

Mall Lock-In 2025

February 15-16

We're counting down the days to the 2025 SouthPark Mall Lock-In!
Check the info below for clarification on Check-In for the night of the event.

- Check-In will be held from 7-9pm on Saturday, Feb 15. To keep lines down, please arrive at the time selected on your **RECEIPT FOR REGISTRATION**.
- Enter at the Southeast Main Entrance – next to Dick's Sporting Goods. Parking is near light poles #52 and #53. This will be the only entrance we use for the event.
- All participants must be together in your group before you enter the Check-In line.
- Be prepared with your QR code(s) before you enter the Check-In line.
 - You can choose to have your QR code(s) printed, pulled up on your mobile device, or have a screenshot of the codes for easy access.
 - When a registration order was completed, an automatic email confirmation was sent from noreply@doubleknot.com. The confirmation includes QR code(s) for each participant you placed an order for. Just in case you have trouble locating the confirmation and QR code(s), our system is set to send a reminder confirmation 72 hours before the event. Watch for this in your email – and check your junk mail too!
 - The confirmation includes QR code(s) for each registered participant.
 - The order may have been for 1 person or for a large group. Be sure that the number of people you are checking in matches the number of QR codes you have.
 - If a parent/guardian registered their girl individually to attend – be sure to get the order confirmation from them so the girl can get checked-in with the troop/group.
 - If a member of your group is no longer able to attend, you may choose to substitute that person with another to join your group. For example: another Girl Scout who was not able to attend originally might be able to come with you now OR a scout friend from another troop would like to attend and she could come with your troop to the event. Be sure the new attendee completes and submits the Hold Harmless form (available on the gsneo.org/mall Mall Lock-In page).
- QR codes can only be scanned ONE TIME. Once the QR code has been scanned, the system will recognize each participant as checked in. Do not make copies of your QR code to share with members of your group to check in separately.

NOTE: *See below if you have chosen to “buy” a ticket from another person who is no longer able to attend. There are other complications and things to consider.*

- ⦿ Choose a Check-In Lane
 - If you have done Early Pick-Up, be sure everyone in your group has their wristbands on and choose the **FAST PASS** lane. We will scan each QR code and let each individual participant enter.
 - If you were not able to pick up in advance, choose the **PICKUP WRISTBANDS** lane. We will scan each QR code and give wristbands to each participant. When you are done with check-in, you can head to the Pick-Up location to get your t-shirts, bags,

and patches. Pick-Up is located in the former Papyrus space next door to Hooley House located in the Northeast Main wing.

☉ Event Wristbands

Wristbands must be worn by all event participants, staff, volunteers, and performers.

NOTE: *Did you – or are you considering the opportunity to – “buy a ticket” from another person, i.e. someone from a troop that you are not attending?*

If so, please take the following into consideration.

1. You will need to connect with the group that you received the ticket from and use that ticket to scan the QR code for entry. This will work better if you both have completed Early Pick-Up.
2. When the QR code is scanned, it will show how many tickets are associated with the order. This is the maximum number of people that can enter on the QR code.
3. QR codes will only be valid for ONE TIME use. If you share your QR code, the code will be valid for the first participant that checks in, and not valid for any participant trying to check in after that time.
4. The ticket comes with the t-shirt size and check-in time that were ordered with the ticket – we purchased t-shirts based on the orders received.
5. You should contact GSNEO at customercare@gsneo.org to inform us of the change in names for the ticket, allowing us to check for required Hold Harmless forms for those attending.
6. GSNEO cannot make changes to the order and re-issue new orders for these issues.