

## Girl Scouts Heart of Central California

### Property Reservation Waiver: Policies & Procedures

By completing your reservation, you acknowledge that you have read and agree to follow all council policies and procedures outlined below when using a Girl Scouts Heart of Central California (GSHCC) property.

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#### Code of Conduct

All participants—youth and adults—are expected to follow the **Girl Scout Law**:

*“I will do my best to be honest and fair, friendly and helpful, considerate and caring, courageous and strong, and responsible for what I say and do, and to respect myself and others, respect authority, use resources wisely, make the world a better place, and be a sister to every Girl Scout.”*

In addition to upholding the Promise and Law, all individuals must comply with:

- GSHCC guidelines
  - GSUSA Safety Activity Checkpoints and Volunteer Essentials
  - Applicable state licensing or regulatory requirements
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#### Adult Supervision & First Aid Requirements

- **Each group must have at least one adult certified in First Aid/CPR** present throughout the duration of the reservation.
  - **Adult-to-youth ratios must be maintained** as specified in the **GSUSA Safety Activity Checkpoints**.
  - Groups must bring their own fully stocked **first aid kits**.
  - All **medications must be securely stored** in a locked vehicle or lock box while onsite.
  - Any accident or injury must be reported to the **on-call Site Manager**, and an **incident report** must be submitted.
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#### Use of Personal Equipment

Groups using personal equipment are **fully responsible** for any damage or loss. GSHCC insurance does **not cover personal items**. All personal equipment use must still follow all GSHCC and GSUSA procedures and safety standards.

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### Prohibited Items

To ensure a safe and respectful environment for all, the following are **not allowed** on council properties:

- Alcoholic beverages or illegal drugs
  - Firearms, weapons, or fireworks
  - Candles, incense, or open flames (**with the exception of council-approved campfire pits and cooking areas**)
  - Pets (service animals permitted)
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### Smoking & Vaping

All indoor areas are **smoke-free**. Smoking and vaping are allowed **only in designated outdoor areas** and **never in the presence of minors**.

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### Site Care & Responsibilities

Girl Scouts always **leave a space better than they found it**. Your group is expected to:

- Follow the **cleaning checklist** provided.
  - Leave the site clean, free of trash, and in the condition you found it.
  - **Do not** write on walls, furniture, or bathrooms. A minimum **\$50 fee** will be charged for graffiti, vandalism, or damages.
  - **Do not** hang anything with nails, thumbtacks, or tape on walls or furniture.
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### Camp Fleming Lodge Only– Deposit Policy

To secure your reservation at **Camp Fleming Lodge**, please review the following deposit requirements:

- A **\$50 refundable security deposit** is required for each booking of the Fleming Lodge.
  - After your reservation request is submitted, it will be **reviewed and approved by staff**.
  - Once approved, you will receive a **notification via RecDesk** to submit your deposit.
  - The deposit must be paid **within one week of approval** or **your reservation will be canceled**.
  - Deposits must be processed in **RecDesk via ACH or debit/credit card**.
  - Deposits are refundable if your reservation is **canceled at least five weeks in advance**.
  - A **site manager will conduct a walk-through at check-out** to assess cleanliness and damage.
  - Refunds are issued **within 3–5 business days after your reservation ends**, assuming:
    - The site was used as scheduled
    - Cleaning was completed properly
    - No damage or missing items are reported
  - If there is **damage or excessive cleaning required**, part or all of the deposit may be withheld. Additional fees may apply.
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### **Severe Weather & Site Closure**

GSHCC reserves the right to **close any property** due to:

- Severe weather
- Safety concerns
- Major equipment or facility failures

In such cases, GSHCC will offer a **reschedule or refund**.

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### **During Your Stay**

We want you to have a **positive experience** on our properties.

- If any issues come up during your stay, we encourage you to reach out to the on-call Site Manager so we can support you while you're onsite.
- We will make every effort to address your concerns in real time.
- Minor concerns can be noted on your **check-out form**.

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### Cancellation & Refund Policy

- Cancellations must be submitted **in writing at least five weeks** before your reservation.
- Email **customer care@girlscoutshcc.org** to cancel.
- **No refunds** (if applicable) will be given for cancellations made **less than five weeks** in advance.
- If you know your group will not be able to use the property, please cancel as soon as possible—we want to make every effort to ensure our properties are used to provide girls with the best possible experiences.
- **Please be considerate and** avoid overbooking, **so that other members also have the opportunity to reserve and enjoy our camp properties.**

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☐ **I have read and agree to the terms of this waiver and all policies listed above.**

☐ I do not agree to the waiver (reservation will not be confirmed).