

HOW TO MAKE A RESERVATION AT A GSCNC PROPERTY

(Overnight, Day Use, & High Adventure)

Updated March 2022

Contents

Reservation Resources	3
Navigating to the Reservation Website	4
The Reservation Landing Page	6
Making Reservations Using Calendar Search	7
Overnight	7
Day Use	10
High Adventure	12
ADDITIONAL TIPS FOR CALENDAR SEARCH	15
Making Reservations Using Facility Search	16
Overnight	16
Day Use	18
High Adventure	20
ADDITIONAL TIPS FOR FACILITY SEARCH	22
Logging In/Creating an Account	23
Logging In	23
Creating an Account	23
Checking Out	24
Group (Troop)	25
Participants	25
Forms	25
Cart	27
Payment	27
YOUR CONFIRMATION EMAIL	28
If Clicking the Link Does Not Initiate a Download	28
Cancelling/Editing/Changing a Reservation	29



The Reservation Website's Green Banner	29
Reserve a Camp	29
Reserve Equipment	29
Reserve Program Kits	29
Reserve Boat Trailer	29
Brighton Woods	29
Additional Helpful Information	
When Reservations Open	30
Universal Unavailability	30
Winter Camping	3 ²
Crowell Challenge Course and White Rock High Ropes Course Reservations	



Reservation Resources

<u>Troop Camping Starter Guide:</u> The "must-know" info for camping within Girl Scouts Nation's Capital

<u>Camp Facilities Charts and Maps:</u> Information about each campsite's amenities and per-night prices. Located in the "Map and Facilities" dropdown under each camp's listing or at the end of Vol. Essentials.

Ways to Camp Page of Our Website:

- Camping FAQs: Everything you need to know about camping.
- Campsite Photos: See what our campsites look like.
- <u>Camp Availability Spreadsheet:</u> Check campsite availability prior to reservations opening.

Outdoor and High Adventure Rally: Weekly posts and updates from the Camping Department; great place to ask other volunteers camping/outdoor questions.

Council Map: See where our camps are on a map.

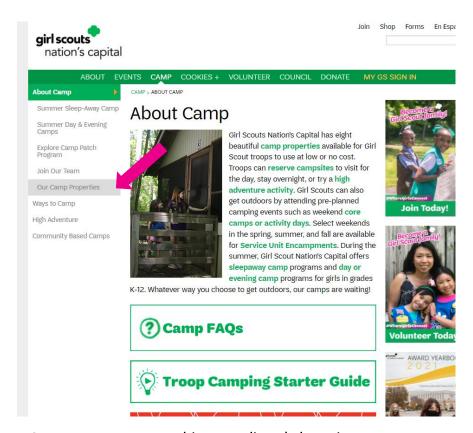


Navigating to the Reservation Website

- 1. Go to www.gscnc.org
- 2. Click on "Camp" in the green banner



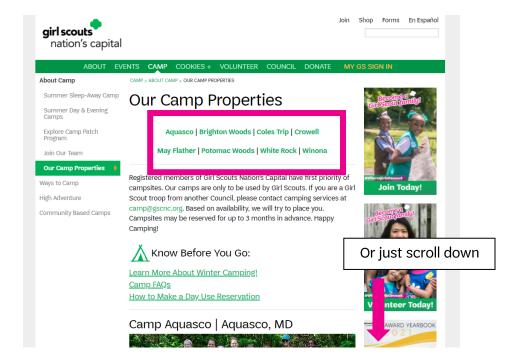
3. Click on "Our Camp Properties" in the left menu bar



NOTE: You can access this page directly by going to www.gscnc.org/campproperties

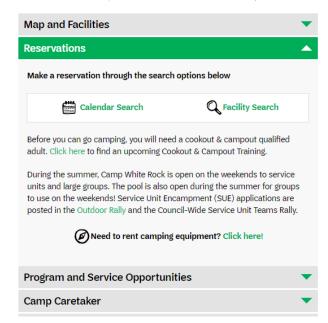


4. Click on the camp you would like to reserve or just scroll down to the camp



5. Click on the "Reservations" dropdown

reservation on select weekends in the spring and fall (see High Adventure at our Camps for more info) and a small low ropes course.

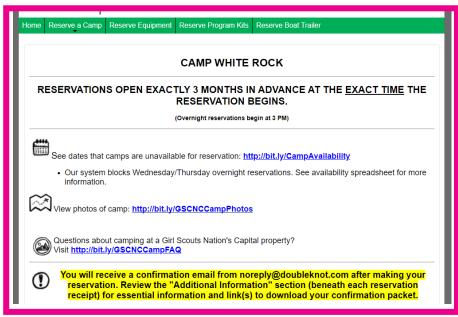


6. Both Calendar Search and Facility Search will take you to the reservation website. Each type of search is detailed in this document.



The Reservation Landing Page

The top of both search methods (Calendar or Facility) will look the same*:



*The green banner on the landing page for Brighton Woods is slightly different. See Appendix.

