



Camp Policies and FAQ

- How do I know if my camper is ready for camp?
- What does it mean that your camps are American Camp Association Accredited?
- How do I register for camp?
- Why does my camper's grade matter during registration?
- Can I just update my camper's grade myself?
- What if I notice an error after I have completed registration?
- How do I request financial assistance for my camper?
- Why am I paying a deposit?
- I successfully registered my camper. Now what?
- Why is my camper on a wait-list? How do they move off the wait-list?
- Final Payment Due Date
- Cancellations and Refunds
- Inclusion at Camp
- Does my camper need to be a Girl Scout?
- What transportation options do you offer for camp?
- Where does the bus/van pick up for camp?
- I did not add transportation when I originally registered my camper. How do I add the bus to her registration?
- Will my camper be with her buddies she signed up with?
- Where do I find check in times/packing list and general information about camp?
- Is Robbinswold having Family Camp?
- Can I pick up my camper later than the pick-up time?
- My camper takes medication, how is it handled at camp?
- What if my camper gets sick or injured?
- What is camp food like?
- What if my camper has food allergies?
- What if my child is a picky eater?
- Where do the staff live?
- What are the cabins like?
- Can I see the cabin my camper will stay in?
- What if my camper gets homesick?
- Can I talk to or visit my camper while they are at camp?
- What time do campers go to bed?
- I see there are horses at camp. Will my camper get to ride?
- What happens at camp if it is raining?



Camp Policies and FAQ

How do I know if my camper is ready for camp?

Making the choice to attend camp for the first time can be scary for both camper and parent. There are some great ways to ease into the camp experience. You can try a shorter session or come to camp together at Partners or Family Camp. Visit camp during one of our Taste of Camp events or Open House and get all your questions answered. [Check out this link](#) to the American Camp Association for some helpful tips in deciding if your girl is ready for camp.

What does it mean that your camps are American Camp Association Accredited?

As American Camp Association Accredited program we meet up to 300 standards for health, safety and program quality set by a leading authority in youth development. For more information, [please click here](#).

How do I register for camp?

To register for Girl Scouts of Western Washington Summer Camps, you'll need to enroll through your Camp InTouch account. Check out our Camp website at <https://www.girlscoutsww.org/gscamp> to learn more about registering for camp and how to create your Camp InTouch account.

Why does my camper's grade matter during registration?

It is important that our system reflects your camper's correct school grade as our camp programs are based off the grade your camper will attend in the upcoming fall 2019 school year. If this information is incorrect in your registration, your camper may be enrolled in the wrong grade program and we cannot guarantee your camper will be able to keep their spot if their grade needs to be change after you have completed registration.

Can't I just update my camper's grade myself?

Your camper's information is only available for viewing in your Camp InTouch account after you have completed enrollment. Additionally, when registration is closed, you will not be able to review or change your camper's information on your own. To update your camper's grade information, please send a request to the Camp Registration Team by emailing registration@girlscoutsww.org.

What if I notice an error after I have completed registration?

We encourage all our camp families to review the "Camper Information" section of their Camp InTouch account immediately after registration to confirm their camper's enrollment and grade. If



Camp Policies and FAQ

you see information that needs to be updated or changed after you have completed registration, you will be able to contact the Camp Registration Team directly through the “Camper Information” page and submit a request a change to your camper’s information.

Please note that if there is an error with your camper’s enrollment due to wrong information provided, we may not be able to accommodate your camper in their desired camp program due to availability.

How do I request Financial Aid for camp?

Girl Scouts supports every girl, regardless of their financial situation. Get pre-approved for Financial Assistance by submitting a Financial Assistance Request form at <https://www.girlscoutsww.org/financialassistance>. Getting pre-approved for Financial Assistance now takes the stress out of request a Camp Grant as we no longer require customers to register for camp prior to applying for Financial Assistance. You can now register for camp at any time and still be eligible to have your Camp Grant applied by getting pre-approved for Financial Assistance!

Starting November 1, 2018, The Camp Registration Team will automatically apply your pre-approved Camp Grant to any one camp session balance within 5-7 business days after your complete camp registration. Campers must be pre-approved for Financial Assistance at least three weeks prior to the start of their camp session to have their Camp Grant applied.

