

GSCB Property Reservation Change Memo Campspot

Property Reservation Communications

Communication Cadence

Campspot allows for the automation of timely communications for reservations, ensuring communication is never missed.

Individuals reserving a GSCB Property can expect the following email cadence

1. Confirmation email (Time of reservation)
2. Pre-arrival email (10 days prior to reservation start)
3. Check-in email (24 hours prior to reservation start)
4. Check-in confirmation email (Following check-in completion)
5. Post visit email (1 day post reservation end date)

Communication Information

GSCB has redefined the information built into each communication, ensuring additional resources are at the fingertips of all individuals venturing to our properties.

Communications throughout the cadence will have direct links or information on the following

1. Individual reservation details – allowing for ease of payment and reservation management.
2. GSCB Property Rental Guide
3. GSCB Emergency Procedures
4. Camp Map
5. GSCB Outdoor Support and Resources Webpage
6. Troop Camping List
7. Terms and Conditions
8. Property Gates Codes
9. GSCB After Hours Line
 - a. Notes that there is no site property manager.



Property and Unit Codes Distribution

The distribution of property gate codes and individual unit codes can now be located in reservation details and following communications.

1. Property Gate Codes
 - a. Pre-arrival email (10 days prior to reservation start)
 - b. Check-in email (24 hours prior to reservation start)

2. Individual Unit Codes
 - a. Confirmation Email (Time of reservation)
 - i. Each unit code can be located in the section of the confirmation email that details that unique units stay.

 - b. Individual Reservation Detail Link
 - i. This is accessed through the following communications – Confirmation email, pre-arrival email, and check-in email.
 - ii. If you create a Campspot Account and download the Campspot app this information is also accessible through the web login or app. Learn more information in the Campspot Account Management Section.

New Property Check-in Process

24 hours before the start of their property reservation individuals will receive an email or text message prompting them to complete the check-in process. This online check-in process allows us to capture important information about your reservation and confirm your stay on the property.

Requirements for check-in

1. Reservation is paid in full
2. Accepted the Terms & Conditions

Information that is collected at Check-in



1. License Plate Number(s)
2. Service Unit Number, if applicable
3. Troop Number, if applicable
4. Final Count of Adults Guests (18+)
5. Final Count of Youth Guests (18 and under)

Paid Property Activities (Archery, High Ropes, Canoeing, etc.)

1. All activities have transitioned from varying pricing based on whether a group required trained facilitators or provided their own to a flat rate for activity use.
2. Requests for a trained facilitator now come at no additional cost.
3. Activity reservations are now in three-hour time blocks.
 - a. 9:00 am – 12:00 pm
 - b. 1:00 pm – 4:00 pm
 - c. 5:00 pm – 8:00 pm

New Property Day Pass

GSCB has added a \$25 Day Pass option that allows groups to visit the property to partake in hiking, a picnic, or other free activities that are offered. Day Passes are sold per group and not per individual. A day pass is different from day use because it does not include the reservation of a physical building.

Day Use and Overnight 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.

Benefits

1. Limits the impact of day-use reservations on the accessibility of overnight unit reservations.
2. Allows for an intentional understanding of the group's needs for greater support
 - a. Special events such as weddings, corporate meetings, etc.



- b. Special Girl Scout programming such as encampments, Fall School, Summer Roundup, Volunteer Day Camp, etc.
3. Entire camp reservations receive the appropriate support for booking paid activities and requesting facilitators.

Reservation Pricing and Payment Management

Unit Base Rate

The base rate is the standard rental rate for a unit or activity. When reserving a unit individuals will see the base rate until they apply their discount, if applicable.

GSCB has aligned the base rates of all units to create consistency.

- Large Lodges - \$185 a night
- Small Lodges - \$115 a night
- Adirondacks and Platform Tents (32-26 Capacity) - \$95 a night
- Adirondacks and Platform Tents (16 Capacity) - \$75 a night
- Primitive Tent (New) - \$50 a night

Rate Group Discounts

GSCB has two rate groups that receive discounts for reservations on overnight and day units on properties. Discounts do not apply to Paid Property Activities.