KEY POINTS:

- 1. There is a reminder that reservations open exactly 3 months in advance at the exact time the reservation begins. For example, if you want to reserve a site for Day Use starting at 9 AM on June 1, the site would open for Day Use at 9 AM on March 1.
 - a. Reminder: overnight reservations begin at 3 PM

2. Links to Resources:

- a. <u>Camp Availability</u>: Use the camp availability spreadsheet to see when specific camps will not be available for reservation. Certain events that take place on our camps such as Service Unit Encampments and Core Camps are scheduled many months in advance and will block certain sites or entire camps from being reserved. Sites show as unavailable until they open for reservation, so there is no way to know on the reservation website itself if a specific camp or site is unavailable on a certain date.
- b. <u>Photos of Camp</u>: If you're unable to do an in-person site visit to your desired camp, use this link to view photos of the various campsites.
- c. <u>Camping FAQs</u>: **THE BEST RESOURCE WE HAVE AVAILABLE!** Review this document to learn everything you need to know about camping on/reserving a GSCNC camp property/site/high adventure area.

3. Confirmation Email Reminder

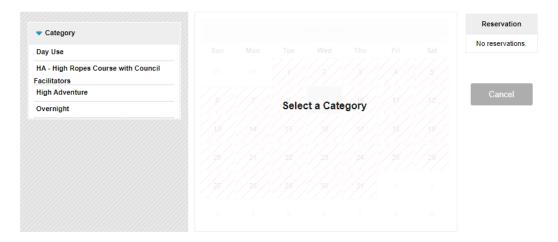
a. A reminder of the importance of the confirmation email you receive after making a reservation. More information about the confirmation email below.



Making Reservations Using Calendar Search

Use Calendar Search to see all of the dates/times a specific unit or activity is available for reservation.

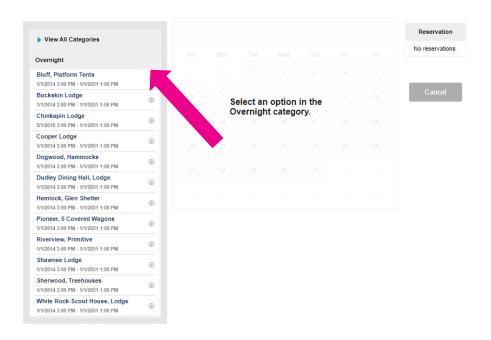
Calendar Search looks like this:



Overnight

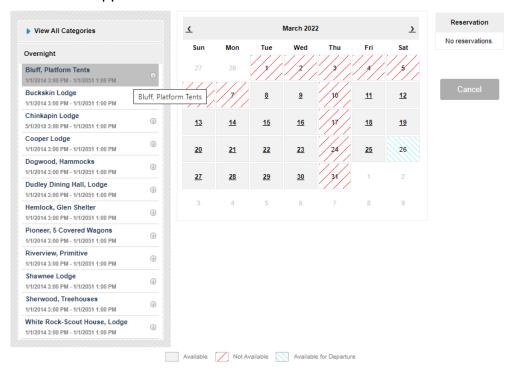
See the end of this document for when overnight reservations are universally unavailable.

1. Select the Overnight category (if you were previously looking at a different category, you may need to select "View all Categories" first). A list of all the units available for overnight reservation will appear.





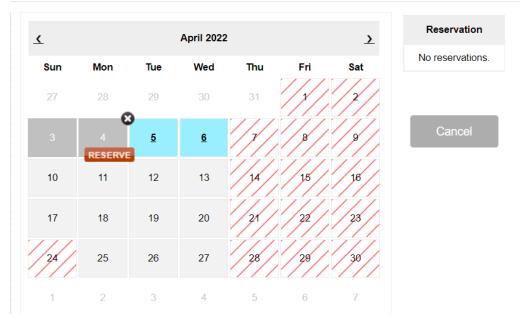
2. Select the unit you are interested in reserving. The reservation calendar for that unit will appear.



WHAT THE COLORS ON THE CALENDAR MEAN The key at the bottom of Calendar Search explains what each color on the calendar represents: Available Not Available Available for Departure Available = Can make a reservation for that day/time. Not Available = Cannot make a reservation for that day/time Available for Departure = You can make a reservation that ENDS on that date/time but cannot reserve through it.

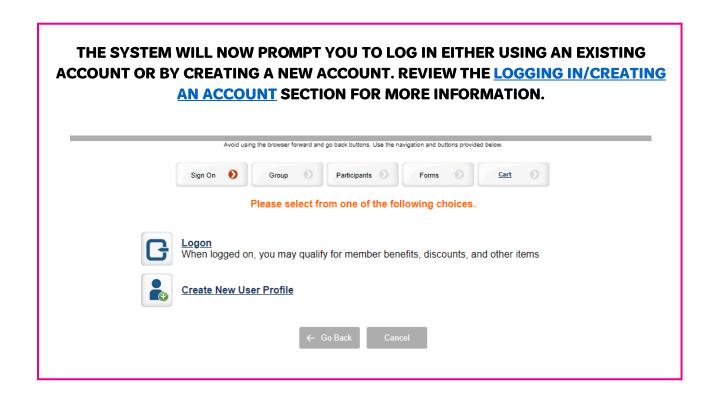


3. Select the start date and end date for your reservation*.



*The system automatically defaults to a one-night reservation. If you would like to camp more than one night you will need to select your reservation's end date on the calendar. You can end your reservation on any date that is highlighted blue.

