

Service Unit Campout Information

Service Unit Campouts are a great way for girls to interact with other Girl Scouts at different age levels, develop leadership skills, and have fun.

- A Service Unit campout consists of no less than five troops, the numbers required to register online.
- A Service Unit may reserve up to two campout dates in any one year (365 day) period.
- 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.
- Access to online registration for Service Unit Camping is limited to Service Unit Directors. As a SUD, you have the ability to click on the calendar and schedule six months out. (If you cannot see this, please contact your CME who will validate your status with the Registration Department.)
- On the GSNEO website, under Camp, is [Reservation Dates of the 3/6 month rolling calendar](#).

Please Note: The SU Reservation Process is not to be used for Troop camping. You are on your honor to use this process only for your Service Unit. Troops can schedule campouts only three months in advance and must pay full amount at the time of reservation. Reservations that do not meet this qualification will be cancelled and a refund will be issued for the sites. The Service Unit Director will be reminded that troops can only schedule within the three (3) month timeframe. For any subsequent infractions, the reservation will be cancelled with NO REFUND, and the Service Unit Director's right to access the SUD portal to make camp reservations may be suspended for three months.

Some Service Unit Directors are asking their troops to register directly for the SU campouts. As a reminder, only Service Unit Directors can register 6 months out, so troops cannot go in and reserve the space themselves.

Reserving the Camp Sites

- Visit <https://www.gsneo.org/en/camp/our-camps.html> to reserve the camp sites.
- 50% of the balance is due at the time of the 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=i3H4UzvKOPU>. This short video holds a lot of great information for reserving campouts.
 - Note: your user name 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 group**. 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.
- Having a first aider at each site is highly recommended. It is required that during the campout, there needs to be at least one adult with a **current First Aid/CPR Certification** for the first 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 Rosters

Anyone visiting camp just for the day such as hiking, using equipment, renting lodges will need to complete a Day Pass Roster. 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 renting a day use site will not prompt you to enter a roster (Ex: Edgewater Program Center, or day events ran by the troop/service unit). Use the link below or select Day Pass Roster in the reservation system.

Camp LedgeWood - http://www.gsneo.org/en/camp/our-camps/camp_ledgewood/day_pass_ledgewood.html

Camp Sugarbush - http://www.gsneo.org/en/camp/our-camps/camp_sugarbush/day_pass_roster_sugarbush.html

Camp Timberlane - http://www.gsneo.org/en/camp/our-camps/camp_timberlane/day_pass_roster_timberlane.html

Equipment Rental and Certified Facilitators

Outdoor program equipment rental is designed to support those troops that have volunteers with the correct certification for the activity. 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 using your Service Unit Facebook page or GSNEO's Facebook page.
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/our-camps/campout-forms-and-resources.html>

Confirmations

- Once you place your order you will receive an email receipt from noreply@doubleknot.com
- You will receive a second confirmation with reminders from customerservice@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

3 - 4 months Prior to the camp out:

- 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.

30 days prior to the camp out:

- Submit final payment for the Service Unit Campout.
- Submit final roster complete with names. Please list adults first (Note volunteers with first aid training and expiration date; and volunteers with outdoor training and training dates) and all girls attending. Include anyone on the roster you think MIGHT be attending.

2 weeks prior to the camp out:

- Receive Final Site Permit
- Additional campers will NOT be accepted within two weeks of your campout. At the time of your campout, please notify the Camp Coaches/Camp manager of anyone who is not attending.

Refund/Cancellation Policy

It is important to make sure everyone understands the timeline and [refund policies](#). 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 for camp sites are offered **ONLY IF** the site is subsequently re-rented for the date(s). Even if we re-rent the site, the amount of the refund will differ based on the cancellation date.

GSNEO Cancellation/Refund Policy - Troop and Service Unit Campouts

The cancellation policy for Troop and Service Unit campouts was established to allow flexibility of groups to cancel, within limits, when their situations change.

- All campouts are finalized two weeks prior to the date of campout.
- Cancellations must be submitted in writing and be sent to registration@gsneo.org as soon as possible after the decision to cancel has been made.
- Refunds will be issued only if the request to cancel a site is made more than 30 days in advance of the event AND the site is subsequently re-rented.
- If the cancellation is made by GSNEO, a full refund will be given.
- Equipment must be rented no later than two (2) weeks prior to your campout. All equipment is rented on a first come, first serve basis so the earlier you reserve the better. Equipment cancellations must be made more than 3 weeks prior to the event in order to receive a refund. If weather conditions prohibit using the equipment, the troop will be refunded in full.

Refund amounts for re-rented sites are based on your cancellation date, according to the following schedule:

Cancelled 90 days or more from the campout date	-	Full Refund
Cancelled 30-89 days from the campout date	-	½ Refund
Cancelled under 30 days from the campout date	-	No Refund

*If there is still a balance owed by your Service Unit at the time of re-rental, your refund may be applied to the amount of your balance.

Who do I contact with questions?

- Please call Customer Care at 800-852-4474. If they are unable to answer the question they will forward you to Michele Eddy, Angie Blankenship, or Lizbeth Kohler.
- If you have any questions regarding this process or need assistance scheduling your camp out you can also send an email to reservations@gsneo.org.