

January 18, 2022

Dear Camp Parents,

On Tuesday, January 11, we opened registration for Camp Potomac Woods Sleep-Away Camp (weeks 1-4) in our new registration system, gsEvents. While we were very hopeful it would run smoothly, unfortunately that was not the case.

Due to the many technical issues encountered on the site surrounding processing payments, we encountered two major issues. First, many families were not able to complete the payment process. Second, families who were successful were placed in programs that were already full. Some programs were overbooked by twice their original capacities. As soon as we realized the situation, we closed registration Tuesday afternoon to address this very critical issue.

We are working closely with GSUSA and the credit card processing vendor to ensure that all issues we encountered last Tuesday are addressed and fixed before opening camp registration again.

Active Camp Potomac Woods Registration

You are receiving this email because there is currently an active or waitlisted Camp Potomac Woods registration confirmed on your account. Based on the widespread system errors and our inability to accommodate the large number of overbooked registrations, **we have made the decision to cancel and refund ALL registrations made on January 11**. This means that the registration(s) showing on your Event Dashboard under your MyGS account will be canceled and a refund for all fees paid will be issued within the next seven business days.

We sincerely apologize for all the time you put in to get your Girl Scout(s) registered for camp, only to be met with such a frustrating experience. We understand this decision is not ideal for those who received an order confirmation. However, we believe this is the best way to give all our families a fair chance to register for a sleep-away camp program free of technical issues outside of their control.

We will be running registration again for all spaces at Camp Potomac Woods, sessions 1-4 and Girls' Night Out by early March at the latest. If you have not already done so, please sign up for our [sleep-away camp registration updates](#).

Pending Credit Card Charges

We are also aware that many people were left with excess pending charges on their accounts. **Pending** charges should be cleared within 5 business days of the "transaction," which is tomorrow, January 19. If, however, these charges are not cleared and are instead posted, please contact customercare@gscnc.org. Please include a screenshot of the posted charges and the last 4 digits of your credit card number, and we will work with you to refund the appropriate amount of money.

Our Camping Services department is working tirelessly hiring camp staff and planning programs to accommodate as many girls as possible at camp. Our Customer Care team is committed to finding solutions for a better registration experience in the coming weeks, and will continue to evaluate this process for future registration years. We appreciate your patience and commitment to attending a Girl Scout camp.

Thank you,
Girl Scouts Nation's Capital
customercare@gscnc.org