

How to Make a Property Reservation

Prior to Reserving Units at one of our Properties:

1. Complete the Property Liability Waiver through CouncilALIGNMENT. The adult reserving the property, the Camping Skills trained adult **and** the adult responsible for First Aid/CPR must have the property liability waiver completed through CouncilALIGNMENT in order to reserve the property.
2. Adults responsible for Camping Skills and First Aid/CPR must have the trainings up to date in their CouncilALIGNMENT profile. See Related Training below.
3. Adult reserving the property must be registered for the Girl Scout year your reservation date falls in.
4. Adult reserving a service unit camporee or event must be designated as a service unit manager or service unit team member. The designation needs to be allocated for the Girl Scout year your reservation date falls in.
5. Select the property you would like to reserve; Camp Holloway, Camp Piedmont or Camp Sycamore Hills.
6. Generally the 1st weekend is for Service Unit Camporees, 2nd Weekend is for Council Sponsored programs, 3rd weekend is for Troop Camping and the 4th and 5th weekends are first-come-first-serve.
7. Know the unit(s) you want to reserve and also have alternate units incase your first choice is not available.
8. Know the outdoor adventure, campactivities, girl innovator, and horse (Camp Sycamore Hills only) programs you wish to request and the number of participants for each activity.
9. For Service Unit Camporees and Events, please know the estimated number of girls and adults attending. This number can be adjusted up to **60 days** prior to your reservation date. Please follow the guidelines for Service Unit Camporee or Service Unit Events below.
10. The reservation deposit is due at the time of your reservation. Reservations are first-come-first-serve and are not complete until the reservation deposit has been made. Have your card available to complete the payment transaction and secure your reservation.

Related Training:

Before your troop takes advantage of the great things our properties have to offer, there are a series of trainings that must be completed prior to reserving cabin and/or tent unit(s). See specific training instructions to register appropriately.

1. If you would like to schedule a day use only trip to camp, you will need to complete Camp Ready, Camp ,Prep, Camp Info & Procedures and have a current First Aid/CPR training on file with Girl Scouts of Middle Tennessee.
2. If you would like to reserve one of our fully equipped cabin units, you will need to complete Camp Ready, Camp Prep, Camp Info & Procedures and have a current First Aid/CPR training on file with council and Camping Skills 1 or Outdoor Skills Training.
3. If you would like to reserve a cabin unit without a kitchen or a platform tent unit, you will need to complete Camp Ready, Camp Prep, Camp Info & Procedures and have a current First Aid/CPR training on file with council, and Camping Skills 1 and Camp Skill 2 or Outdoor Skills Training.
4. If you would like to primitive tent camp, you will need to complete Camp Ready, Camp Prep, Camp Info & Procedures and have a current First Aid/CPR training on file with council, and Camping Skills 1, Camping Skills 2, and Camping Skills 3 or Outdoor Skills Training.
5. In order to reserve the commercial kitchen, you must have Commercial Kitchen Training.

Instructions to complete The Property Liability Waiver:

The Property Liability Waiver: needs to be completed by every participant in order to utilize Girl Scout properties. You will not be able to add the participant to your roster until they complete this form online. It is the responsibility of the person making the reservation to ensure everyone is registered and has completed the waiver before your camping date. All participants can complete the waiver on CouncilAlignMENT. Each child's waiver must be completed by their parent or guardian. You are only required to complete the waiver one time. It does not need to be completed on an annual basis.

- 1) Log into CouncilAlignMENT
- 2) Go to Home Page
- 3) Select "View Profile"
- 4) Click "Property Liability Waiver"
- 5) Read the waiver and click "Accept" for yourself and any minor under your care who is attending

Reservation Types:

Reservation types are dependent on the role you have in the troop or service unit.

Troop Camping

Troop camping is open for reservation by troops on the third weekend of each month. The fourth and fifth weekends of the month are also available for troop camping on a first-come first-serve basis.