4. Click "RESERVE"

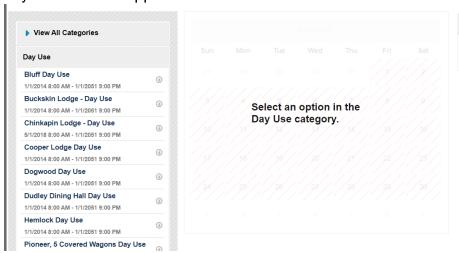




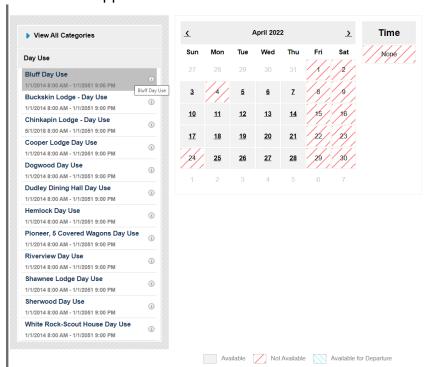
Day Use

See the end of t for more information about when day use is universally unavailable.

1. Select the Day Use category (if you were previously looking at a different category, you may need to select "View all Categories" first). A list of all the camp's day use units will appear.



2. Select the unit you are interested in reserving. The reservation calendar for that unit will appear.

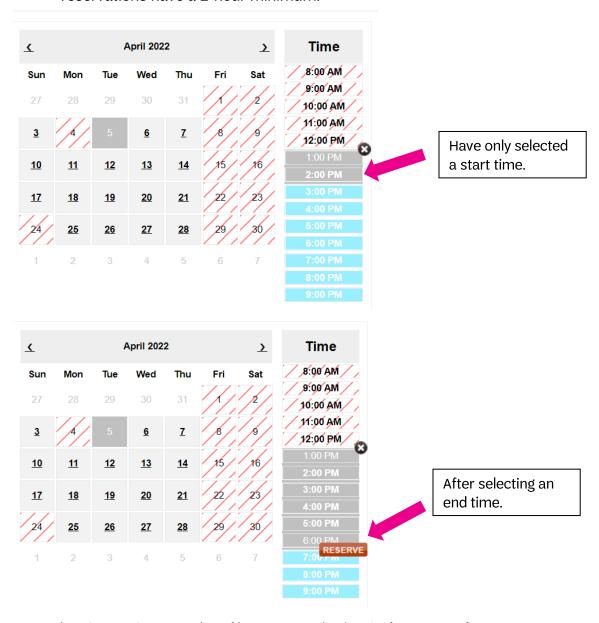


For an explanation of what each color on the calendar means, see the <u>Calendar Search Overnight</u> instructions.



3. Select the start time and end time for your reservation.

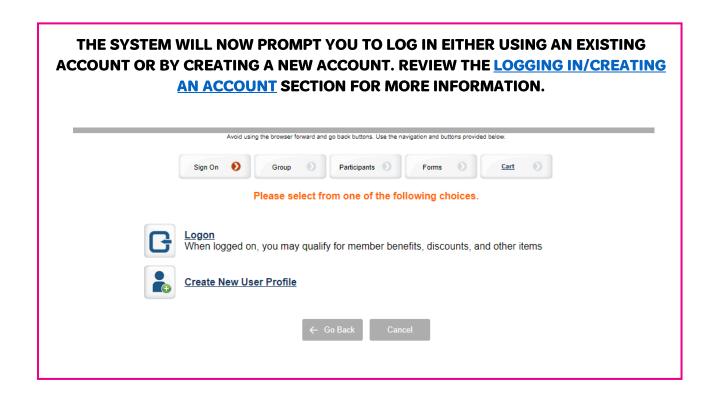
a. You must click once for the start time and once for the end time. You can end your reservation at any time that is highlighted blue. Most day use reservations have a 2-hour minimum.



NOTE: There is a maximum number of hours you can book a site for Day Use. If you want to reserve the unit for longer than the maximum time allowed, make your first reservation and then make a second reservation that starts when your first reservation ends (you may have to wait until it opens to make the second reservation).

4. Click "RESERVE"

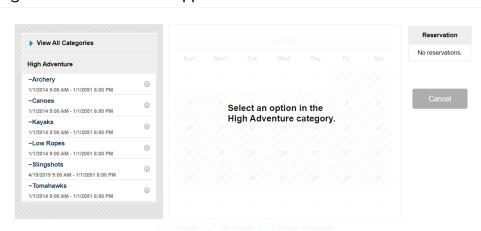




High Adventure

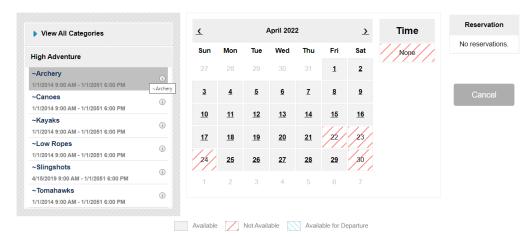
See the <u>end of this document</u> for more information about when high adventure is universally unavailable.

1. Select the High Adventure category (if you were previously looking at a different category, you may need to select "View all Categories" first). A list of all the camp's high adventure areas will appear.