Please note that your \$25 camp deposit is not covered by your Camp Grant and must be paid during camp registration. Deposits are non-refundable and non-transferable. The maximum award for a Camp Grant is \$600. Any remaining balance after the Camp Grant is applied must be paid by Tuesday, May 21, 2019 to avoid cancellation due to non-payment.

If your camper is wait-listed and you plan on utilizing Financial Assistance for camp, we recommend completing the process to get pre-approved for Financial Assistance as soon as possible to ensure your Financial Assistance is ready to go when your camper’s wait-listed spot opens. If a spot opens for your camper and your Financial Assistance has not been approved, you may be unable to complete enrollment as your Financial Assistance needs to be pre-approved at least three weeks from the start of your camper’s session.

Why am I paying a deposit?

Paying a Deposit will reserve your camper’s registration; however, your camp balance is due in full by **Tuesday, May 21, 2019**. You can pay your deposit at the time of registration online with a credit card, e-check, or Cookie Dough.

All deposits are non-refundable and non-transferrable. A deposit is required for each session your camper registers for. If you cancel a session and want to sign up for another one, you will be charged a \$25 Session Change Fee that will be added to your camp balance to retain your deposit.

I successfully registered my camper? Now What?



Camp Policies and FAQ

After you have registered the “Forms and Documents” section your Camp InTouch account will populate your Camp Details Packet. Your Camp Details Packet contains information on how to send your camper mail, what to pack, as well as pick up and drop off procedures. You will also need to access the “Forms and Documents” section of your Camp InTouch account to complete your camper’s required camp forms such as the Health Form, the Share your Camper Form, the Authorized Grown Ups Form, etc. These forms can only be accessed once your Camper has been registered for camp and should be completed online. If you do not have internet access, you may contact Registration by calling 1-800-541-9852 to arrange paper camper forms to be sent to you.

If you have not already paid your balance in full or completed the process to get pre-approved for Financial Assistance, you will begin receiving regular payment notices via email until the balance is paid, or until **Tuesday, May 21, 2019**. After that date, any accounts with balances are subject to have their registrations cancelled due to non-payment and are not eligible for a refund.

Why is my camper on a wait-list? How do they move off the wait-list?

Spots fill very quickly for camp and we always recommend registering early with your \$25 deposit to secure a spot for your camper. If your camper’s desired program and session are full, you may be forced to join a wait-list for your camper’s spot. There is no fee required to join a wait-list and you will not need to pay a deposit. However, the Camp InTouch system does require you to save your future payment information to successfully add your camper to a wait-list.

If a space becomes available, the Camp Registration team will notify you via email and phone to gain consent to enroll your camper and run your saved payment information on file for your camper’s \$25 deposit. You will also be able to update your payment information, if necessary.

If a spot becomes available for your wait-listed camper **after** the camp payment deadline (**Tuesday, May 21, 2019**), you will be required to pay the full amount of the camp when the Camp Registration Team contacts you about your camper’s open spot.

Parents/guardians will have 24 hours to respond to the Camp Registration team to confirm enrollment for their camper. If you do not respond within 24 hours of being contact by the Camp Registration Team, the open spot will be given to the next camper on the wait-list and your camper will be removed from the wait-list. If you decline the wait-listed spot, your camper will be removed from the waitlist.

Please note that you cannot be waitlisted and enrolled in 2 different programs during the same session. You can be wait-listed for a session and enroll in a program any other week.

If your camper is wait-listed and you plan on utilizing Financial Assistance for camp, we recommend completing the process to [get pre-approved for Financial Assistance](#) as soon as possible to ensure your Financial Assistance is ready to go when your camper’s wait-listed spot opens. If a spot opens for your camper and your Financial Assistance has not been approved, you may be unable to complete enrollment as your Financial Assistance needs to be pre-approved at least three weeks from the start of your camper’s session.



Camp Policies and FAQ

To remove your camper from a wait-list, please send a written request to registration@girlscoutsww.org or send your request through the “Camper Information” section of your [Camp InTouch account](#).

Final Payment Due Date

Final Payment Due Date - Your \$25 deposit per program is all that is required to register your camper up until **Tuesday, May 21st**. If you have an outstanding balance on your camp account or have yet to complete the process to get pre-approved for Financial Assistance, you will begin to receive regular email notifications until your balance is paid.

Your final camp payment is due by **Tuesday, May 21st**. After that date, any accounts with balances are subject to have their registrations cancelled due to non-payment and are not eligible for a refund.