You may make reservations up to **90 days** in advance. Each troop may reserve a maximum of two units per reservation. Reservations are limited to one active troop camping reservation at a time. You may make a second reservation as soon as you complete your final attendance for your first reservation. You must have completed the required trainings detailed above prior to reserving your unit. Each individual who will be visiting the property must complete the liability waiver on CouncilAlignMENT. Each child's waiver must be completed by their parent or guardian.

Service Unit Camporees and Service Unit Events

The first weekend of each month is reserved for service unit camporees. The fourth and fifth weekends are also available for service unit camporees on a first-come first-serve basis.

You may make reservations up to **180 days** in advance. Reservations are limited to one active service unit reservation at a time. You are eligible to make a second reservation as soon as the final attendance has been entered for your initial reservation. You must identify and select an adult who has completed the required trainings detailed above prior to making your reservation. Each unit must have an adult with the required trainings during your event.

Each individual who will be visiting the property must complete the liability waiver on CouncilAlignMENT prior to their arrival at camp. Each child's waiver must be completed by their parent or guardian. When making a service unit reservation, please know the estimated number of girls and adults planning to attend.

When cooking for service unit camporees, you will need to reserve the commercial kitchen. The kitchens in each unit are only designed to cook for the maximum capacity for each specific unit.

Your service unit must be able to meet the girl minimums detailed below in order to register for a service unit camporee. If your service unit does not meet the minimums below, please submit your reservation as a troop camping reservation.

Camp Piedmont: 40 Participants

Camp Holloway: 45 Participants

Camp Sycamore Hills: 100 Participants

Reservation Types Continued

Day Use

All members are eligible to schedule day use reservation at our properties. You must make a day use reservation if you are requesting outdoor adventure, campactivities, girl innovator and/or horse (Camp Sycamore Hills only) programs. You may make day use reservations **90 days** in advance. You may not make consecutive day use reservations at the same camp. Day reservations are used to for groups of up to **20 people**. If you have more than **20 people**, please make an additional day use reservation.

You must have completed the required trainings detailed above prior to reserving your unit. Each individual who will be visiting the property must complete the liability waiver on CouncilAlignMENT. Each child's waiver must be completed be their parent or guardian.

Troop Meetings

All members are eligible to schedule troop meetings at our properties. All troop meetings reservations are completed through the council registrar. Submit your request including trained adult, property, unit, time block (Day AM, Day PM or Day AM/PM) and number of girls and adults attending. You may make troop meeting reservations **90 days** in advance. You may reserve multiple troop meeting reservations at camp.

You must have completed the required trainings detailed above for day use prior to reserving your unit. Each individual who will be visiting the property must complete the liability waiver on CouncilAlignMENT. Each child's waiver must be completed be their parent or guardian.

Reservation Time Blocks:

Day AM – You can choose this time block for troop meetings, day use and service unit events. By choosing this time block, your check-in time is 8 AM and check-out time is 3 PM

Day PM – You can choose this time block for troop meetings, day use and service unit events. By choosing this time block, your check-in time is 4 PM – 11 PM

Day AM/PM – You can choose this time block for troop meetings, day use and service unit events. By choosing this time block, your check-in time is 8 AM – 11 PM

Overnight – You can choose this time block for troop camping and service unit camporees. By choosing this time block, your check-in time is 3 PM on your arrival day and 1 PM on your departure day.

Communication Methods:

When you make a reservation, you will be asked how you would like CouncilAlignMENT to communicate with you. Please choose 1 or all of the following. We recommend you always choose email to get the most detailed information.

Email: You will receive an email for communication about your reservation including: confirmation of your reservation, payment reminders, updated information and attendance and survey prompt. This email is sent to the adult who made the reservation.

Message Notification: You will receive reminders including reservation confirmation, payment reminder, updated information and attendance and survey prompt. This contact preference is viewed on your home page in CouncilAlignMENT under the “Messages” bar.