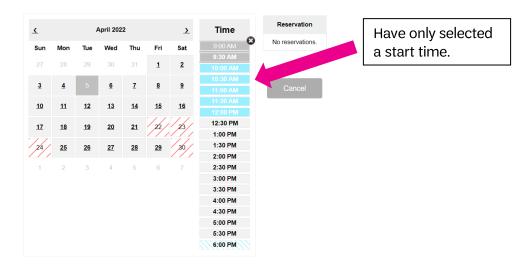
2. Select the high adventure activity you are interested in reserving. The reservation calendar for that activity will appear.



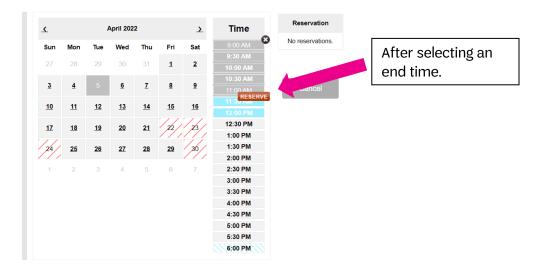
For an explanation of what each color on the calendar means, see the <u>Calendar Search Overnight</u> instructions.

3. Select the start time and end time for your reservation.

a. You must click once for the start time and once for the end time. You can end your reservation at any time that is highlighted blue. High Adventure reservations have a 1-hour minimum.

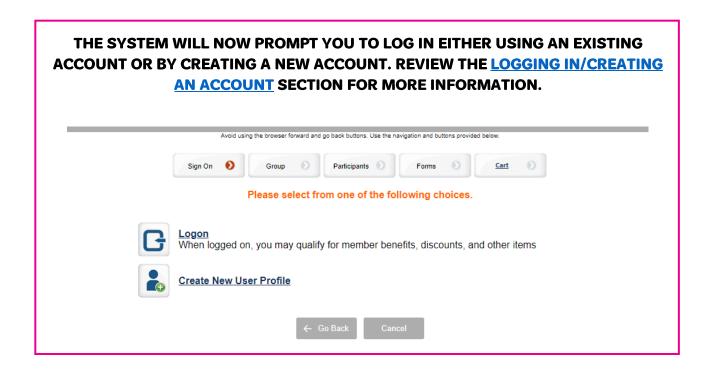






NOTE: High Adventure areas can be reserved for a maximum of 3-hour blocks. The system automatically builds in a 30-minute rest period between each reservation (e.g. if your reservation ends at noon, the earliest the next reservation can begin is 12:30). If you want to reserve an activity for longer than 3 hours, make your first reservation and then make a second reservation that starts 30 minutes after your first reservation ends. If you have made two reservations, you are still permitted to use the high adventure area during the 30 minutes between the reservations. You may **not** use the 30-minute rest period for your activity if you do not have the area reserved immediately after the rest period (e.g. if you only made one reservation and it ends at noon, you may not continue your activity until 12:30). You may have to wait until it opens to make the second reservation.

4. Click "RESERVE"





ADDITIONAL TIPS FOR CALENDAR SEARCH

What is this symbol?

Bluff, Platform Tents

1/1/2014 3:00 PM - 1/1/2051 1:00 PM



It provides additional information for each unit! Click on the "i" for information about each unit/activity.

A certain date/time is showing as unavailable (red lines through the date/time). Why?

Hover you mouse over the date/time that is showing as unavailable. One of the following will pop up:

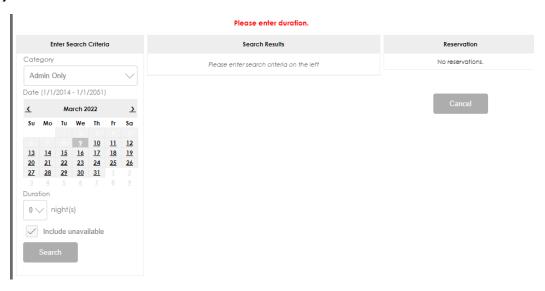
- Reserved: someone else has reserved the site for that date/time.
- <u>Can only reserve 3 months or less before</u>: you are looking at a date/time outside of the 3 month window. This reservation will open exactly 3 months in advance at the exact time the reservation begins.
- Related Assets Not Available: The site or entire camp is unavailable for reservation that day. Visit the availability spreadsheet for more information.



Making Reservations Using Facility Search

Use Facility Search to see what units/activities are available for a specific date/time AND duration. Reservations are split into categories: overnight, day use, and high adventure.

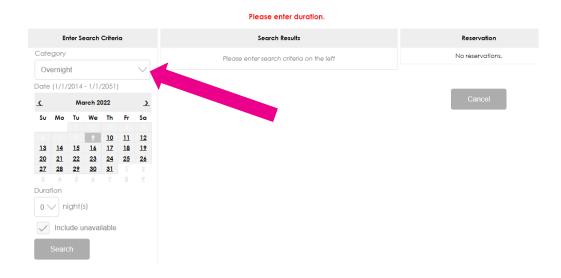
Facility Search looks like this:



Overnight

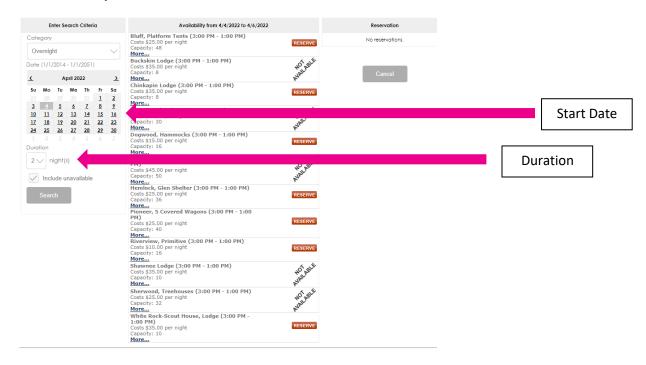
See the end of this document for when overnight reservations are universally unavailable.

