



GSWISE Summer Camp 2020 Cancellation- Frequently Asked Questions

We have made the difficult, but necessary, decision to cancel all Girl Scouts of Wisconsin Southeast (GSWISE) camps for the summer of 2020 out of an abundance of caution considering the current and expected impact of COVID-19 on our community. This is a heartbreaking decision given the importance of outdoor experiences as part of the Girl Scout Leadership Experience (GSLE), but the safety and well-being of our girls, volunteers, and staff is our top priority.

Like you, we have an emotional connection to camp. It's not just the time outdoors among friends. It's part of who we are. It was a tough decision, but it was the right decision. At Girl Scouts, we must always lead with the health and safety of our girls first and foremost, and that health and safety would unfortunately be in jeopardy if we delivered camp programming this summer. We know you have many questions, so we have compiled this frequently asked questions document to try and provide answers. If you have additional questions that are not answered in this FAQ, please contact customercare@gswise.org or [800-565-4475](tel:800-565-4475).

Which camps are canceled?

- Camp Alice Chester Overnight Camp- East Troy, WI
- Camp Pottawatomie Hills- East Troy, WI
 - Alpha Moraine Day Camp by Community
 - Friends Forward Day Camp by Community
 - Kenosha West Day Camp by Community
 - Prairie Hill Day Camp by Community
 - South Shore/Wise Girls Day Camp by Community
 - Sun Lakes Day Camp by Community
 - Whispering Trails- July Day Camp by Community
- Camp Winding River- Neosho, WI
 - Arrowhead Day Camp by Community
 - Glacier Hills Day Camp by Community
 - Lakeland Day Camp by Community
 - Northern Lights Day Camp by Community
 - Rising Stars/Meadow Springs Day Camp by Community
 - River Valley/Enchanted Waters Day Camp by Community
 - Sunny Trails/Wise Girls Day Camp by Community
- Chinook Program Center- Waukesha, WI
 - Indian Springs Day Camp by Community
 - Whispering Trails- June Day Camp by Community
 - Woodland Trails Day Camp by Community

- Silver Brook Day Camp- West Bend, WI
- Trefoil Oaks Program Center- Kenosha, WI
 - Belles of the Lake Day Camp by Community
- CampHERO Career Camp- Milwaukee Area Technical College, Oak Creek, WI

Are other Girl Scout camps in Wisconsin also canceled?

Each council is making their own decisions regarding camp programming this summer. For information about other Wisconsin council camps, please reach out to those organizations directly.

Camp is what we look forward to every summer. What were the factors that went into this decision?

We look forward to camp too. It's part of what makes Girl Scouts great. We looked at several factors as we reviewed various scenarios about camp programming this summer. As mentioned, the health and safety of our campers comes first. This is a guiding point in all decision making at our council, and we could not satisfactorily protect every campers', volunteers', and staffs' health and safety in a camp setting during the COVID-19 pandemic. You can find links to current public health guidelines from authorities on gswise.org/covid19.

I have already paid for camp. When can I expect my refund?

For monies paid toward your 2020 camp session, you have four options moving forward:

- Receive a camp credit to be applied to the 2021 camping season for either GSWISE overnight or day camp and be the first to reserve your spot for 2021 camp sessions.
- Make a tax-deductible donation in the amount to be refunded to our 2021 campership fund, which we use to fund scholarships for girls who otherwise are unable to afford summer camp.
- Fully pay for your 2020-2021 GSWISE membership renewal and donate the balance of monies paid to the 2021 campership fund OR receive a credit to be applied to the 2021 camping season for either GSWISE overnight or day camp.
- Receive a full refund of monies paid for camp fees (please note registrations paid by Program Activity Credits (PAC) will be credited back as a PAC).

Please reach out to a member of our Customer Care team at 800-565-4475 or customercare@gswise.org (available M-F from 9:00 a.m. – 5:00 p.m.) and they will help process credits, membership renewal, donations and/or refunds as requested. We will

begin processing camp refunds on May 1. Please allow three to four weeks for refund processing and receipt.

I purchased a 2020 Girl Scout Membership when I registered for camp. Will this be refunded?

Girl Scouts of Wisconsin Southeast has many ways that your daughter can still participate this summer even though summer camp has been cancelled. Check out our great [Girl Scouts at Home](#) resources that can be found on our website and stay tuned for more details on upcoming summer programming options. Please reach out if you feel your daughter will not be able to continue to participate in Girl Scouts this summer and are requesting a refund for membership purchased through camp registration. Contact customercare@gswise.org or 800-565-4475 to learn about additional options.

My daughter earned a week at day/overnight camp or Program Activity Credits (PACs) during the 2020 cookie program that she was planning on using for 2020 summer camp, what happens with that?

A week at day/overnight camp that was earned during this year's Girl Scout Cookie Program will be valid for Summer 2021 camp programming, or you may select another cookie reward.

Program Activity Credits (PACs) earned during this year's Cookie Program will have an extended expiration date of September 30, 2021 and can be used to pay for Summer 2021 camp programming (plus GSWISE sponsored events, membership, and shop purchases).

What happens if part of my camper's fees were paid with financial assistance?

For camper's registration paid via financial assistance, those dollars will simply go back into our camp financial assistance fund.

Can I apply my camp payment to camp next year or another program?

Yes. Families can receive a camp credit to be applied to the 2021 camping season for either GSWISE overnight or day camp and be the first to reserve your spot for 2021 camp sessions. Please contact customercare@gswise.org or 800-565-4475 to process this request.

I already purchased a Camp Care Package. Can I get a refund?

Yes, you will receive a full refund for your Camp Care Package. Watch for additional options available this summer—shipped right to your home!

Is there a possibility that camp will still happen this summer if things change?

If restrictions are lifted and large gatherings can safely take place, our first priority will be to try and implement alternative GSWISE camp opportunities.

What if we wanted to do Troop Camping if limitations on gatherings are lifted?

If restrictions are lifted and large gatherings can safely take place, our first priority will be to try and implement alternative GSWISE camp opportunities.

Are GSWISE camp facilities also closed?

Right now, we have only canceled property reservations through May 26. We take it month by month and if the situation changes so that we can safely accommodate small gatherings and larger groups, we will do our best to accommodate property reservations.

Are all council events for the summer and fall cancelled?

This is a fluid situation and we are doing our best to plan with many unknowns. All council events for the month of May have been cancelled. We will closely watch recommendations by experts as we get closer to June-October events and communicate cancellation updates accordingly.

Can my troop or Service Area visit one of our GSWISE properties as a group or to host an event this summer?

Right now, property usage is unavailable through May 26. The council made this determination based on the best information from the CDC and health departments. We canceled camp sessions beyond the May 26 date because our planning time is much longer than a few weeks. It is our hope that troops and Service Areas will be able to have activities this summer—especially outdoor activities at our beautiful GSWISE properties! If we need to extend the restrictions on property usage beyond May 26, we will communicate that as soon as possible and continue to process full refunds on reservation fees paid.

Will there be camp next year?

That is our intention! Our strategic planning includes camp. There are many unknown factors which may come into play so we will do our best with the information we have when we have it. We cannot predict how this virus will change things, but we will make camp happen if we can do so safely!