

Program Registration Procedures & Policies

Note: All girls and adults participating in council-sponsored programs must be registered Girl Scout members. Additionally, pre-registration is required for all events/leadership opportunities unless otherwise stated in program or event descriptions.

Registration Procedures

1. Complete required forms:

- a. Use a separate registration form for each event or program.
- b. Enclose the appropriate fee with each form. You may make copies of the forms located in the *Volunteer 411* or online at www.girlscoutsmoheartland.org.
- c. Girls must be accompanied at events by their troop leader or other adult chaperone unless otherwise stated.
- d. The adult in charge needs to have *Parent Permission* forms as well as the *Health History* forms for each girl on hand at all times in case of an emergency.

2. Payment options:

- a. Check made payable to Girl Scouts of the Missouri Heartland, Inc.
- b. Cookie Credit Card or Cookie Program Credit*
- c. Financial Assistance Application(s) (if applicable)*
- d. Credit Card
- e. Combination of the above

***Please note:** Some programs do not allow Cookie Credit or Financial Assistance. See the specific event and program description for restrictions.

3. Submit all forms and payment. Options:

- a. Be sure to submit your registration as soon as possible before the registration deadline; many programs do fill quickly.
- b. Mail form(s) to any Girl Scout service center. Locations and hours are available at www.girlscoutsmoheartland.org.
- c. Drop off forms at your local service center.
- d. Fax registration form to (417) 862-4120. Form **MUST** contain credit card information or it will not be processed.

4. Registration confirmations are sent via email. Please do not attend a program if you have not received confirmation (call a Leadership Program Specialist if you are still awaiting confirmation).

Registration Policies

1. **Girl /Adult Ratios:** To ensure that girls receive a quality experience, girl/adult ratios are maintained for all programs. Leaders registering groups should refer to Girl Scout Safety Standards for girl/adult ratios. Because girls are the focus of program service, leaders are reminded to recruit adults to meet required girl/adult ratios; however adult chaperones shouldn't exceed the number of girls registered per troop.
2. **Deadlines:** Please note the registration deadline for each event or program. Registrations and payments may be submitted any time prior to the deadline.
3. **Confirmations:** Confirmations will be sent approximately two weeks prior to the event. Confirmations will be sent by **email** unless otherwise requested. If you do not receive a confirmation, please call your Leadership Program Specialist at your nearest Service Center prior to departure for the program/event.
4. **Buddies:** A non-Girl Scout buddy who is in the same grade level as the event can attend by paying a \$12.00 national membership fee in addition to the event fee.

5. **Program Attendance Policies:**

- Please read program descriptions carefully. Many programs require girls to bring items (for example, a sack lunch) or to wear specific clothing. Help us ensure that each girl enjoys a quality program experience by making sure they have what they need to fully participate.
- According to GSMH, siblings or children not registered for program events are considered 'tag-alongs.' These individuals are discouraged from attending Girl Scout programs and events, unless specifically deemed a family or age appropriate event. However, if a parent must bring this child, the parent/guardian is responsible for providing supervision as well as an age-appropriate activity. This activity should not distract from or interfere with the scheduled Girl Scout program. These individuals **may not** participate in the Girl Scout program being offered. The non-member insurance provided through Mutual of Omaha does not cover tag-alongs for programs intended for Girl Scouts. Therefore, GSMH is not liable for these individuals; parents are solely responsible for the care and safety of 'tag-alongs.' If the parent/guardian does not provide appropriate supervision, or the child causes a distraction or safety issue, the parent and child will be asked to leave the program site.

6. **Changes and Cancellations:**

- Events may be cancelled if the required minimum number of participants is not met.
- If the event/leadership opportunity is cancelled or moved to a new location, **ONLY THOSE REGISTERED WILL BE NOTIFIED.**
- If you must make changes to your registration information after you have submitted your forms, please contact the Leadership Program Department prior to the final registration deadline.
- If you must cancel a registration, please call 877-312-4764. Many programs may have a waiting list.

7. **Refund Policy***

Refunds Before Registration Deadline: Make any changes/cancellations to events BEFORE registration deadline. A refund or substitution will be permitted.

Refunds After Registration Deadline:

- If a cancellation is made after registration deadline due to illness or family emergency, a refund will be considered on a case-by-case basis. The refund amount, if any, will be directly related to:
 - The deposits/contracts required for facilities or services
 - The date the council was notified of the cancellation
- If a cancellation is made prior to expenditures, a full or partial refund may be available, but is not guaranteed. Refund amounts will be determined within 14 days after the event.
- Deposits for travel-related programs are non-refundable.
- Refunds will be given if an event is cancelled by the council.

**Note: Due to processing costs, all refunds of \$5.00 or less will be issued as a GSMH Girl Scout Shop credit.*

8. **Financial Assistance:**

- Limited financial assistance is available to assist girls in paying event registration fees.
- Assistance is allocated based on demonstrated financial need. All applications are kept confidential.