1. Select the Overnight category.



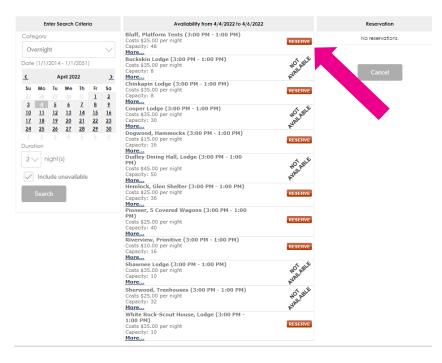


2. Select a start date and duration (number of nights). The search should update automatically. If it does not, click "Search."

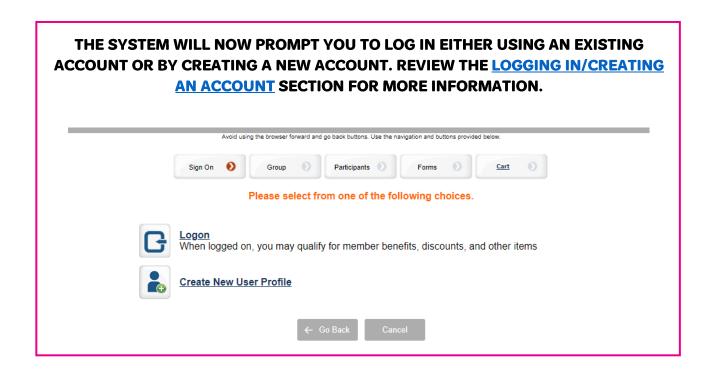


NOTE: If you only want the search to populate sites that are available, uncheck "Include unavailable" underneath the duration.

3. Click "RESERVE" on the unit that you would like to reserve







Day Use

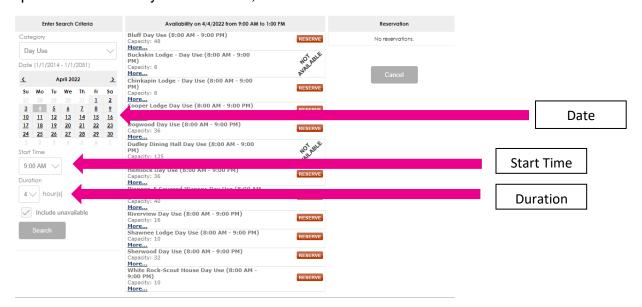
See the <u>end of this document</u> for more information about when day use is universally unavailable.

1. Select the Day Use category.





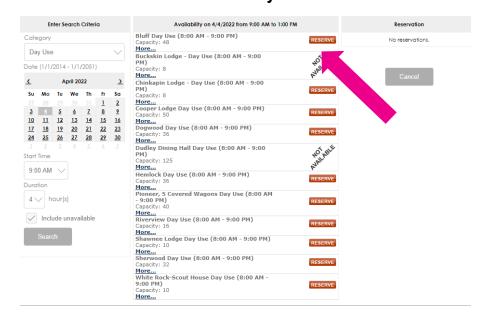
2. Select a date, start time, and duration (number of hours). The search should update automatically. If it does not, click "Search."



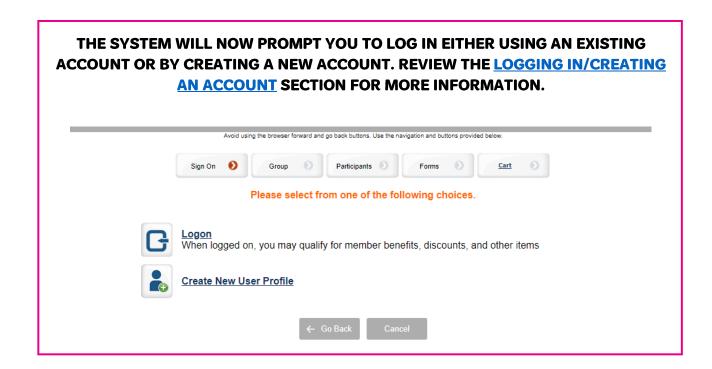
NOTE: If you only want the search to populate sites that are available, uncheck "Include unavailable" underneath the duration.

NOTE: There is a maximum number of hours you can book a site for Day Use. If you want to reserve the unit for longer than the maximum time allowed, make your first reservation and then make a second reservation that starts when your first reservation ends (you may have to wait until it opens to make the second reservation).

