



## 2020 Summer Camp Cancellation FAQ

*Why is GSWCF Summer Camp being cancelled?*

A number of factors led to this ultimately unavoidable decision. Number one being our ability to ensure the health and safety of our campers and staff. Other key factors included: ever-evolving social distancing requirements and group size limitations; scarcity of general sanitary supplies (toilet paper, soap, paper towels, disinfectants, hand-sanitizers); lack of available medical supplies and adequate pre-screening; a lack of clear CDC/state guidelines specific to camps in time for preparation; and staffing concerns.

*Why are you cancelling so early? Some restrictions are already being lifted and the situation could be even better in a month or two?*

With just over a month until our first camp session, we know we needed to make a decision now so our members and staff could plan accordingly. Summer Camp takes a massive amount of time, expense and resources to plan and prepare. Even though we have recently seen some restrictions being lifted or lessened, we don't have a clear understanding of what our shared situation will be two or three months from now. Most available information shows that there will still be some level of restrictions on group sizes in the months ahead and the scarcity of cleaning products could last even longer.

*Is this for all sessions?*

Yes, at this time we have cancelled all sessions at Camp Dorothy Thomas, Camp Wai Lani, Camp Wildwood and Travel Camp.

*How are refunds being handled?*

100% refunds are available to anyone who wishes. Each registered camper will receive a link to a form for you to let us know how you want us to handle your refund. You will have the option for a full refund, to transfer to Summer Camp in a Box, or leave it as a donation. You must complete [this form](#) to assist us in processing your refund accurately. Please note that any payments and deposits that were made 180 days or more ago will be processed via a check. All other refunds will be refunded to the card of

purchase. Should you transfer your balance to Summer Camp in a Box, any remaining balance will be processed as a refund accordingly. Please allow a minimum of 6 weeks for your refund to process and appear on your card. Checks may take slightly longer due to operating remotely at this time. If you have any questions about your refund, please contact Customer Connections by email at [customerconnections@gswcf.org](mailto:customerconnections@gswcf.org).

*Are you offering anything in its place?*

Yes! We have developed our Summer Camp in a Box offering that brings a mix of physical activities, interactive opportunities and online sessions will allow us to offer components of a traditional Girl Scout Summer Camp experience to families in the comfort and safety of their homes. You can get up to 8-weeks of programming shipped directly to your home with a different theme to explore each week. The boxes are priced for members at \$25/each (a \$75 value) and for non-members at \$75. We will also offer the opportunity to apply for financial assistance in the form of Camperships for a \$10 discount per box (\$15/each for members; \$65/each for non-members). Families who had already put a deposit on one of our 2020 Summer Camp sessions and who are interested in transferring those funds to Summer Camp in a Box will have first chance at ordering.

*I earned camp through the Girl Scout Cookie Program, what will I receive in its place?*

Girls who were planning to use Camp Bucks to fund their Summer Camp experience, will have three options:

- Your Camp Bucks can be reissued and transferred to a 2021 Summer Camp session
- You can use them for Summer Camp In a Box, any remaining balance can be transferred to 2021 Summer Camp
- You can choose to switch to the alternate reward option for the corresponding Girl Scout Cookie Program incentive level where your Camp Bucks were earned

If you have any other questions about Camp Bucks, please contact our the Product Sales team, [productsales@gswcf.org](mailto:productsales@gswcf.org).

*I used funds earned through the Product Programs (Council Dough, Cookie Dough, Nut Bucks, Council Credit), will I get that back?*

If you were using any other form of council funds aside from Camp Bucks, you can receive a credit back, you can choose to use your funds towards Summer Camp in a Box or, as always, you can use these for anything GSWCF offers from the Girl Scout Store to programs to annual memberships. If you have any other questions about Product Program rewards, please contact our the Product Sales team, [productsales@gswcf.org](mailto:productsales@gswcf.org).

*What does this mean for people who purchased one of the Camp Care Kits or Camp Gift Certificates through the Girl Scout Store?*

Camp Care Kits and Gift Certificates for the Trading Posts are still available and we will begin shipping your orders at no charge in early June (confirmation required by May 22). Gift Certificates have no expiration date and can be used at any GSWCF Store or Trading Post location, or our Virtual Trading Post launching June 15. You also have the option to use Gift Certificates to purchase a Camp Care Kit or towards Summer Camp in a Box add-ons (please note: Store Certificates can only be used for add-ons but cannot be used to purchase a Summer Camp in a Box. If you would like to cancel your Camp Care Kit or Gift Certificate order, we will offer a full refund. We will be reaching out to all families to confirm which option they prefer. If you have any questions, please contact our Retail Team at [gsstore@gswcf.org](mailto:gsstore@gswcf.org).

*How long will refunds take?*

Due to the number of registrants, processing each refund may take some time. Please allow a minimum of 6 weeks for your refund to process to your card or slightly longer for any payments that require a refund by check.

*If the situation improves, will you offer camp later in the summer?*

Though we don't see any chance of offering camp at the same level we had planned there remains a remote chance that we can hold some small scale camp opportunities later in the summer. This is dependent on a number of factors including health risks, state/local guidelines for gathering and availability of supplies. We will be sure and send out messaging well in advance if this is at all possible.

*What is the status of Camperships? Can they be applied to Summer Camp in a Box or other camp programs?*

Whether we are sending girls to camp or sending camp to girls, we want to be sure every girl has the opportunity to benefit from our program experiences. To facilitate that goal, we are providing financial aid for Summer Camp in a Box in the form of Camperships based on individual financial need. The discounted rate for Camperships will be \$15 (members) and \$65 (non-members). Look for more information when Summer Camp in a Box registration opens soon.