Text: You will receive communication reminders including reservation confirmation, payment reminder, updated information and attendance and survey prompt. Texts are sent to the mobile number of the adult who made the reservation.

Activity Request Information:

- Activity requests include outdoor adventure, campactivities, girl innovator and horse programs (Camp Sycamore Hills only).
- Activity request are at a first-come-first-serve basis.
- Each activity has specific age requirements. Please review the age requirements on our website <https://gsmidtn.org/programs/outdoor-adventure/> or in the program guide pages 42 – 51.
- The minimum and maximum number of participants listed in the program description always applies. If your group is larger than the maximum per program, the group may be split into two or more sessions. If your group is smaller, you can pay for the minimum to run the program.
- Adults do not have to participate.
- We recommending planning no more than 3 activities per stay to have a successful camping trip.
- Activity requests are made through the activity section of the property reservation on CouncilAlignMENT. Activity requests are due **45 days** in advance for troop camping and **90 days** in advance for service unit camporees or events.
- In the event we are unable to honor your request we will submit a refund for your activities.

How to Make a Reservation:

1. Log into CouncilALIGNMENT and select home.
2. Select Property Reservations then select “Make New Reservation.”
3. If you have not already done so, please accept the property liability waiver on CouncilALIGNMENT. Each child’s waiver must be completed by their parent or guardian (see instructions above).
4. Select the appropriate reservation type and the property you would like to visit. See descriptions above: day use, troop camping, service unit camporee, or service unit event.
5. Select the time block you would like to visit camp. Time block explanations above.
6. During April – September there are two Girl Scout years open in CouncilALIGNMENT. You must select the year the corresponds with the reservation date from the drop down menu.
7. Choose from the available dates and units in the calendar. All overnight or multi-night requests must select consecutive dates starting on your arrival date and ending on your departure date. For example; if you would like to spend the weekend on property you need to select Friday, Saturday and Sunday. This reflects your arrival day as Friday and your departure day as Sunday.
8. Select “Reserve” at the bottom right of the page.
9. Select “Incomplete” below the “**Attendance Header**” to add attendees. Day use and troop camping can only select girls and adults who have completed the Property Liability Waiver. Service unit camporees and events are asked to give a count of girls and adults attending.
10. Select “Review” below the “**Activities Header**” to choose from available outdoor adventure, camptivities, girl innovator and horse (Camp Sycamore Hills only) programs. Then, add your participation totals and select “Save.”
11. Select your preferred communication methods and submit your reservation.
12. Click the **red x** beside the items you would like to pay for. The **red x** should turn into a **green check mark**. Then enter your credit card information below. To hold your reservation, the deposit must be paid or the reservation is not final.
13. Select “Continue” at the bottom right corner of the page.
14. Review your reservation and payment details, and then select authorize payment.

How to Make Activity Requests:

Activities include outdoor adventure, camptivities, girl innovator, and horse (Camp Sycamore Hills only) programs.

1. Make property reservation. See instructions above.
2. Select “Review” below the “**Activities Header**” to choose from available outdoor adventure, camptivities, girl innovator, and horse (Camp Sycamore Hills only) programs.
3. A list of outdoor adventure, camptivities, girl innovator, and horse (Camp Sycamore Hills only) programs will show specific to each property.
4. Select the **red x**. It should it should turn to a **green check mark** for each activity you would like to request. Enter the number of girls and adults participating in each activity.
5. Click “Save”
6. You will return to the “**Confirm Reservation Screen.**” Select “**Submit Reservation**” to complete your activity request.

Payment Information:

Your site deposit payment is due at the time the reservation is booked. The balance due for your reservation including site fees and activity fees must be paid **30 days** prior to your reservation date for day use or troop camping and **60 days** prior to your reservation date for a service unit camporee or event. Fees will populate in the CouncilAlignMENT cart of the person who made the reservation. If paying your balance by check, please make checks payable to Girl Scouts of Middle Tennessee, and write the name the reservation is under, reservation date and name of the camp you will be attending in the memo line. Failure to pay for any portion of your reservation by the deadlines above will result in the removal of the entire reservation.