3. Click "RESERVE" on the unit that you would like to reserve



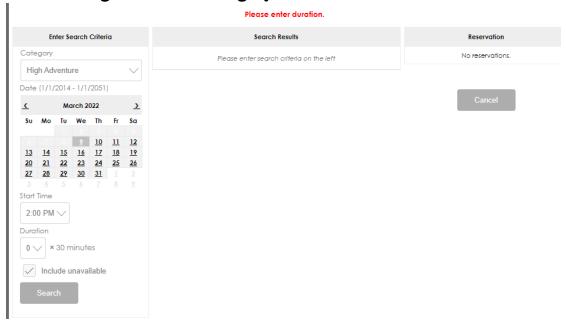




High Adventure

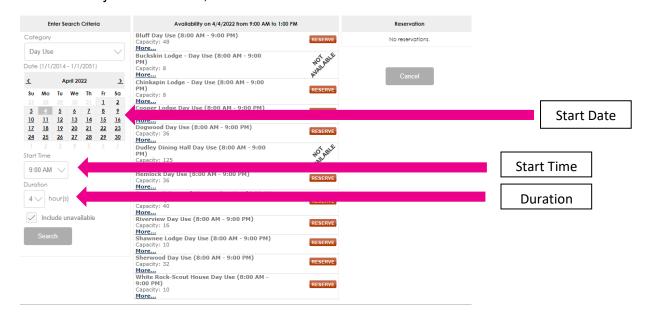
See the <u>end of this document</u> for more information about when high adventure is universally unavailable.

1. Select the High Adventure category.





2. Select a date, start time, and duration. High adventure reservations are by the half hour, so a duration of "4" is actually 2 hours. The search should update automatically. If it does not, click "Search."



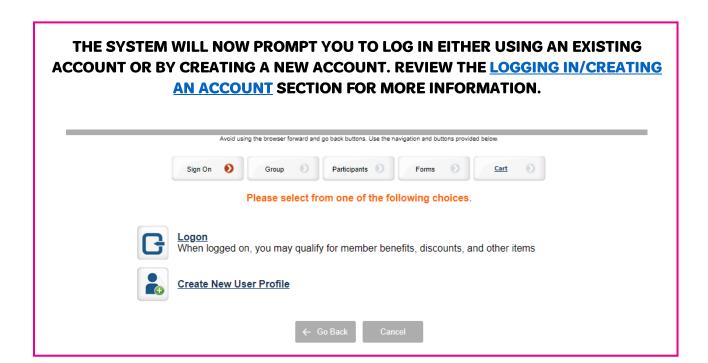
NOTE: If you only want the search to populate sites that are available, uncheck "Include unavailable" underneath the duration.

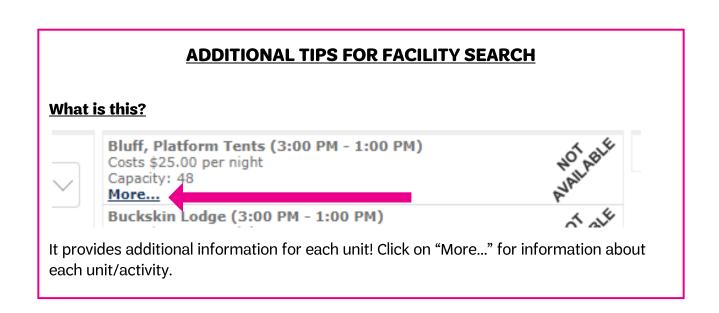
NOTE: High Adventure areas can be reserved for a maximum of 3-hour blocks. The system automatically builds in a 30-minute rest period between each reservation (e.g. if your reservation ends at noon, the earliest the next reservation can begin is 12:30). If you want to reserve an activity for longer than 3 hours, make your first reservation and then make a second reservation that starts 30 minutes after your first reservation ends. If you have made two reservations, you are still permitted to use the high adventure area during the 30 minutes between the reservations. You may **not** use the 30-minute rest period for your activity if you do not have the area reserved immediately after the rest period (e.g. if you only made one reservation and it ends at noon, you may not continue your activity until 12:30). You may have to wait until it opens to make the second reservation.

3. Click "RESERVE" on the unit that you would like to reserve





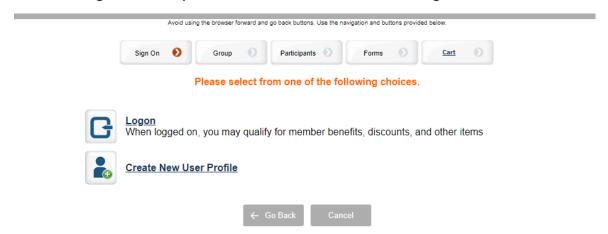






Logging In/Creating an Account

After clicking "Reserve," you will be redirected to the following screen:



YOUR MY GS SIGN IN ACCOUNT IS NOT CONNECTED TO THE RESERVATION WEBSITE.

IF YOU HAVE NEVER MADE A RESERVATION THROUGH OUR CAMPING RESERVATION
SITE BEFORE YOU WILL NEED TO CREATE AN ACCOUNT

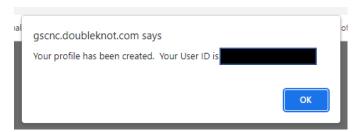
Logging In

If you have previously made a reservation through the camping reservation website, click "Logon." You will be prompted to enter your User ID and password.

