. That vehicle should then remain parked at the site until campout departure, unless in case of emergency.

Per fire code, only one vehicle may remain at your site during your stay. All other cars must park in the main parking lot. Girls should walk to sites and carry something, even if it is just their pillow. "Packing in supplies" can be fun for girls and can provide a learning experience in responsibility and cooperation. Speed Limit on camp roads is 5 MPH. Wagon carts are available to transport gear from the parking lot to your reserved site at Camp Ledgewood and Camp Sugarbush.

Luggage carts are available to transport packed items from the camp parking lot to your site. There is no riding in luggage carts. Promptly return carts once emptied so other visitors can use them. *(Not available at Camp Timberlane)*

### **What do we wear and bring to camp?**

While on GSNEO Camp Property, "camp attire" must be worn, including closed-toed shoes, socks, and weather-appropriate clothing and outerwear.

Mops, brooms, some cleaning supplies, and 1-2 trash bags will be available at cabin sites. Cleaning supplies are not stocked weekly, so availability may differ.

Your group is responsible for bringing their own: hand soap, dish soap, sponges, dish towels, toilet paper, paper towels, disinfecting cleaner/Clorox wipes, sanitizing tabs for dishes, firewood, matches.



For more help on what to bring:

See the suggested [Girl/Adult Packing List](#)

See the suggested [Troop/SU Packing List](#)

GSNEO is not responsible for damage/theft of personal property.

**No alcohol, marijuana, firearms, or illegal substances are permitted on GSNEO properties.**

Smoking/vaping is only permitted at fire scars and while youth are not present. Cigarette butts must be packed out and removed from camp. As of January 1, 2026, all GSNEO properties will be tobacco/smoke free.

### **Fire Safety and Info**

Only sites that have an Outdoor Essentials Certified Adult may have a fire, utilizing the cabin fireplace or outdoor fire circle. The Outdoor Essentials Certified party must always be present at the fire. *More in depth information is provided in Outdoor Essentials training, and reviewed later in the Camp Compass.*

A limited supply of pre-cut wood may be available during December, January, and February. However, supply cannot be guaranteed. Dead fall is available year-round for all fires. You may also choose to bring wood with you, but we ask that Pine be burned in the fire circles instead of the fireplace as the sap clogs the chimney.

- No use of candles or open flame in our cabins/buildings.
- Observe fire and sanitation procedures carefully at your site. If a site is not left in good condition, you will be asked to return and remedy the problem.
- Never leave a fire or stove unattended.





# Reserving Campouts for Troops and Service Units

**For service units:** A Service Unit Campout typically includes members from at least 5 different troops, where all troops within a service unit or all troops at specific program levels in the unit, are invited to participate. There is no specific requirement for total number of persons or number of sites to be rented.

**Service units** may reserve campsites for service unit campouts up to 6 months in advance, and 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. The reservation rolling calendars are available at [gsneo.org](http://gsneo.org), under Outdoors/Our Camps ([2025 Calendar](#)). All sites and equipment open at 12:00am on the reservation open date.

- Service unit directors unable to access the online reservation calendar for the six-month window should contact Customer Care for verification/access.
- Service unit campouts cannot be booked during the weekends designated as “Troop Only Weekends” on the Reservation Rolling Calendars (typically two weekends/year).
- Service units may only use their six-month advance access for booking a service unit campout – **not** for early booking of troop campouts. Any service unit who abuses their access on behalf of a troop will first receive a warning. A subsequent infraction would result in cancellation, and the service unit’s access to the camp reservation site may be suspended for a six-month period.
- Every adult participating in the campout must be a current registered member of Girl Scouts North East Ohio **AND have a completed, eligible background check** at the time the final roster is submitted. Troops can check their rosters under the MYGS site to find out if their adults have membership and have an approved background check. SU Directors, Troop Mentors, and Registrars can check this via Looker.

**For troops/other groups:** Troop Campout refers not only to a campout for a single troop/group, but is a general term encompassing any campout including volunteers and youth members that does not meet the criteria of a Service Unit Campout.

