

Day Camp FAQ

Something has changed – how can I update my camper’s information form?

To update any of your camper’s information, please [log in](#) to your registration account and click the update button next to whichever week you would like to change. You will be able to check the information you provided and change anything you need to on the forms page. Changes can be made until the week before your camper’s session – for changes after that, please contact our Customer Care team at 704-731-6500 or customercare@hngirlscouts.org.

What time does my camper need to be at camp?

Regular check-in starts at 8am and goes until 9am. If you need to drop your camper off late, pull up to the black gate on the right hand side of the building and follow the directions on the keypad to get access and park. Walk your camper into the main building to check her in with the Customer Care team.

****TEEN CAMPERS CANNOT BE DROPPED OFF LATE. Because their program centers around day trips, we are unable to wait for late arrivals before departing. Teen Campers cannot be dropped off independently at day trip locations.****

What time is check-out?

Check-out begins at 5pm, although girls may still be wrapping up activities and may take a little longer to get ready to go, and continues through 6pm.

Can I pick my camper up late?

Late check-out is not possible – our staff will still need to clean up from the day and eat dinner. We are not able to keep your camper later than 6pm.

Can I pick my camper up early?

Yes! **Early pick-up ends at 4:00pm**, though, so please be sure to plan to arrive before then. The easiest way to do this is to tell the camp staff at check-in what time you will need to pick your camper up that afternoon. They will note it on her check-in form, and make sure she is ready to go by then. When you come to pick her up, pull up to the black gate on the right hand side of the building and follow the directions on the keypad to get access and park. Walk into the main building and back to the Customer Care office to check your camper out.

If your plans change during the day, please call 704-731-6500 to set up a check-out plan with the camp staff.

****TEEN CAMPERS CANNOT BE PICKED UP EARLY. Because their program centers around day trips, we are unable to transport them back to camp to be picked up before the regular check-out time of 5pm.****

Can I add someone else to the list of people allowed to pick up my camper?

Absolutely! The easiest way to do this is by [logging in](#) to your registration account and updating your camper’s information form in her registration to include more authorized pick-ups. You can edit this up until the week before your camper’s session. You can also add people to the check-in/out list after showing your ID at camper check-in during your camper’s session, or by calling 704-731-6500.

What kind of training does your staff have?

In addition to group management, and basic camp activities, all staff are trained in basic first aid, how to help with homesickness, recognize and stop bullying, and how to handle other sensitive topics.

My camper isn't entering 8th grade yet, or she hasn't completed her PA or VIT training – can she still be a Camp Assistant?

Our Camp Assistant program is an excellent way to build leadership skills and experience. As such, it is restricted to girls entering 8th grade or higher who have completed either Volunteer-in-Training or Program Aide training. Check out a self-training kit for these by completing the [Resource Center Reservation form on our website](#). Prior to camp, they will be sent an online training link to complete, and they will receive additional in-person training their first Monday during camp.

How can I make sure my camper is in the same group as her buddy?

Group buddies are an option for all campers in our Day Camp program, and we can guarantee ONE buddy request per camper, with the following restrictions:

- Buddies must request each other in their online camper information form - meaning your camper must request her buddy, AND her buddy must request your camper in return.
- If there are three campers who want to be buddies, they may all request each other, but four campers or more must be in smaller buddy groups of 2 or 3. Buddy request chains to request a buddy group of 4 or more will NOT be considered.,
- Your camper and her buddy must be within one grade level of each other - so a third grader can request that a second or fourth grader be her buddy, but not a first or fifth grader.
- Your camper and her buddy must be going to the same type and dates of camp as each other.
- Day Camp Assistants and Teen Day Campers cannot make buddy requests.

If you follow these guidelines, your camper and her buddy will be assigned to the same activity group during their time at Day Camp! If you are not sure if you have requested the correct camp buddy for your camper, please [log in](#) to your registration account and update your camper's registration to check her information form.

Will you be serving lunch?

No, we do not serve lunches - snacks are provided every day, but campers will need to bring their own bagged lunches. If your camper is a Camp Assistant, a Teen Camper, or signed up for the Thursday Overnight for 1st-6th Graders, we will provide Thursday dinner, and Friday breakfast and lunch.