Creating an Account

If you have never made a reservation through the camping reservation website, you will need to create an account.

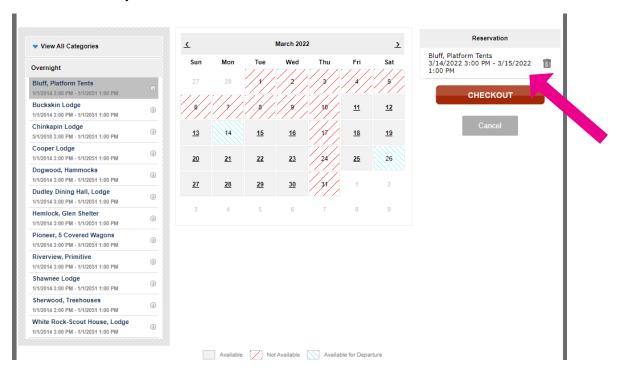
- 1. Click "Create New User Profile"
- 2. Enter the required information and click "Save Profile"
- 3. A dialogue box will appear that includes your new User ID





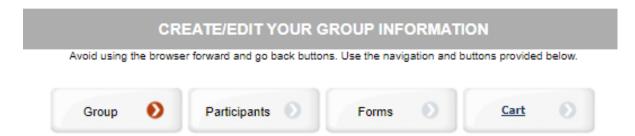
Checking Out

Once you have logged in, you will be brought back to the search page. Your reservation will now be listed in your cart.



You can now either make additional reservations or click "CHECKOUT" to proceed with the checkout process.

You will now be taken through the following steps:





Group (Troop)

New Users:

If you have never made a reservation before, you will need to create a new group (troop) that will be connected to the reservation. Enter your troop number and additional information and click "Continue."

Returning Users:

You can either use a group (troop) that you have already created or create a new group. If you are creating a new group, use the instructions for new users above. If you are using an existing group, select the group you want to use and click "Continue." Review the group information and click "Continue."

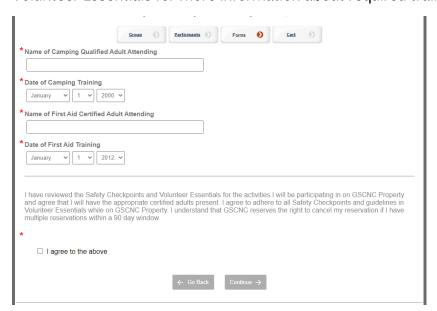
Participants

Indicate the number girls and adults that will be present at the reservation and click "Continue."

Forms

Overnight Reservations:

All overnight reservations require the presence of a cookout/campout certified adult and a first aid certified adult. Provide the names and certification dates for these individuals. Review the agreement, check "I agree to the above" and click "Continue." Consult Volunteer Essentials for more information about required training.





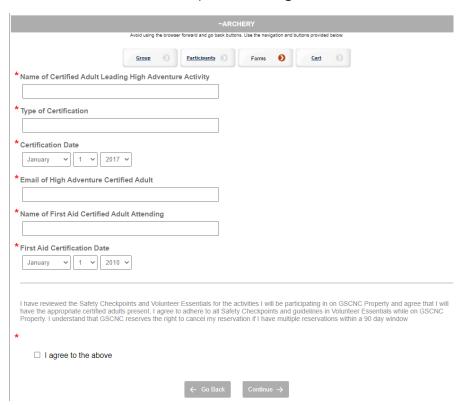
Day Use Reservations:

You do not need a cookout/campout or first aid certified adult for your day use reservation unless you are planning to participate in outdoor cooking or have a campfire (in these cases, you need someone certified in cookout/campout OR basic cookout). Due to inconsistencies when the reservation website was set up, some camps do not require any forms for day use reservations, while some do.

- If you are planning to do either of the activities listed above and your day use reservation requires a form, enter the appropriate information in the provided spaces. Review the agreement, check "I agree to the above" and click "Continue."
- If you are not planning to do either of the activities listed above and your day use reservation requires a form, enter N/A in the relevant forms and list today's date. Review the agreement, check "I agree to the above" and click "Continue."

High Adventure Reservations:

All high adventure reservations require the presence of an activity-specific certified adult and a first aid certified adult. Provide the names and certification dates for these individuals. Review the agreement, check "I agree to the above" and click "Continue." Visit the <u>High Adventure at Our Camps</u> and <u>Facilitators and Training</u> pages of our website for more information about required training.





Cart

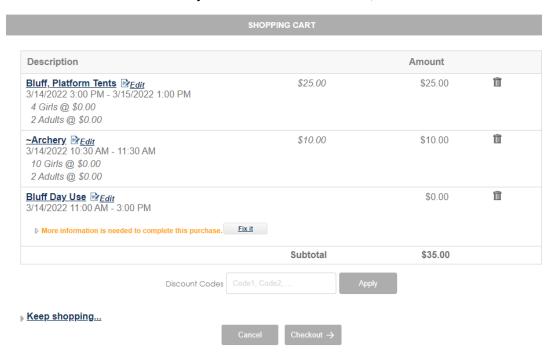
After going through these steps, you will be taken to your shopping cart.

If you are only reserving one item:

Click "Checkout →".

