

**ANDOVER**

143 Abbot St.  
Andover, MA 01810  
T 978-269-6651  
F 978-809-3488

**BOSTON**

420 Boylston St., Ste 505  
Boston, MA 02116  
T 617-482-1078  
F 617-482-9045

**MIDDLEBORO**

111 East Grove St.  
Middleboro, MA 02346  
T 508-923-0800  
F 508-923-7676

**WALTHAM**

265 Beaver St.  
Waltham, MA 02452  
T 781-893-6113  
F 781-893-0022

## ABOUT PROGRAM/TRAINING REGISTRATION

### How to Register:

Register online at [gsema.org](http://gsema.org). Click on [Activities](#) (in the green bar) to view programs and trainings. Click the activity title for more details and click the Register Now button to log in to eBiz and register.

If you'd like to register by mail, you'll find [downloadable registration forms](#) with mailing instructions on the Activities page or by clicking on "Forms" at the top of the homepage and typing "program registration form" in the search box.

*Please note: Mail-in registrations may require up to four weeks to process and confirm. Online registration can be confirmed immediately. We cannot accept registrations by phone.*

### **Before you register, familiarize yourself with this important information, found on the Forms and Documents page at [gsema.org](http://gsema.org):**

1. [GSEMA Volunteer Policies and Procedures](#), for policies and information on substance abuse, alcohol, non-smoking environments, and more.
2. [Volunteer Essentials](#), for program safety guidelines when planning troop activities and field trips.

### Registration Questions

Please direct all questions regarding online program and training registrations to Customer Care at [CustomerCare@gsema.org](mailto:CustomerCare@gsema.org) or 844-306-GSEM (4736).

### Girl Program Registration Checklist:

- Be Prepared! Have you reviewed GSEMA's *Volunteer Policies and Procedures*?
  - Have you reviewed *Volunteer Essentials*, Chapter 4: "Safety-Wise"?
  - Are all adult chaperones registered volunteers with completed background screenings?\*
  - Do you have enough approved volunteers to meet the required adult-to-girl ratio?\* All programs require volunteer supervision unless otherwise noted.
  - Do you need a first aide or troop camp trained volunteer?\*
  - For programs registered directly through a program partner: Have you completed a [Girl Scout Activity Form](#) and received council approval?\*
  - Did you check your registration confirmation for any special waivers required to attend?
- And finally:
- Are you and the girls ready to have FUN?!

\*Not required when attending a family or public event exclusively as a family.

## Program/Training Registration FAQ

### How is registration for a program/training confirmed?

- If you register online, you will receive an email confirmation shortly after completing the registration process. This email only confirms your registration transaction. It does not guarantee that the program will meet its minimum enrollment requirement to run.
- All registrants will receive a detailed email confirmation at least one week prior to the program/training. This email does confirm your registration in the program/training.
- If we are unable to accommodate an individual or your troop, you will be notified and will receive a refund onto the original form of payment (All payments are deposited immediately, so a refund or credit to your card will be issued).

### When do program registrations close?

Program registration will stay open until a program fills, or until the deadline date, generally two weeks prior to the program date. After a program fills or the registration deadline passes, you may be able to register for the waitlist.

### Can individual girls register for a program without their troop?

Girls can sign up for any program individually, whether or not they are part of a troop. They must be supervised by a registered, background-checked volunteer, unless the program is a family or non-member event.

### Can tag-alongs and siblings attend programs?

For safety and supervision reasons, troops are not permitted to bring non-Girl Scouts or siblings unless the event is advertised as a family event or open to non-members.

### Can a girl bring a friend to a program?

Girls who are not already registered Girl Scouts can attend any program, but must first become a Girl Scout member. The \$40 girl membership fee includes the cost of an annual GSUSA membership of \$25 and the GSEMA service fee of \$15, and is valid from October 1, 2017 through September 30, 2018. It's easy to [join](#) online.

### Is financial assistance available?

Cost should not prevent any girl from participating in our programs, so financial assistance is available for any girl in need. Troop volunteers should let parents know about this opportunity. All requests are kept confidential. Our online [financial assistance form](#) can be found on [gsema.org](#) on the [Activities](#) page or by clicking "[Forms](#)" in the upper right corner and choosing the Program Financial Aid Application link.

### Can you provide accommodations for girls diagnosed with a disability?

We aspire to offer meaningful opportunities to all girls. If your Girl Scout has a disability we should be aware of, please contact Customer Care at [CustomerCare@gsema.org](mailto:CustomerCare@gsema.org) or 844-306-GSEM (4736) to discuss how we can make her experience meaningful, exciting, and appropriate. Information you share about your Girl Scout will be considered confidential, shared only as HIPAA allows, and in accordance with your wishes.