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General Program Policies

1. GSHNJ programs are open to individual Girl Scouts, troops, and groups with active Girl Scout memberships unless otherwise noted.
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 may be permitted in advance of a program, depending on the registration type and the amount of advance notice provided. Contact the Mission Alignment Department at programs@gshnj.org as soon as possible to determine whether a substitution can be processed. A substitution is not confirmed until it has been processed by GSHNJ.
4. Program registration must be completed online. Those with limited access to the internet may contact the Mission Alignment Department for alternate means of registration at 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 Girl Scouts.
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.

**if a Girl Scout is attending a program without their troop, they must be accompanied by a chaperone. If a Girl Scout troop is attending a program, the troop may provide the appropriate number of registered and background checked adults to meet the ratios listed on page 16 in [Safety Activity Checkpoints](#).*

General 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 \$5 processing 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.
4. No refunds will be issued for "no shows" (registrants who did not attend a program).
5. Refunds will be returned in the same payment method used to make the original purchase. If the original payment method has expired, refunds may be returned via check.
6. Programs conducted by vendors or partners may have their own cancellation and refund policies that GSHNJ cannot override. Those policies will be included in the program description and refunds for those programs will be issued according to the partner's policies

Concierge Program Policies

1. Programs a la Carte or Girl Scouts on the Go Mobile Classroom programs must be requested no fewer than three weeks in advance of requested date. **Submitting a request does not guarantee availability. Programs are scheduled based on staff availability, program capacity, and the requested date.**
2. Unless specifically noted, GSHNJ staff is not responsible for securing a venue for Programs a la Carte. GSHNJ properties may be available free of charge. Contact the Mission Alignment Department for availability information.
3. A minimum purchase is required to confirm a Concierge Program. Programs a la Carte require a minimum purchase of 8 spots. Mobile Classroom programs require a minimum purchase of 6 spots.
4. The required minimum purchase must be completed by the confirmation deadline provided by GSHNJ. The minimum purchase confirms the program and may not be reduced after the confirmation deadline. Additional spots may be purchased through the stated deadline, subject to program capacity and availability.

5. Once a Concierge Program is confirmed, the requested date is held for the troop. Changes to the date are subject to the rescheduling policy below.

All standard [GSHNJ Program Policies and Cancellation and Refund Policies](#) are in effect for all Concierge Programs unless a Concierge-specific policy states otherwise.

Concierge Program Rescheduling and Cancellation Policies

Rescheduling:

1. First reschedule, with more than 2 weeks' notice: No fee; subject to specialist availability.
2. First reschedule, with 7–14 days' notice, or a second reschedule: \$25 fee; subject to specialist availability.
3. Fewer than 7 days' notice: Treated as a cancellation.
4. New date: Must be scheduled within 30 days of the original program date. Otherwise, the reservation is considered cancelled, and the minimum purchase is non-refundable.

Cancellations:

1. More than 2 weeks' notice: Refund, minus \$5 per minimum participant.
2. 7–14 days' notice: Minimum purchase is non-refundable. Any amount paid above the minimum will be refunded.
3. Fewer than 7 days' or a no-show: No refunds.

I'm an Adult, When Do I Register for a Program?

1. If there are adult spots listed for a program, then all adults planning to attend must register. **If adult spots are full, do not attend without registering.** Contact the Mission Alignment Department as soon as possible at programs@gshnj.org to determine whether additional adult participation can be accommodated. Attendance is not guaranteed until the additional adult has been registered or otherwise confirmed by GSHNJ.
2. 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 Girl Scouts.

**if a Girl Scout is attending a program without their troop, they must be accompanied by a chaperone. If a Girl Scout troop is attending a program, the troop must provide the appropriate number of registered and background-checked adults to meet the ratios listed on page 16 in [Safety Activity Checkpoints](#).*

Open girl spots

48

Starting at
\$5.00
per girl
[See pricing table](#)

0 +

Open adult spots

38

Starting at
\$0.00
per adult
[See pricing table](#)

0 +

I understand event spots are limited and may sell out during the registration process.

REVIEW CART