**Troops** may reserve campsites up to 4 months in advance (or those volunteers who are reserving for Troop Campouts may do so up to 4 months in advance). The reservation rolling calendars are available at [gsneo.org](http://gsneo.org), under Outdoors/Our Camps ([2025 Calendar](#)). All sites and equipment open at 12:00am on the reservation open date.

- Every adult participating in the campout must be a current registered member of Girl Scouts North East Ohio **AND have a completed, eligible background check** at the time the final roster is submitted. Troops can check their roster under their MYGS to find out if adults in the troop have membership and an approved background check.
- Though Service Unit Directors have further advance access to the reservation calendar, they may not book a Troop Campout more than four months in advance, as the six-month window is allowed only for **service unit campouts** (see above).
- For **troops**, full payment is due at the time of the reservation.





## **For all reservations:**

### **Reserving GSNEO Camp Sites**

- Visit <https://www.gsneo.org/en/members/for-girl-scouts/camp-and-outdoors.html> to reserve camp sites.
- For **service units**, 50% deposit is due at the time of the reservation, balance due 30 days prior to the event date. For **troops**, full payment is due with reservation.
- 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=i3H4UzvkOPI>. This short video holds a lot of great information for reserving campouts.
  - Note: your username and password are the same whether you are reserving a troop campout, a service unit campout, or registering for programs.

### **Certified Volunteers Required for Every Campout**

At least one volunteer CERTIFIED for each Outdoor Essentials and First Aid/CPR/AED are **REQUIRED** for any campout. Only sites that have an Outdoor Essentials Certified Adult may have a fire using the cabin fireplace or outdoor fire circle. **The Outdoor Essentials Certified party must always be present at the fire.** For recommendations and more on requirements, refer to the [Know Before You Go section](#) above.

### **Day Pass Requests**

Anyone visiting GSNEO camp properties for **daytime activity only** (such as for hiking, using equipment rentals, or renting lodges for day use) will need a completed Day Pass Request. More information is available at [gsneo.org](https://gsneo.org) for [Day Pass Request](#) visitors and booking.

Reserving equipment and/or 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). So, 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>

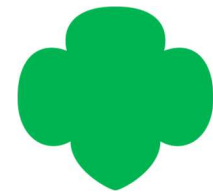
**Camp Sugarbush** - <https://gsneo.doubleknot.com/facility/day-pass-request/2601594>

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

### **Equipment Rental and Certified Facilitators**

Equipment must be rented no later than 21 days prior to your campout. All equipment is rented on a first come, first served basis. 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.

- Certified facilitators are required for all equipment rentals.
- Certified volunteers/facilitators are required to provide proof of certification to GSNEO, typically via photo or scan sent to [campandevents@gsneo.org](mailto:campandevents@gsneo.org).



- Certified volunteers/facilitators are required to show photo ID to the property manager or Camp Coach to gain access to the equipment for your rental.

You can reserve your rental even if you haven't identified a facilitator yet. When prompted for facilitator name, instead list *"To Be Determined"*. The deadline to list the certified facilitator in your reservation and provide proof of certification is 21 days from your campout with your final roster. You cannot use the equipment without a certified facilitator, so if you do not have one listed by the deadline, your equipment reservation will be cancelled and refunded.

If your troop does not have a volunteer with a current certification for that adventure (or you don't know where to start), here are your options:

1. Check [gsneo.org/events](https://gsneo.org/events) or the current season's program guide to see if a program is already being offered that meets your needs. Facilitators are already scheduled for these programs – you 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, so you can take your girls at any time by reserving the equipment. Training is scheduled seasonally.
3. Fill out this form: <https://form.jotformpro.com/70943478367974>. We provide your information to certified facilitators, who *may* contact you directly, if available. There is no guarantee of availability, and GSNEO does not complete additional follow-up with facilitators. **We will not reach out to facilitators without a confirmed reservation, so your reservation must be completed *prior* to completing this form.**
4. Consider connecting with volunteer facilitators through your service unit, or on the volunteer-run Facebook page, *NEO Scout Share-a Volunteer Led Group*.
5. If a facilitator is not available, try another outdoor activity that doesn't require certification – for example, you can rent snowshoes at camp, enjoy the freedom climbers, 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 and Certified Lifeguards**

Pool rental is on a first come, first served basis. 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.