Does each week at camp look the same?

The basic schedule remains the same throughout the summer:

- 8-9am: Check-in
- 9-9:15am: Welcome/set up activities
- 9:15am-12:15pm: Morning activities
- 12:15-12:45pm: Lunch
- 12:45-4:30pm: Afternoon activities
- 4:30-5pm: Clean-up and closing
- 5-6pm: Check-out

However, each day and week at Day Camp is different! For 1st-6th Graders and their Camp Assistants, each week will offer a balance of pre-scheduled group activities, and independent choice options. Campers will also have the option to work on different Girl Scout badges each week that they can add to their sash or vest, and Teen Campers will go on different day trips each week during their sessions, so no two weeks are ever the same!

What happens in case of an emergency?

If you are having an emergency situation at home during your camper's session that means that your camper needs to leave camp, please call the office at 704-731-6500 to make arrangements. If a situation arises involving your camper at camp, the camp director will call you.

My camper has an epi-pen and/or an inhaler – can she carry it with her?

Our safety regulations mean that all medication, including emergency medications, be carried by a staff member and not by the camper. However, each group of campers has a first aid kit that a staff member will carry with the group at all times, and all emergency medication will be kept in it so that it is accessible to campers whenever they need it.

Can I call my camper during the day?

We want our campers to be able to develop their independence during their time at camp, so we do not allow campers to take phone calls. Campers are also not allowed to bring cell phones, smart watches with cellular signal capability, or any other electronic communication devices for this same reason.

Can I see pictures of my camper throughout the week?

Our staff focuses on the girl experience during camp, and we don't have the staff to spare to run a photo library during the week. You are more than welcome to pre-write letters to your camper and leave them in her bag when you drop her off, if you would like her to have a note from you during the day!

Do you provide transportation?

We are unable to provide transportation to our camp property for campers. Please be sure to arrange transportation for your camper to and from their camp session at the correct check-in and check-out times.

Is it too late to buy a care package?

Care packages can be added to your order at any time (while supplies last) between registration and June 1st! Please visit [our website](#) and scroll down to “Exciting Add-Ons” to add a care package to your order.

Is it too late to sign my camper up for the Thursday overnight?

1st-6th grade campers can sign up and pay for the Thursday overnight all the way until that Thursday morning! Simply talk to one of our camp staff at check-in or check-out, or call our office during regular business hours (9am-5:30pm M-Th, 9am-12:30pm F) at 704-731-6500 to add it to your camper's registration!

Can my camper bring money to use at the store?

Please do not send money with your camper. The council office store is open from 9am-5:30pm M-Th, and 9am-12:30pm F if you would like to stop in to purchase items yourself. There may be special hours for Day Camp families, which we will let you know about during the week.

My camper loved camp! Is it too late to sign her up for another week?

It's never too late! Online registration closes one week out from the start of each session, so if the session you'd like to sign up for starts in a week or more, you can [complete your registration online](#). If she wants to go to the next week of camp, please call 704-731-6500 during regular business hours (9am-5:30pm M-Th, 9am-12:30 F) to get her registered.

Which badges will my camper earn/how will I know which ones she earns?

Though we can't guarantee any campers will earn a complete badge during their session at Day Camp, all campers will complete at least a few steps from some of the outdoor badges available for their age level. Additional activities will also be available for girls to choose from to help them accomplish steps in other badges. You will receive a badge sheet at the end of the week detailing what steps your camper has completed.

Do you provide the badges that my camper earns at camp?

Campers may earn a whole badge while at camp, or portions of a couple of badges – however, we are unable to provide the physical badges that your camper may earn. You can purchase them to put on her vest or sash at the Council store, or [online](#).

How does summer camp align with the Girl Scout Mission?

Our camp programs, just like our organization as a whole, strive to build girls of courage, confidence, and character who make the world a better place. Throughout our camp programming we create opportunities for girls to discover their values and enhance their knowledge and skills to explore the world. Once girls know what their interests are, we encourage girls to connect with others who share those interests—creating friendships and building cooperation, leadership, and teamwork. Together, girls take action to make the world a better place.