If you need to make a camp payment, please [log in to your Camp InTouch account](#) and select “Financial Management” or contact Customer Care to make your payment over the phone by calling 1 (800) 541-9852.

Cancellations and Refunds

Cancellation Request – A written request is required for all camp registration changes or cancellations. Your request must be submitted at least four weeks prior to the start of your camp session to receive a refund for camp and/or transportation fees less your \$25 non-refundable and non-transferable deposit.

Please send your cancellation request to the Camp Registrar at registration@girlscoutsww.org or send your request directly through the "Camper Information" section of your Camp InTouch account and include your camper’s name, camp session and dates, and reason for cancellation, so that we can process your request. Your request will be process in the order in which it is received, and you will receive an email confirmation once your request is complete.

Cancelled camp spot cannot be gifted or transferred to other campers. All cancelled camp spots will be filled from the wait-list or opened to the public for enrollment if there is a no wait-list.

Cancellation Refund - Your written cancellation request must be received at least four weeks prior to the first day of your camper's session to receive a refund less your deposit. Please note that per our cancellation and deposit policies, your \$25 deposit is non-refundable and non-transferable.

Cancellation Request Per Medical/Family Emergency - If you need to cancel your camper's registration and request a refund due to a medical or family emergency less than four weeks from the start of your camper’s session, please follow the steps above for a Cancellation Request and include a physician’s note in your request to the Camp Registrar. Refunds for family and medical emergencies are given at the Camp Director's discretion and your \$25 deposit will not be refunded as deposits are non-refundable and non-transferable.



Camp Policies and FAQ

Request to Change Sessions - If you would like to change your camper's session dates, please register for the new session through your Camp InTouch account and send a Cancellation Request to the Camp Registrar to have your old session cancelled. Campers may change their session dates or switch programs if space is available but will be charged a \$25 Session Change Fee to do so.

Cancel a Wait-listed Session - Please send an email with your camper's name, camp, session and enrollment dates to the Camp Registrar at registration@girlscoutsww.org or send your request directly through the "Camper Information" section of your Camp InTouch account to have your request processed. You will receive a confirmation email once the cancellation has been processed. Please note, deposits are not required to join a wait-list so, there will be no need to issue a refund.

Inclusion at Camp

Girl Scout Camps are for every girl, a safe space for young people who identify as female. We strive to create an inclusive and supportive environment for our campers and our employees regardless of birth gender, sexual orientation, religious beliefs, cultural heritage, ability, economic status, or family dynamics. We hire staff who reflect the diversity of our camper community and provide inclusivity training prior to the start of camp.

Does my camper need to be a girl scout?

Yes! A 2018-2019 Girl Scout Membership (\$25) is required to attend summer camp for insurance and liability purposes. Troop participation, however, is not a requirement to attend camp. If your camper registers for camp and is missing their 2018-2019 Girl Scout Membership, a member of the Camp Registration Team will contact you with steps to purchase a membership for your camper. You can also purchase or renew your camper's 2018-2019 Girl Scout Membership any time through our [website](#).

If your camper has a membership with another Girl Scout council, please send an email to the Camp Registration Team at registration@girlscoutsww.org with your camper's name and council name so that we can reach out and verify your camper's membership. Once your camper's membership is verified, you will receive a confirmation email.

What are your transportation options for camp?

We offer bus transportation for our River Ranch Day Camp campers and van transportation for our St. Albans Overnight campers.

River Ranch Day Camp Bus (Full Week – Round Trip) - \$80

River Ranch Day Camp Bus (Half Week – Round Trip) - \$40

St. Albans Overnight Van (Full Week and Half Week – Round Trip) - \$74



Camp Policies and FAQ

St. Albans Overnight van (Full Week and Half Week – One Way) - \$34

Where does the bus/van pick up for camp?

