

## Program Policies

1. GSHNJ programs are open to individual girls, troops, and groups with active Girl Scout memberships.
2. All participants must register and pay for GSHNJ programs in advance. No walk-in registrations or substitutions are accepted on the day of the program, for any reason. For insurance reasons, anyone who has not pre-registered will be turned away.
3. Substitutions of registrants may be made in advance of a program by contacting the Girl Experience Department at [programs@gshnj.org](mailto:programs@gshnj.org).
4. Program registration must be completed online. Those with limited access to the internet, or Girl Scouts from other councils may contact the Girl Experience Department for alternate means of registration at [programs@gshnj.org](mailto:programs@gshnj.org) or 908-518-4400.
5. Program registration closing dates are listed online. No additions or reductions in registrations may be made after the closing date, so plan carefully. See below for GSHNJ Program Cancellation and Refund Policies.
6. Unless specifically indicated in the program description, GSHNJ programs are not **“drop off” events**. Girl Scouts must always be accompanied by a chaperone; chaperones must remain at the program site for the duration of the program; occasionally chaperones may be expected to participate in the program alongside girls.
7. Troops and groups attending GSHNJ programs must adhere to chaperone safety ratios as outlined in Safety Activity Checkpoints. Program facilitators may not be factored into safety ratios.

## Program á la Carte Policies

1. Programs á la Carte must be ordered no fewer than three weeks in advance of requested date.
2. Unless specifically noted, GSHNJ staff is not responsible for securing a venue for Programs á la Carte. GSHNJ properties may be available free of charge. Contact the Girl Experience Department for availability information.
3. Either full registration of attending girls, or a \$50 refundable deposit is required to reserve a Program á la Carte. The deposit will be refunded following the delivery of the program, or if the reservation is cancelled at least one week prior to the reserved date.
4. All attending girls must be registered for the Program á la Carte within one week of the reserved date.
5. All standard GSHNJ Program Policies and Cancellation and Refund Policies are in effect for Programs á la Carte.

## Program Cancellation and Refund Policies

1. Full refunds will be issued for programs that are cancelled by GSHNJ due to insufficient registration, inclement weather, or any other extenuating circumstances.
2. Refunds, minus a 10% administrative fee, will be issued for registrants who request a refund prior to the **program's registration closing date. No refunds will be issued after registration has closed. This date is indicated in the online program listing.**
3. Request a refund by emailing [programs@gshnj.org](mailto:programs@gshnj.org).
4. **No refunds will be issued for "no shows" (registrants who did not attend a program).**
5. Refunds processed within 60 days of the original transaction date will be returned in the same payment method used to make the original purchase. Refunds processed after 60 days of the original transaction date will be returned via check.
6. Programs conducted by community partners may have their own cancellation policies that GSHNJ cannot **override. Refunds for those programs will be issued according to the partner's policies.**