- a. Girls Scouts (40%)
 - i. Promo code: girlscout200
- b. Non-profits (25%)
 - i. Promo code: nonprofit25

It is important to note that the Girl Scout group rate was changed to create consistency across properties and units. In the past, the discount Girl Scout groups received varied greatly based on the unit. In transitioning to Campspot, we have moved the Girl Scout discount to a flat 40% across the board. In some cases, such as seasonal units, this minimally increased the overnight cost and in other cases, such as year-round units, this drastically reduced the cost of the overnight unit.



Reservation Booking Fee

Individuals will now see a \$3 booking fee assessed for each reservation unit.

Cancellation and Refund Policy

Campspot allows individuals to cancel their reservations online, without assistance from the GSCB Member Care team, creating a better user experience. Campspot will follow the established GSCB Cancellation and Refund Policy to facilitate refunds based on the cancellation timeframe.

1. If a reservation is canceled at least 30 days before the reservation date, a full refund will be issued less a transaction fee of \$3.
2. If a reservation is canceled within 30 days of the reservation start date, Camp Credits will be given for the amount of monies paid for the reservation to be used for a future property reservation.
3. If canceled within 7 days of the reservation, no refund will be issued.

Camp Credits are dollars that can be used towards a future reservation at one of GSCB's properties. Camp Credits can only be applied to reservations by a GSCB Staff Member. GSCB will regularly review individuals with Camp Credit balances and communicate proactively with reminders or requests for application to an upcoming reservation.

Reservation Add-ons

Campspot add-on feature allows GSCB to elaborate on property offerings, track utilization of free activities, and in the future, add events and other new and unique options.

Paid Property Activities (Archery, High Ropes, Canoeing, etc.)

When reserving a paid activity on the property an individual is prompted to review two additional add-ons to support their visit to the property

1. Unique Activity Facilitator (i.e. Small Craft Facilitator) – No cost
 - a. This add-on notifies a GSCB staff member that a facilitator is required for the reservation. Initiating the process for securing and connecting a group with a trained facilitator.



2. Day Pass - \$25
 - a. This add-on allows the group to visit and make use of the property on the day of their scheduled activity. Perhaps the group wants to come early to do a hike and have a picnic before starting their high-ropes adventure.

Free Property Activities

When reserving an overnight unit on the property an individual is prompted to review a suite of add-ons of free activities on the property. This allows individuals to have a clear understanding of what the property has to offer and how they can incorporate it into their programming.

1. Camp Todd – No cost
 - a. Adventure Trail, Art in the Woods, Climbing Wall, Disc Golf, Fishing, Gaga Ball, Human Foosball, Music in the Woods, Geocaching, Orienteering, 9- 9-Square, etc.
2. Country Center – No cost
 - a. Music Wall, Geocaching, Orienteering

Service Project

When reserving a unit on the property individuals can now select to add a Service Project to their visit. When selecting Service Project as an add-on, individuals are provided with access to an online list of projects to choose from unique to each property. Further, this allows GSCB to track Service Projects and ensure staff support and follow-up for any groups choosing to do so.

Campspot Account Management

Campspot Account

Individuals can create a Campspot Account to connect to manage all their property reservations in one place.

1. Manage Personal Information and payment methods, access past and upcoming reservations, and save parks for quick access.



To create a Campspot account individuals can navigate to Campspot main page, [here](#), and select “Create Account” in the upper right-hand corner. Creation takes less than 5 minutes.

Campspot App

Whether you are utilizing an Apple or Android product, there is a Campspot app that allows you to make a new property reservation or manage an existing one right from your phone. It is important to have created your Campspot Account to make the best use of the app.

- [Apple App Store Download](#)
- [Android App Store Download](#)

Campspot Text Opt-in

Individuals can opt-in to receive text messages from Campspot regarding their reservation information. Providing an additional avenue for easily accessing and managing reservations.