

Contact us: 880-852-4474 or [customercare@gsneo.org](mailto:customercare@gsneo.org)

## Before Registration:

- Log onto ACTIVE net and set up your account. To do this, use your email associated with your MyGS account and select forgot password. This will send you an email to set your new password.
- Check out the Summer Program Guide and pick out your favorite camps and decide which ones you are going to attend.
- Mark your calendar for Registration Opening on February 24<sup>th</sup> at 6 AM.
- Troop leaders can register the entire troop for Core Camp. All adults attending must have a current background check and membership.
- Ensure that you have:
  - A first aid trained adult
  - An Outdoor Essential trained adult **OR** Take the Core Camp Essentials Course through gsLearn.
  - Enough adults to cover adult to child ratios per Safety Activity Checkpoints for camping.

## First Things, First:

- Mark your calendar for our four Spring Family Fun Days and Open House opportunities. Check out the sites, meet other campers and the Camp Directors.
  - The Jane Norton Girl Scout DreamLab- March 29, 2026, 2-4 PM
  - Camp Ledgewood- April 12, 2026, 2-4 PM
  - Camp Sugarbush- April 19, 2026, 2-4 PM
  - Camp Timberlane- April 26, 2026, 2-4 PM
- Check out the Camp Essentials: Caregiver and Troop Leader Handbook. This book contains information about all the different program types offered at our summer camps. Review the General Information and Core Camp sections.
- Share your troop's excitement for summer camp on social media. Tag GSNEO with #GSNEOSummer2026

## One Month Before Camp:

- Go to the Summer Camp Forms and Information page for all the specific forms and information that your troop needs. Adults also need to fill out both forms.
  - Camper Health Form
  - Camper permissions and guidelines
- Be sure that any balances are paid.
- Share the packing list with your troop to allow time to find or purchase anything they doesn't already have.

## Two Weeks Before Camp:

- Begin collecting your troop's health forms and camper permissions and guidelines.
- Reach out to Customer Care with any special accommodations.
  - Phone: 800-852-4474
  - Email: [customercare@gsneo.org](mailto:customercare@gsneo.org)
  - Live Chat at [www.gsneo.org](http://www.gsneo.org) during business hours
- Talk to your troop about the experience and what to expect.
- Communicate with Caregivers, pick-up and drop off plans for their campers.

## One Week Before Camp:

- Label belongings that will make the trip to camp with your camper's name and/or troop number.
- Start packing for camp. Starting ahead of time helps you feel prepared and helps you avoid the stress of packing at the last minute.
- Review the Camper Guidelines with your troop.
- Prepare over the counter medications your troop will be bringing to camp. Medications **must** be in the original containers.
- Troops should bring a first aid kit.
- Look up directions to camp and plan your trip. Be sure to double-check your check-in time and date.
- Call Customer Care (800-852-4474) with any last-minute questions. They are happy to help and will get the message to the appropriate Camp Director.

## One Day Before Camp:

- Camp goes on rain or shine. Check the weather for the camp week and supplement what you have already packed, if needed.
- Ensure that all required paperwork is completed.

## Day of Check-in!

- Double-check that your troop has everything packed and ready to go.
- Double Check that you have:
  - Directions
  - The correct check-in time and date
  - Completed forms
  - Any medications in their original container.
  - Cash for the Trading Post
- Plan to arrive at camp on time! Leave plenty of time to get to camp.
- Remind families that pets need to stay at home.

## At Check- In:

- Wait in the grass area near parking area for all troop members to arrive.
- Send one troop leader to the check-in line. Be sure to bring your paperwork.
  - Camp staff will need to see and check all forms.
  - Troops will keep health forms.
  - Camp staff will collect Camper Permissions and Guidelines.
- After checking in, one car, at a time, may drive back to the unit to drop off belongings and return to the parking lot. No cars should be left at the units.

## During Camp:

- If you need to contact the Camp Director, please call the camp office (Camp LedgeWood: 330-650-4743/ Camp Timberlane: 440-965-7234). Please keep in mind that at certain times throughout the day, we may not be near the phone. Please leave a detailed message and we'll return your call as soon as possible.
- In case of an emergency, first try contacting the camp office (Camp LedgeWood: 330-650-4743/ Camp Timberlane: 440-965-7234). If you are unable to reach someone at the camp office, please call customer care at 800-852-4474 during

business hours (9 AM to 5 PM). Outside of business hours please call the GSNEO After-hours Emergency line at 330-472-2389.

- In the event of inclement weather or other circumstances affecting the camp program, pertinent information will be communicated.

## On Check-Out Day:

- Please remember to leave camp better than you found it.
- When it is check-out time, troops may use one car at a time to move belongings to the parking area.
- Troops are responsible for campers reuniting with their caregivers.
- Have a safe drive home! See you next time!

## Core Camp Troop Packing List

- Required paperwork for each participant (including Adults)
- Items for Troop time activities
- First Aid Kit
- Any extra food or snacks for troop