- 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 your group is responsible for providing your own. Refer to [\*Safety Activity Checkpoints\*](#) for the number of lifeguards who will be required for your group/rental.
- Certified lifeguards are required to provide proof of certification to GSNEO, typically via photo or scan sent to [campandevents@gsneo.org](mailto:campandevents@gsneo.org).



- Certified lifeguards are required to show photo ID to the property manager or Camp Coach to gain access to the pool/pool area.

Note: You can reserve your rental even if you haven't identified a lifeguard yet. When prompted for lifeguard name, instead list *"To Be Determined"*. The deadline to list the certified lifeguard in your reservation and provide proof of certification is 21 days from your campout with your final roster. You cannot use the pool/pool area without a certified lifeguard, so if you do not have one listed by the deadline, your reservation will be cancelled.

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 use the pool at camp. Don't forget to print it out to take to camp with you!

### **Trip Applications**

Trip Applications are required for any overnight trip offsite from GSNEO properties, including offsite campouts. While rare, some trip plans may need alteration to meet Girl Scout guidelines. Applications should be submitted during 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.

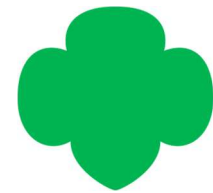
- Use the [Simple Overnight Trip Application](#) for overnight trips of two (2) or less nights in duration.
- Use the [Extended and International Trips Application](#) for domestic travel of three (3) nights or more, and international travel of any length. Overnight Trip and Travel Planning is required for at least one registered and background checked volunteer attending 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). You are no longer required to purchase additional insurance for offsite campouts, offsite trips longer than 2 nights, or non-member participation in Girl Scout activities. Visit [Girl Scout Activity Insurance](#) for more information.

### **Confirmations**

- **All email correspondence regarding your campout and reservation will be sent to the email address used at booking. If the event organizer is another volunteer, please notify Customer Care of the proper contact for the campout after booking.**
- An automatic confirmation for receipt of order is sent from [noreply@doubleknot.com](mailto:noreply@doubleknot.com).
- A second confirmation from staff, and subsequent correspondence are sent from [customercare@gsneo.org](mailto:customercare@gsneo.org).



- To help us provide the best service and ensure you don't miss any important communication related to your campout, please add the email addresses above to your safe or trusted sender list.

## Reservation Timeline Considerations

### 2+ months prior to campout:

- **Do you already have Outdoor Essentials and First Aid/CPR/AED-certified volunteers?**
  - Your Outdoor Essentials-certified volunteer(s) should be attending planning meetings with your other adult campers. **If not,**
  - [Register for certification classes now](#). Be sure to change the first drop down to “Adult Learning” to locate volunteer trainings. Schedules are based on trainer availability and can vary based on overall demand and time of year. Don't assume there will be several options between now and your campout.
- **Are all participants Girl Scout members, and do adults have a volunteer role with an eligible Girl Scout background check?**
  - Have troops check MyGS rosters for membership info now (so there are no surprises at the deadline). Service unit team members can also use Looker to check memberships.
  - Submit your complete campout roster ahead of the deadline with anyone you believe *MIGHT* participate (you can remove, but not add participants, past the deadline).
    - If there are roster issues (like missing memberships, background checks, facilitators/certifications), you'll need time for correction, so don't be late!
- **Are you familiar with the Camp Compass (property-specific), your camp/selected site, GSNEO Emergency Camp Procedures, and required troop forms (like the following: Single Activity Permission Form, Personal Health and Medical Form, and Activity Consent, Hold Harmless, and Release Agreement)?**
  - Visit [gsneo.org/en/camp/camp-out-forms-and-resources.html](https://gsneo.org/en/camp/camp-out-forms-and-resources.html) for more information on these, and for help with many general topics related to camping and your selected property.

### 30 days prior to the campout:

- **Your complete roster is due and scheduled for review by the GSNEO team, including proof of certification for any Outdoor Essentials or First Aid/CPR/AED certified volunteers. You should have included anyone who *might* be attending; additions/substitutions are not permitted after your Final Roster/Site Permit is issued.**
  - Deadline for site cancellation (see [Cancellation Policy: Camp Sites and Equipment](#)).
  - Final payment of reservation balance is due (for service unit campouts).

