

Event Registration Policies

REGISTRATION

Online registration for programs is through Cognito forms and can be accessed through the event registration links on our website.

REGISTRATION DEADLINES

Registration deadlines can be found on individual event registration forms. Registration deadlines are in place so that we can best get information to our program partners and plan for supplies and space. Some events may fill quickly, so early registration is encouraged. **Registrations are not complete until forms are filled out completely and all fees have been received.** Fees may increase past the registration deadline, spots may not be available, or programs cancelled.

FEES & FINANCIAL AID

The majority of virtual events will be donation based. Any donation you make supports Girl Scouts of Alaska and our ability to continue to provide programming to girls across our council during a time when it's needed more. Limited financial aid is available for events with a registration fee. All financial aid forms must be filled out by the parent for each girl needing financial aid. Families with delinquent accounts with GSAK will be unable to apply for financial aid until the debt is paid.

FEE REFUND/TRANSFER REQUESTS (Fee based Events Only)

If your girl is unable to attend an event, refunds of fees (excluding deposit or donation if applicable) are given if:

- Cancellation is made in writing prior to the registration deadline
- For an event with no registration deadline, cancellation is made at least 2 business days prior to the event
- The girl has moved out of the council area.
- The girl has personal illness/injury confirmed by a physician
- Family emergency

All refund requests must be made in writing. Substitutions are welcome, but please notify staff during check-in if you are substituting one girl for another. Refunds will be made to the original form of payment for online registrations. For any other forms of payment, refunds will be made to the adult who filled out the registration form. Refunds will be made within 30 days of receiving approved written notice or cancellation of the event. No refunds will be issued for donations.

EVENT CANCELLATIONS

If an event is cancelled, the adult contact listed on the registration form will be contacted by phone or e-mail. Cancellations initiated by the council or program partner will result in full refund of fees paid, excluding donations, for fee based events only.

PROGRAM MINIMUMS

Programs that do not meet the minimum number of attendees by the registration deadline will be cancelled and registrants will receive a refund, if applicable.

SPECIAL NEEDS

If any girls have specific needs requiring accommodations, please note that in your registration form. We will do our best to accommodate all girls.

ADULT SUPERVISION

Unless specifically stated, an adult is required to be present in the home or general area, but not actively participating or supervising the program. For girls over 13, an adult is not required, but parents should review program descriptions and be present for any events that may cover sensitive topics.

ONLINE PROGRAM ETIQUETTE

When joining a virtual event, please follow these etiquette guidelines:

- Be on time. Plan to join the meeting at least 5 minutes before the posted start time
- Keep your microphone muted until you are called on or asked to unmute
- Your display name should be your first name and last initial
- If you have a camera and feel comfortable – turn it on.
- If you'd like to use a background, pick one you'll use for the whole event. Don't switch back and forth
- Limit distractions. Remember, if you have your camera on, everyone can see you.
- Be polite and respectful in the chat
- Please do not take any pictures or screenshots during the event
- Family members are welcome to attend online events with their Girl Scout provided they also follow the etiquette guidelines.
- Participants not following program etiquette may be removed from the event

*Girl Scouts of Alaska reserves the right to change, add, or delete policies at any time and without notice based on business needs and conditions.

NON-GIRL SCOUTS

GSAK events are open to all girls as listed in the event description.

WAITLISTS

The number of available spots for an event will be listed on the online registration form. For events that fill up, you will have the opportunity to register for a waitlist. If there are only a few spots left and you want to register more girls, you can register all your girls for the waitlist or register just a few for the event and fill out a separate form to register others for the waitlist.

CONFIRMATION E-MAILS

You will receive a confirmation e-mail as soon as your completed (and paid) registration is received. You will not receive an additional e-mail unless there are changes or updates to the event. If you selected financial aid, you will receive an e-mail prompting you to fill out the financial aid form. You will not receive a confirmation e-mail until your financial aid is approved. If you start a registration but do not finish or pay, your registration is not complete. You will not receive a confirmation e-mail until your registration is complete.

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