

Girl Scout Cookie Booth Etiquette Guidelines

All Girl Scouts must follow the rules and guidelines listed on the Parent Permission and Responsibility Agreements, Girl Scout Cookie Family Guide, and Cookies on the Spot Guide. The rules and regulations are designed to ensure girl safety, excellent customer service, and promote a successful, fair, fun and safe cookie season.

Booth Etiquette Rules

- Minimum of two registered and screened adults and at least one registered girl. No siblings or tag-alongs.
- Arrive and leave on time. Please pack up five minutes before end of shift in order to allow arriving booth participants time to set up.
- Booths should be set up a minimum of 15 feet from doors or remain in the location designated by store.
- Booths at Publix locations must conclude by 7:00 pm.
- Limit to 3 girls/2 adults.
- Ensure participants have completed a Council COVID Waiver.
- Wear face coverings at all times.
- Maintain social distance using a table as a barrier between Girl Scouts and customers at all times.
- Use hand sanitizer after every transaction.
- Use contactless payments through credit card options, whenever possible.
- Walmart cookie booth required girls and adult to wear protective gloves.
- Store locations cannot grant permission to stay any later than the allotted time as GSWCF has agreements with corporations for specific times/dates.
- Store managers may cancel booths for any reason.
- If a store manager asks booth attendees to leave the store location, do so immediately. Politely thank the store manager and notify the SU Cookie Manager or Product Program Department.
- Do not ask the store location to make announcements regarding booth sales.
- Girls should allow entering/exiting customers to approach them and never approach customers as they enter or exit the store.
- Girls are in charge of selling of the cookies. Adults are there to provide guidance and handle money for younger Girl Scouts.
- Donation jars are not allowed.
- "BLING YOUR BOOTHS" with posters and other items to attract customers; no graffiti.
- Girls must remain close to their booths at all times; no running around or approaching people inside the store location.
- Girl Scouts are polite and should never yell to customers to attract sales, block access to store entrance, or employ aggressive sales techniques.
- No eating at the booth location.
- No smoking at booth location.
- Keep cell phone usage to a minimum and focus on customer engagement.
- Remove all trash, including empty cookie boxes with you. Store trash receptacles are not for public trash or recycling.
- Before leaving the location, one girl and one adult should thank store location.

Consequences for not following the guidelines may result in the following:

If girls and/or troops (to include troop parents) are not participating within the established rules and guidelines, they may be penalized in the following ways:

1st offense: Verbal counseling regarding any offense outlined in guidelines

2nd offense: Removal from the next scheduled Council Level booth location

3rd offense: Girls/troop will not be allowed to hold any further cookie booths for the season