



Reserving Your Campout 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, under Outdoors/Our Camps ([2024 Calendar](#), [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, under Outdoors/Our Camps ([2024 Calendar](#), [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:

Participant Membership

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 Day Pass Requests below.*

Reserving GSNEO Camp Sites

- Visit <https://www.gsneo.org/en/camp/our-camps.html> to reserve camp sites.
- 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=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. 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.** We recommend more than the minimum required:

Highly Recommended

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

Minimum Required

Certification:	Quantity:	Per:
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



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.

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, except GPS units.
- Certified volunteers/facilitators are required to provide proof of certification to GSNEO, typically via photo or scan sent to 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 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 direct, 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.
- 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 go to camp and use the pool. 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 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.
- A second confirmation from staff, and subsequent correspondence are sent from 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:

- o **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](#). 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.
- o **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).
 - o If there are roster issues (like missing memberships, background checks, facilitators/certifications), you'll need time for correction, so don't be late!
- o **Are you familiar with the Camp Compass (property-specific), your camp/selected site, GSNEO Emergency Camp Procedures, and required forms (likely including 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 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 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. 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.