River Ranch Day Camp Bus Routes -

North Route

- Northshore Youth & Family Services (19201 120th Ave NE Bothell, WA 98011)
- Kirkland Tech City Bowl (13033 NE 70th Pl Kirkland, WA 98033)
- Redmond Ridge QFC (23475 NE Novelty Hill Rd Redmond, WA 98053)

Central Route

- Eastgate Albertson's (15100 SE 38th St. Bellevue, WA 98006)
- Crossroads T-Mobile/Starbucks (15600 NE 8th St. Bellevue, WA 98008)
- Redmond Discount Tire (17977 NE 76th St. Redmond, WA 98052)

South Route

- Seattle – Franklin High School (3013 S, Mt. Baker Boulevard Seattle, WA 98144)
- Issaquah Home Depot (6200 E Lake Sammamish Pkwy SE Issaquah, WA 98029)
- Sammamish QFC/Wells Fargo (2902 228th Ave SE Sammamish, WA 98075)

St. Albans Overnight Van Stop

- Tacoma Krispy Kreme (4302 Tacoma Mall Blvd. Tacoma, WA 98409)

I did not add transportation when I originally registered my camper. How do I add transportation after registration?

To add transportation to your camper's registration, please log back in to your Camp InTouch, select "Forms and Documents" and then select "Additional Options" to select your transportation. Once you have selected your transportation method, navigate back to the forms and documents section to fill out your "Day Camp Travel Form" (day camp only) or your "Transportation Form" (overnight only) to choose your camper's transportation stops.

Will my camper be with her buddies she signed up with?

Girls must register individually for summer camp. Girls may indicate one buddy to be placed with them in the same cabin at camp. Buddy requests will be honored, where possible, if both girls name each other as buddies when registering. We have found that placing more than two requested campers together tends to impact group dynamics and our emphasis on making new friends. Therefore, we will not be able to accommodate groups. If you need to change buddies or list a



Camp Policies and FAQ

buddy after your registration has been completed, log back into your Camp InTouch profile and make that change. Please be advised that buddies cannot be guaranteed.

Where do I find check in times/packing list and general information about camp?

You can find your campers important information forms on your Camp InTouch Profile under the “Forms and Documents” section. You’ll find the packing list and other helpful information in the Camp Details packet.

Is Robbinswold having Family Camp?

Yes! You can [register for this program in Camp InTouch](#).

Can I pick up my camper later than the pick-up time?

Staff are busy wrapping up the session and need to begin preparation for the next campers coming in as well as get some well-deserved time off, so it is very important your camper is picked up at the specified time.

My camper takes medication, how is it handled at camp?

All medications, including over the counter medications, are stored in the health facility and distributed by the Health Supervisor or other trained camp staff. Please have all medications unpacked and in their original container for check in. You will give them to the Health Supervisor after your camper completes her health check. All medication must be in its original container and prescription medications must have the prescription in the camper’s name with them. This is true even for inhalers. Our Health Supervisor or other trained staff dispense medication as directed. If your camper requires a rescue inhaler, epi-pen or other rescue medication, they will be carried at all time by the counselors with your camper.

What if my camper gets sick or injured?

Every camp staff member is certified in First Aid and CPR to deal with the many small injuries such as splinters and bug bites that occur at camp. Each camp also has trained medical staff and health facilities to deal with more serious illness and injuries. Any time a camper spends more than a short stay in the health facility or is seen by a physician, a call will be made to parents for further advice and directions.

What is camp food like?

We strive to serve healthy and well-rounded meals that are also kid friendly. Several dishes are served at each meal so there are always options.

What if my camper has food allergies?



Camp Policies and FAQ

Please list all food allergies on your camper forms, if you have any concerns; please call the camp director to discuss the meal plans. We may need you to bring a few key items for your camper if she requires very specialized foods. When you arrive to camp you may also meet with our cooks to discuss meal plans. This helps the camper also meet our cook so the cook knows who to look for when making specific meals for your camper. We also can accommodate Vegan, Kosher and Vegetarian diets. Not all our kitchens are not peanut-free.

St. Albans is a peanut and nut free camp during the summer

What if my child is a picky eater?

If a camper doesn't like what is served, there are always alternatives available such as peanut butter* and jelly sandwiches, cereal and fruit. Staff are seated at each table to help keep an eye out for campers who are not eating well and will suggest some of these alternatives. We don't want anyone to go hungry at camp and are happy to find something even the pickiest of eaters will eat. If your camper is a picky eater, please talk to her prior to camp about speaking up if she isn't getting enough to eat. If your camper is shy about asking for what she needs, be sure to put this information on your share your camper form so staff can pay special attention.

St. Albans is a peanut and nut free camp during the summer. Sun butter is used in place of peanut butter

Where do the staff live?