Cancellation Policy for Property Reservation and outdoor adventure, camptivities, girl innovator and horse (Camp Sycamore Hills only) programs:

Cancellations are made through CouncilAlignMENT in the “**Property Reservation**” section. Cancellations must be made **30 days** out for troop camping or **60 days** out for Service Unit reservations. Any cancellations not made in advance will forfeit the total cost for the property and activity reservation.

Refunds Policy for Property Reservation and outdoor adventure, camptivities, girl innovator and horse (Camp Sycamore Hills only) programs:

Refunds are issued for cancellation **30 days** prior to the reservation date for day use or troop camping and **60 days** before a reservation for service unit camporees or events. Cancellations less than **30/60 days** respectively before your reservation date and non-payments/late payments will result in the forfeiture of your deposit and your full site fee are required.

Outdoor Activities, Camptivities and Girl Innovator programs will be fully refunded in the event the Outdoor Adventure Team cancels activities due to inclement weather. There are no refunds if the program still runs and you choose not to participate. Horse Programs run rain or shine and will be not be refunded.

Reservation Deposit:

You will receive your reservation deposit back upon 4 conditions

- 1) There is no damage to the unit or camp. You will be charged for damages that exceed the amount of your deposit.
- 2) The unit or camp is left clean.
- 3) After completion of your final attendance. If you are unable to complete an accurate final attendance due to unsigned liability waivers you forfeit your reservation deposit. Final attendance is confirmed by council.
- 4) After completion of the property survey.

Deposits will be refunded on the credit card that was used to make the reservation as provided the balance payment was not made more than **120 days** in advance. If your last payment was made more than **120 days** from the time you submit your final attendance and complete your survey, you will be issued a check. All deposits will be refunded within **30 days** of completion of your final attendance and property survey.

Error Messages:

1. Too many units selected

- a. Troop Camping – You may only select two units per reservation.

2. Too many reservations selected

- a. You may only have one reservation open at a time. You may need to complete your final attendance. Your reservation may not have occurred yet and you will have to wait to reserve another date. Or you need to cancel a previous reservation.

3. Too many days selected

- a. Day Use or Service Unit Event – you may only reserve one day at a time.

4. Property Liability Waiver Notice

- a. You have not accepted the Property Liability Waiver. Please refer to the instructions above.

5. No dates/units selected

- a. Please select a date and unit for your reservation to move to the next step.

6. Reservations can not be made in the past.

- a. You have selected a date that before today's date.

7. The time block selected requires at least two consecutive dates to be selected.

- a. Troop Camping and Service Unit Camporee - You have only selected one day for your reservation. You need to select a minimum of 2 days to proceed with your reservation.

8. No Longer Available

- a. Property reservations are made at a first-come, first-serve basis. Therefore, the units and dates you have requested are no longer available. Someone may have paid the deposit prior to your reservation.

9. The reservation type selected is not available for: Check-In Date to Check-Out Date

Reservations are based on the troops/service unit's current membership status. Adult reserving the property must be registered for the Girl Scout year your reservation date falls in.

10. "Troop TROOP NUMBER (REG YEAR) is not available for" Check-In Date to Check-Out Date

- a. You are trying to make a reservation for the next Girl Scout year. In order to do this, your troop must be registered for the upcoming membership year.

11. "Service Unit SERVICE UNIT # (REG YEAR) is not available for" Check-In Date to Check-Out Date

- a. You are trying to make a reservation for the next Girl Scout year. In order to do this, your service unit position must be assigned for the upcoming membership year. In order to accomplish this, please contact your Regional Executive.

12. Attendance is incomplete

- a. Please select the names of girls and adults attending for troop camping or enter a projected attendance number for Service Unit Camporees or Service Unit Events.

13. You must select at least one communication method.

- a. You must select either e-mail, text, message notification, or voice as your method of communication in order to complete your reservation.