*Staff are now diligently working through rosters for each group camping at our properties on/around your same dates and notifying registrants of issues. Keep an eye out for email notifications from our team.*



### **2 weeks prior to the campout:**

- Your Final Roster/Site Permit will be sent. This document is final, and additions/substitutions will not be accepted after its sending. *If you have not received it by the Monday before your camp out, please contact Customer Care at 800-852-4474.*
- Remember that any person coming to camp and not staying overnight will require a Day Pass to be on property. Please see the [Day Pass Requests](#) section above.
- At the time of your campout, please notify the Camp Coaches/Property Manager of anyone who is not attending, and manually cross them off your list.

### **Cancellation Policy: Camp Sites and Equipment**

So many girls are excited for their turn to camp! Please make any cancellations as soon as possible so that unused space can be made available to other groups.

**All cancellations must be in writing to [customercare@gsneo.org](mailto:customercare@gsneo.org). Refunds are issued only if the request to cancel is received at least 30 days prior to the event date.**

### **Who do I contact with questions?**

- Please call Customer Care at 800-852-4474 for assistance.



# Camp Visitor Information

We want you to have the best experience at camp! Please take note of the info below:

- Camp is open from 7am to 9pm.
- Caregivers may drop off/pick up campers between 4pm-7pm on Fridays and 10am-1pm on Saturdays and Sundays in the main parking lot.
- **The speed limit at all GSNEO camps is 5 mph.** Girls are playing, hiking, and exploring! For safety, please limit car activity. Carts are available to transport gear from the parking lot to your reserved site (Ledgewood & Sugarbush).
- Unless reserved by the Troop/Group, entry to other buildings, camp units, archery range, pool, and low ropes/high ropes are not permitted.
- Pets are not permitted on GSNEO properties.
- **The following are prohibited on GSNEO and camp property:**
  - Hunting
  - Firearms
  - Alcohol
  - Drugs
  - Pets
- Please smoke in designated areas: only at a fire scar and never in the presence of girls. Cigarette butts must be packed out and not left at the fire scar or on the property grounds. **As of January 1, 2026, all GSNEO properties will be tobacco/smoke free.**
- Stay on trails and marked paths.
- Fires are permitted only when a site is reserved by a group/troop, and your Outdoor Essentials Trained Volunteer is present. Never leave a fire or stove unattended.
- Hunting is not permitted.
- Please dispose of trash and recyclables before final checkout. Dumpsters and recycling bins are located:
  - Camp Ledgewood – next to Low Lodge
  - Camp Sugarbush – next to the Lodge
  - Camp Timberlane – behind Stocker Lodge
- Bathrooms:
  - Camp Ledgewood – Any available latrine, and Low Lodge or Chickadee (when these sites are not reserved)
  - Camp Sugarbush – Any available latrine and pool house bathrooms
  - Camp Timberlane – Welcome Center or Edgewater
- **For day visitors**, refer to [Day Pass Requests](#) for what to pack/wear when planning your outing.
- **For overnight stays**, refer to our [Camp Out Forms and Resources](#) at gsneo.org for more info.





# Campout Information

Troop/SU# \_\_\_\_\_

Camp Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Site Name: \_\_\_\_\_ Site Type: \_\_\_\_\_

Check In Date/Time: \_\_\_\_\_ Check Out Date/Time: \_\_\_\_\_

## Camping Contact Information

Volunteer Contact: \_\_\_\_\_  
(Name) (Phone)

Volunteer Contact: \_\_\_\_\_  
(Name) (Phone)

Questions related to our campout, and for contacting a group member during the event, please use the above Camping Contact Information.

For general Girl Scouts questions ahead of the event, Customer Care is available at [customercare@gsneo.org](mailto:customercare@gsneo.org), 800-852-4474, or live chat at [gsneo.org](https://gsneo.org).

A list of contacts/attendees will be provided to a trusted adult who is not attending, in the event contacts must be made for an emergency.

References for You:

*Visit [gsneo.org/camp](https://gsneo.org/camp)*

[Girl-Adult Packing List](#)

[Troop Check Out Sheet](#)

[GSNEO Camp Info](#)

## Camp Schedule