girl scouts
river valleys

**CAMP NORTHWOODS FLOODING FAQ**
**JUNE 20, 2018**

**Can I get a refund?**
Of course. We'll be waiving our cancellation policy for Northwoods camps and issuing a full refund. You can request a full refund at any time. Do that by emailing girlscouts@girlscoutsrv.org.

**How will refunds be processed?**
Refunds are issued in the form in which the payment was received.

- If you paid with a credit card, the payment will go back on your card. Please allow up to two weeks for this credit to appear on your bank statement.
- If you paid with cash or check, we will mail you a check. Please allow up to 30 days for processing.
- If you paid with Cookie Credits, we will refund you in 2018 Cookie Credits (even if you paid with 2017 credits). Cookie Credits will be mailed to you, please allow up to 30 days for processing.
- If you choose to cancel and used a half-off coupon earned as a cookie reward, we will reissue a coupon that will be good for next summer's camp season.

**What about transferring payment to another Girl Scouts River Valleys camp?**
If you are registered for another camp session and have a remaining balance, we are able to transfer your payment from your cancelled session to go toward your remaining balance at another camp. Anything over that amount will be refunded. Please contact us to let us know if this is what you would like to be done.

**What if my camp session at Northwoods is after July 22 – can I still cancel?**
We will waive our cancellation policies for any Northwoods session, should you choose to cancel due to the uncertainty of the rest of the season. You also can do this by emailing girlscouts@girlscoutsrv.org

**What other options is Girl Scouts River Valleys looking into?**
We are working on options to help girls and families find a camp experience as we do not expect to be reopening quickly. This may include potential additional sessions at some of our other locations and information about offerings at neighboring Girl Scout councils. As soon as we have that information, we will be emailing affected families again about those options.

**Are there other camp sessions open?**
The majority of our camp sessions are at capacity. There are **very, very limited** openings and are available on a first-come, first served basis. If you do find one that works, please keep in mind that transfers can only be done over the phone, during business hours, Monday through Friday from 8:30 am to 5:00 pm. You can call us at 800-845-0787.

If the cost of the new camp session is *less* than your original session, we will refund the difference.

If the cost of the new camp session is *more* than your original session, we will waive the difference in camp fees.

Promo codes will transfer.

If you received financial assistance for your cancelled session, we will transfer your granted amount to your new camp session. You do not need to reapply for assistance.

**When are you going to open up Camp Northwoods?**
The situation is fluid, so we will continue to assess the property. It is imperative that emergency vehicles be able to access the camp and that all buildings, grounds, and infrastructure are inspected and deemed safe for camp operations.

**Can't you add more openings to other sessions?**
We are working right now on additional sessions at our other locations, or rescheduled dates for some sessions. We will continue to update this page as we have more information.

**Should I pay my remaining camp balance if there is a chance the session could be cancelled?**
We are waiving our requirement for camp balances to be paid in full by 30 days before the camp session for all Camp Northwoods sessions this year. We ask that the camp balance is paid in full one week prior to the camp session start time. Due to the uncertainty at Camp Northwoods, you can cancel at any time to receive a full refund.

**Will the 4-week invoice still be sent/can I ignore it?**
If you have received an invoice for a Camp Northwoods camp session that has been cancelled, yes, you can disregard it. If you have received an invoice or reminder for a camp session for a Northwoods camp session that is after July 22, you can delay that payment until the week prior.

**What about my camp care package?**
Our retail staff are offering refunds for any camp care packages for cancelled sessions and can transfer it to a different session if they do a transfer.

Staff are tracking which participants had camp care packages purchased and if they cancelled or transferred. If you transferred to a different session, we will send you a confirmation email that your care package was transferred as well.

If you did not transfer to a different session, we will refund your camp care package.

Credit card orders

- If it has already been processed, we will call parents to process the refund over the phone
- If it has not been processed, we will shred the card number

Cash, check, and Cookie Credit orders

- If the order has already been processed, the refund will be mailed to the customer. Customers will be mailed a check or 2018 Cookie Credits based on their original form of payment. Please allow 30 days for this check to reach you.
- If payment has not been processed, the original form of payment will be mailed back to you.