

# **Girl Scouts of Colorado**

## **Site Use Philosophy**

### **Effective June 1, 2010**

Girl Scouts of Colorado has listened to the requests of our members and conducted an analysis of our property usage policies and fees. In response, we have restructured the policies and fees to be more affordable and flexible for our users. The biggest change is that we have done away with day use fees for our properties. We want our members to be able to visit our properties to take a hike or have a picnic at no charge. All it takes is a phone call to make sure the property is open. And if you want to use a building for an indoor activity while you're there, you can do so for a nominal maintenance fee. The other major change our members will love is that you can reserve individual cabins or seasonal units at a greatly reduced rate for smaller groups, instead of having to rent the entire site. In addition, the fees to rent most facilities for a single night have been reduced. Like our founder, Juliette Gordon Lowe, we want to encourage our members to experience the out of doors and discover the world around us. Girl Scouts of Colorado is so lucky to own property in some of the most beautiful areas of our state. These are your camps and lodges, so come out and enjoy them!

Our Girl Scout properties are a valuable and unique asset. We encourage all of our members to enjoy the opportunities that our properties can provide. We want to make the use of property an easy, meaningful and fun experience by assuring that:

- Our properties are safe, warm and welcoming;
- We have the right resources, including funding and staff, to assure a pleasant experience;
- We provide the right mix of services, programs and activities to meet the needs of our users;
- Property is both financially and physically accessible; and
- Property use remains flexible and marketable, and is our member's and staff's first choice for use.

Based on the above, we have established the following use criteria.

#### **FEE SETTING:**

1. Fees are set by looking at costs as well as competitive markets, such as similar camps or retreat facilities, YMCAs and other sites. Because more use of our properties brings in more fees and enables us to keep fees reasonable for everyone, we want to be able to fill our facilities using Girl Scout-related groups as well as outside users. **Our first priority remains making our properties available to our girls and volunteers.**
2. While fees are based on amenities and levels of service, we want users to choose based on the experience rather than the cost. While more rustic facilities with a

- “pit latrine” may be less costly than a winterized cabin with indoor flush toilets, the choice of site should be made based on the desired experience.
3. We will set fees based on individual buildings or sites rather than requiring a reservation for an entire unit or group of buildings/camp sites. This can lower the cost for a smaller group but may require that groups coordinate using a fire ring, field kitchen or other common facilities.
  4. Fees will be based on the facility. Separate charges can be established for available activities such as climbing wall, zip line, indoor archery, horse activities etc. Food charges are based on per person costs. At times, we may create packages that include facilities and activities.
  5. Some of our properties do not have site staff and have key box access. Currently, this applies to Kiwa Lodge, Pawnee Lodge, Hamp Hut, Twisted Pine and Lazy Acres. We charge a key deposit so that we may keep our properties safe and secure. As long as the key is returned, the full deposit is refunded.
  6. The cost of maintaining our property needs to be reflected in the fees that we charge users. The best way to minimize fees is to spread the costs over increased use. We have enough capacity to serve our current girls and troops, plus additional unused capacity that can be marketed to related and unrelated users. We have established a tiered fee structure based on our mission-driven priority of service to Girl Scouts. In setting fees, we focused on who we are here to serve and how site users help support and share the costs of maintaining properties.
    - a. Tier One – Troops, Girl Scouts, service units, staff activities      BASE
    - b. Tier Two – Girl Scout-related groups, GS families, GS alumni etc.      Base +
    - c. Tier Three – Other youth/non-profit groups      Base ++
    - d. Tier Four – Unaffiliated outside users      Base +++
  7. To keep our facilities full, we will first look for opportunities to offer special pricing to our troops during times that property has not been traditionally used. This pricing will be communicated statewide. Examples of these opportunities might be school breaks or holiday weekends, such as Halloween. We will also look to outside users to reserve use for weekdays or other low GSCO use times.
    - Our first priority will be making our properties available to our girls and volunteers.
    - The Girl Scout experience is first – we will not fill facilities or properties with any outside user groups that diminish the Girl Scout experience or create a safety concern.
  8. Financial Assistance – GSCO has set aside funds to help troops as well as individuals experience troop camping. We encourage troops and service units to request Opportunity Grants, as needed, so that all girls have a chance to participate in a camp experience.

Day Use: We wish to encourage “day use” of property so that troops and Girl Scout families can visit a camp to enjoy a hike or picnic – this will be looked at as a marketing tool that will encourage troops, families and girls to come back and experience our properties at resident camps, troop overnights, special events and core staff camps. Please call the GSCO Registrar’s office at 303-778-8774 (1-866-827-7033) during business hours to make sure the property is open.

Day Use without opening a building – no charge unless a key deposit applies

Day Use requesting an open building – we will set a minimum fee. This option will give users a place for bad weather, lunch or some indoor activity. The cost covers some minimal maintenance.

Food Services – overnight use:

- a. Tomahawk Ranch and Magic Sky Ranch – Food service is provided as part of the camp. We can work with the groups for pack-out options.
- b. Sky High Ranch and Meadow Mountain Ranch – Food service may be provided during certain times of the year based on the activity. Troops will have an option to do their own cooking subject to fire restrictions and/or other safety concerns. Every attempt will be made to let the users know prior to their arrival if there are restrictions. If fire restrictions are currently in place, users need to adjust their plans and may be able to use the kitchen facilities at the lodges.
- c. There are varied kitchen facilities available at Kiwa Lodge, Hamp Hut, Twisted Pine and Pawnee Lodge.

Refunds: We appreciate that life throws curve balls. We want to balance being flexible with filling our properties. The more we use our properties, the more we can share costs and the lower the fees will be. If GSCO cancels a reservation because of weather or unpredictable circumstances, we will try to place the troop at another property or facility or change the timing to meet the needs of the group. We will refund any difference in fees, and if we are unable to place the group, there will be a full refund.

1. If the user cancels at least 30 days in advance – the user receives a full refund less a booking fee of \$20.
2. If the user cancels at least 15 days in advance – we refund half of the amount less a booking fee of \$20.
3. If the user cancels between 8 and 14 days in advance – we refund a quarter of the amount less a booking fee of \$20.
4. If the user cancels 7 or fewer days in advance – there will be no refund because we have committed to staff, food and use of the property and foregone other possible reservations.
5. If the user cancels due to weather conditions – you must contact the site manager or the office. We will refund your payment if there were significant safety issues due to travel concerns.

6. If you have reserved a property, placed a deposit and then put the reservation on hold, you will be required to re-schedule the reservation within ninety (90) days of the hold date. If you do not re-schedule by then, your deposit will be refunded.

If the user cancels and we are able to put another group in their place, we may be able to provide an additional refund.

Fees may change based on costs or market conditions such as significant increases in propane or changes in the rates charged by comparable facilities. Once a property is committed, we will not change the cost – any changes will apply to new reservations.