In our outdoor units, staff members live in a cabin within earshot of all campers' cabins. In our indoor units, staff sleep in centrally-located beds so that they are easily accessible to campers in need and can hear girls that awake in the middle of the night.

What are the cabins like?

Cabins vary greatly, everything from a fully enclosed building with running water and electricity, to open-air cabins, and even covered wagons and teepees! At River Ranch and St. Albans, our youngest campers sleep in indoor buildings with all the comforts of home – flush toilets, overhead lights, etc. Most of the older girls sleep in outdoor units comprised of several cabins, platform tents or teepees clustered around each other. All outdoor units have nearby toilets and a covered area for activities and outdoor cooking.

Can I see the cabin my camper will stay in?

The best time to see camp is during an Open House event where you can get a tour and meet camp staff. View our 2019 Open House schedule on our website!

What if my camper gets homesick?



Camp Policies and FAQ

Our staff are trained to deal with homesickness and have several tools to help campers who are missing home. If the usual tricks aren't working, a Director will call the guardians listed on the emergency contact form and ask for advice. It is our goal that campers have fun at camp; if homesickness is getting in the way of fun, the guardians may pick the camper up early.

Can I talk to or visit my camper while they are at camp?

We highly discourage visits and phone calls from parents during the week as it disrupts the camper's schedule and often simply makes her homesick. While we cannot allow campers to have cell phones in their possession, a camp staff representative will call the emergency numbers listed on registration forms in the event a camper gets sick or is severely homesick.

You can utilize our one-way email system through Camp In Touch or send your camper a letter or care package to the camp address. You can bring pre-written letters and packages with you on check-in day for staff to pass out throughout the week. Your camper is encouraged to write letters home during her stay at camp and outgoing mail is delivered to the U.S. Post Office daily.

How to send a one-way email to your camper: Camp Stamps in Camp InTouch (There is a \$10 minimum to use this service)

1. [Login to your Camp InTouch account](#)
2. Select "Credit Card for Camp Stamps & Photos" to add your credit card for this purchase. The credit card used/stored for Camp Registration will not be saved here. You will need to add it again. Once your card is added, you will be prompted to purchase Camp Stamps. Stamps are \$1 each and can be purchased in increments of 10.
3. Navigate back to your Camp InTouch homepage and select "Email". Follow the prompts to send an email to your camper. Each mail costs 1 camp stamp. You can attach games and pictures to your email for additional stamps.

Please note your camper will not be able to reply to this email. Emails are delivered to campers daily each morning of camp.

Additional ways to keep up with your camper at camp:

Photos and Postcards - Every week our Media Specialist uploads photos of camp happenings to the Camp InTouch system! Please note that programs that travel off camp property may not be represented. These photos can be purchased as a digital file or you may order prints, post-cards or gifts! This service is provided by Camp InTouch, however a percentage of proceeds is donated to the Girl Scouts of Western Washington Summer Camp Financial Assistance Fund.

eNews - Every week our Media Specialist will upload short eNews stories to Camp InTouch!



Camp Policies and FAQ

Guest Accounts - Create a Guest Account for anyone (grandparents, friends, anyone!) who you wish to have access to photos, one-way emails, or eNews. You can have as many guest accounts as needed. See your Camp InTouch profile for details.

Facebook - Follow our Girl Scout Summer Camps of Western Washington Facebook Page for weekly posts!

What time do campers go to bed?

Bedtimes vary depending on the day's activities, but use the following times as a guideline:

<i>Grades 1-4</i>	9:00-9:30pm
<i>Grades 5-7</i>	9:30-10:00pm
<i>Grades 8-12</i>	10:00-10:30pm
<i>Interns</i>	11:00pm

I see there are horses at camp. Will my camper get to ride?

Only campers who have enrolled in a program that includes horse experiences at St. Albans or River Ranch will have the opportunity to ride. Robbinswold does not have horses.

What happens at camp if it is raining?

Many activities at camp can still be done in the rain. If any weather, including heavy rain, lightning or heat, causes an unsuitable environment for scheduled activities then our staff will have an alternative plan. Many times, we can work on a related activity instead. For example, if canoeing was scheduled and alternative activity would be to learn about canoe parts and build a cardboard canoe in the boathouse. Whenever possible, the missed activity will be rescheduled.

Additional questions? Please send your questions to the Camp Registration Team at:
registration@girlscoutsww.org