

Campspot Frequently Asked Questions

- **How do I cancel or modify a reservation?**

Online cancellation is available but certain conditions may inhibit your ability to edit your reservation. If your reservation is eligible for online cancellation, you can follow the following steps:

- Open your reservation within Campspot.
- If the reservation can be canceled online, you will see an option to "Cancel Online".
- Follow the step-by-step instructions to confirm your cancellation. Please note that all cancellation policies will apply.
- If online cancellation is not available, contact membercare@cbgsc.org or call 800-341-1007 to cancel or modify an existing reservation.

- **How do I find check in/out times?**

Check-in and check-out times are listed on the camp page and in the [GSCB Property Guide](#).

- **I haven't received a confirmation email yet, what should I do?**

Check your spam folder. Emails from Campspot may be sent to spam by your email provider. If the email isn't there, you can also reach out to your email provider. Some providers (e.g. comporium.net) have intensive security blockers which require you to request access for Campspot communications.

If you think you may have made a mistake in your email address you can contact Member Care to have them verify and update if needed. Please contact us at membercare@cbgsc.org or 800-341-1007.

- **I am not able to click the link to verify my email address.**

You may need to copy the link from the email and paste it into your browser.

- **Is there a way to view past trips?**



Yes! Simply log into your personal account and select "Reservations" from the drop-down menu to view upcoming and past trips.

- **I have Camp/User Credit, how do I use it?**

Funds are moved to Camp or User Credit by the system for various reasons and are a holding spot for money until a refund is applied (if applicable) or a new reservation is made using the credit.

Camp Credit is specific to the property where the reservation was made. It can only be applied by Member Care. Please contact us at membercare@cbgsc.org or 800-341-1007.

- **How do I make a reservation for Day Use or Entire Camp?**

To better support day use and overnight reservations and reduce their impact on the accessibility of overnight unit reservations, GSCB will begin managing requests through the [GSCB Property Reservation: Entire Camp/Day Use Form](#).

GSCBs Member Care Team will receive all submitted requests and provide direct communication and support.

- **For other General Inquiries, reference [Campspot's FAQ](#)**
- **To review the Cancellation Policy, Refund Policy, or Terms and Conditions access [Camp Todd](#) or [Country Center's](#) bookings pages. Policies can be found at the bottom right of the page and are the same for both properties.**