

1. Review the GSWNY Resource Troop Camping in 10 Easy Steps. Confirm that your group meets safety ratio and First Aid/CPR requirements. While camp training is not required, we encourage leaders to complete optional courses such as Troop Camping Orientation or an Outdoor Skills Class. Decide what rental facility, day use or overnight your group would like to reserve.
2. Complete the online registration for facility rental in Doubleknot (our 3<sup>rd</sup> party rental reservation system).
3. If you are ALSO in need of equipment along with your property reservation, please fill out the [GSWNY Equipment Rental Form](#). This form must be completed, submitted (including certifications) and **payment must be submitted** at the same time for processing.
4. After your reservation is processed, you will receive a receipt via email.
5. The balance is due in full at the time of reservation.

### **CANCELLATION / REFUND POLICY PROPERTY RESERVATIONS:**

- If the applicant needs to cancel, please submit a written request at least 60 days prior to the reservation date to receive a full refund. Should the written cancellation be received less than 60 days, please see refund schedule below. Refund Policy:
  - 14 days or less – 0% refund
  - 15 days to 60 days – 50% refund
  - 60+ days – 100%- 100% refund
- GSWNY has the right to cancel a reservation at any time.
- The total fee is refunded if the event is cancelled by GSWNY. Please note: all events are rain or shine. We only cancel for weather when our staff determines that the rental cannot be conducted safely.
- Reservations are non-transferable.
- Submit written cancellation via email to [customercare@gswny.org](mailto:customercare@gswny.org)

**Questions? Contact us at [customercare@gswny.org](mailto:customercare@gswny.org) or 888.837.6410**