If you have reserved multiple items:

Your cart will indicate that "More information is needed to complete this purchase." Click "Fix it" and the system will take you through the checkout process for each item you reserved. Once all necessary information is collected, click "Checkout \rightarrow ".



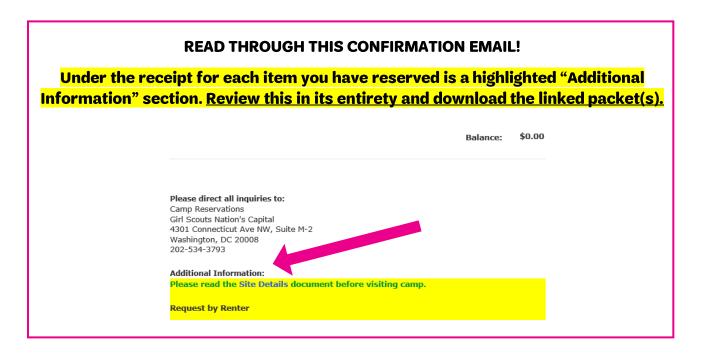
Payment

On the Payment and Billing Information page, enter your credit card and billing information and click "MAKE PAYMENT".



YOUR CONFIRMATION EMAIL

After you complete your reservation you will receive an email from noreply@doubleknot.com.



These packets contain additional information about your reservation and the camp including the gate code/high adventure code, emergency info, site use agreements, etc.

There are two packets to download for high adventure reservations. Download the packet linked in the additional information section as explained above. In this packet will be another link to download to the general camp confirmation packet.

Be sure to print and bring the confirmation packet(s) with you as service can be spotty at camp.

<u>If Clicking the Link Does Not Initiate a Download</u>

Copy the hyperlink from the confirmation email and paste it into a new tab on your web browser. This should initiate a download. If it does not, try refreshing the page. If it still does not work, contact customercare@gscnc.org.



Cancelling/Editing/Changing a Reservation

Please submit all reservation cancellation/edit/change requests to customercare@gscnc.org.

The Reservation Website's Green Banner

At the top of each camp's reservation page (except Brighton Woods – see below) is a number of links to other types of reservations.



Reserve a Camp

Use this to navigate to other camps' reservation pages.

Reserve Equipment

Takes you to the equipment reservation site.

Reserve Program Kits

Takes you to the program kit reservation site.

Reserve Boat Trailer

GSCNC has a limited number of canoe and kayak trailers available for rent. This link will provide more information about who to contact to inquire about reserving a trailer. With very limited exception, the group reserving the trailer must provide a driver with significant experience towing trailers and a vehicle capable of towing a trailer.

Brighton Woods

Brighton Woods' reservation page looks a bit different than the rest of the camps:



To access the above links, simply use a different camp's link from the Our Camp Properties page on our website.



Additional Helpful Information

When Reservations Open

Reservations open exactly 3 months in advance at the exact time the reservation begins. Overnight reservations begin at 3 PM; all other reservations begin on the exact hour.

- Overnight example: an overnight reservation starting on June 1 would open March 1 at 3 PM.
- Day use/high adventure example: a day use or high adventure reservation beginning at 9 AM on June 1 will open at 9 AM on March 1.
- Crowell/White Rock challenge course with Council-provided facilitator example: A session starting at 9 AM on June 1 will open at 9 AM on March 1. A 12:45 PM session starting on June 1 will open at 12:45 PM on March 1.

Universal Unavailability

Certain reservation categories are universally blocked on during specific days/times of year.

Overnight:

- To prevent unfair advantage of early bookings, the reservation system does not allow overnight reservations on Wednesday or Thursday nights. This information is also listed on the camp availability spreadsheet.
- If you would like to camp for the weekend starting on a Wednesday or Thursday, make your reservation for the weekend first. Then, email customercare@gscnc.org to extend the start of your reservation. You will need to either log into your reservation account or call our Customer Care team at 202-237-1670 to pay for the additional night(s).
- If you would like to camp during the week (latest checkout being Friday), make as much of the reservation as you can and then follow the steps in the bullet above.

Day Use:

 Day use on Fridays and Saturdays is currently only available during the winter season. See the <u>Winter Camping</u> section for information about what the winter season for each camp is.

High Adventure:

• High adventure areas are closed for winter from December 1 through March 1.



Winter Camping

Learn more about winter camping at GSCNC camp properties: https://www.gscnc.org/content/dam/girlscoutsgscnc/documents/Camp/Winter%20Camping%20at%20GSCNC.pdf

• **NOTE:** This document can be accessed any time under "Know Before You Go" at www.gscnc.org/campproperties

<u>Crowell Challenge Course and White Rock High Ropes Course</u> Reservations

- The Crowell challenge course and White Rock high ropes course have their own category on their respective camp's reservation page (begins with "HA").
- Like all other reservations, challenge course reservations open exactly 3 months in advance at the exact time the reservation begins (session times listed on the reservation website).
- These challenge course reservations are the only high adventure activities where facilitators are automatically provided by the Council for the reservation.
 - o This does <u>not</u> include the White Rock low ropes course.
- Learn more about the challenge courses on this page of our website: https://www.gscnc.org/en/camp/high-adventure/high-adventure.html.