

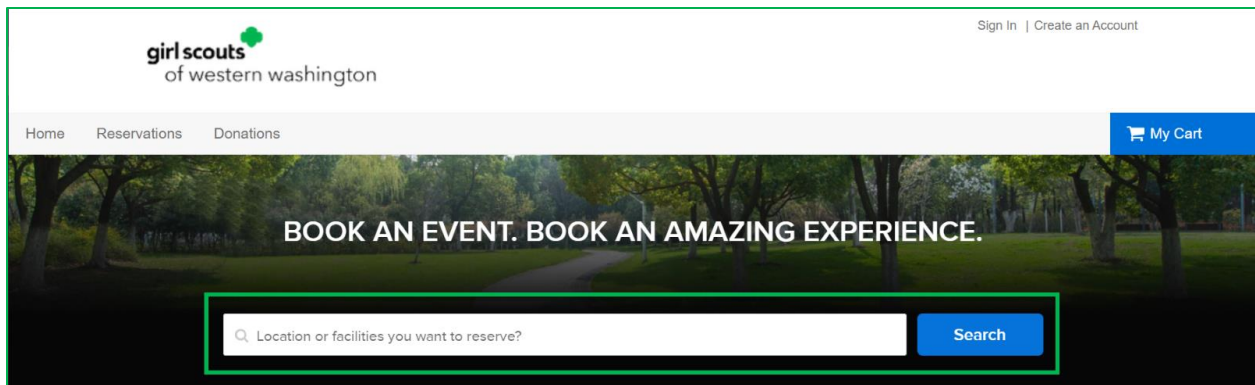
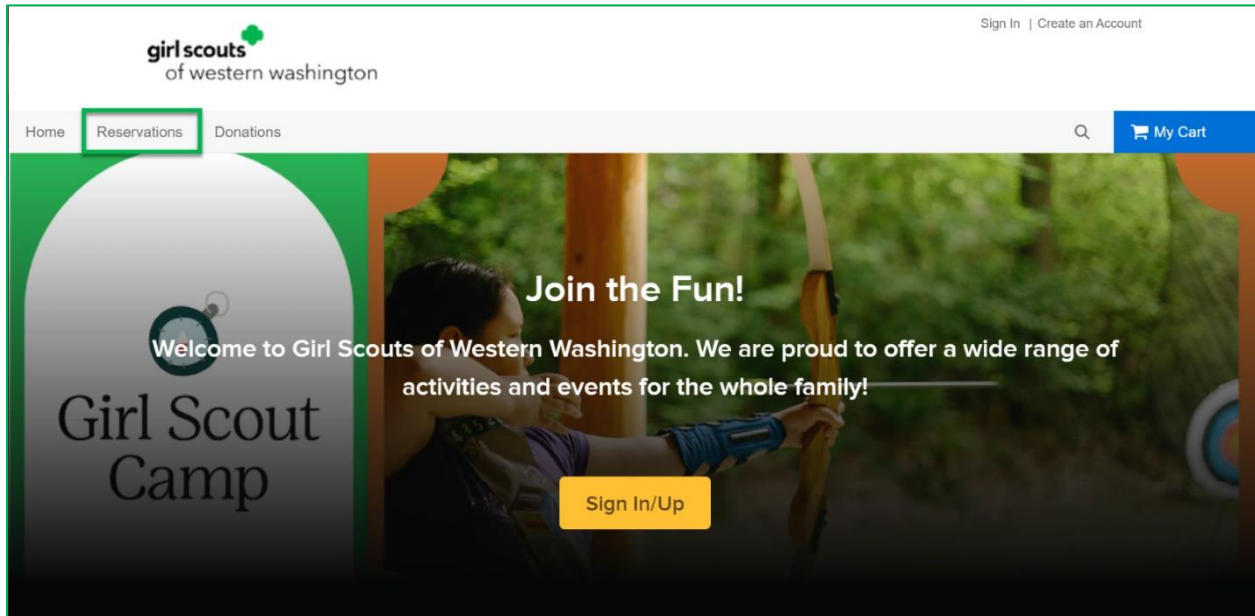
Customer Facing Process

How to Make a Reservation

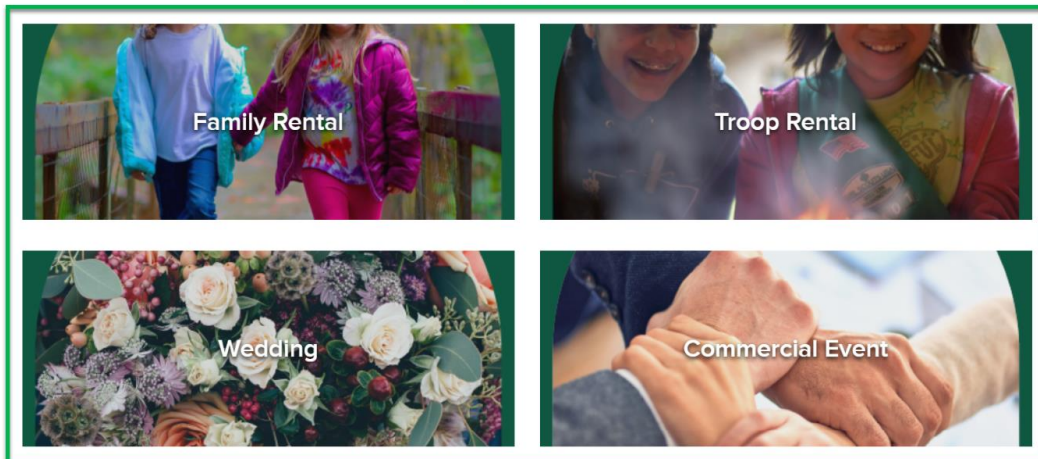
1. Log in if you have an account. If you'd like to create a new account, follow How to Create an Account. If you do not wish to make an account currently, you do not need to. In either case, click Reservations.
 - a. We recommend creating an account before finding a unit to reserve because creating an account will start over reservation process.

The screenshot displays the user interface for a Girl Scouts of Western Washington account. At the top left is the logo, and at the top right, it says "Welcome, Juliette" with links for "My Account" and "Sign Out". A navigation bar contains "Home", "Reservations" (highlighted with a green box), and "Donations", along with a "My Cart" button. Below the navigation, the breadcrumb "Home > My Account" is visible. The main heading is "Account Options for Juliette Gordon Low". A profile card for Juliette Gordon Low shows her name, birth date (Oct 31, 1960), and address (123 Main St. Seattle, WA 98108), with an "Edit" link. To the right, a "Balance" section shows "Credit on account" and "Due now" both at \$0.00, with a "View Details" link and a "Pay On Account" button. Below this is a "Gordon Low's family" section listing Juliette Gordon Low as the "Head of Household" with her birth date and role, and links to "Manage Family Member" and "View Family Members Schedule". A "Payment and Order Management" section contains four tiles: "Change Auto-Charge Payments", "Saved Credit Cards", "Transaction and Payment History", and "Account Payment Details". At the bottom of this section are links for "Account Deposits List" and "Scholarships List".

You can either search for a specific location in the search bar or click on the type of reservation you'd like to make.



Popular events



3. After searching or choosing your event type, you will be taken to the Resource Search page. You can use the filters at the top to narrow down your search. You can filter by date and time, attendee, facility type, and event type.
 - a. If you clicked on a popular event instead of searching in step 2, your event type filter will already be set with what you chose.

girl scouts
of western washington

Home Reservations Donations My Cart

Home > Reservations > Search results ACTIVE network

Resource Search

Location or facilities you want to reserve? Search

Date and time Attendee Facility type Event type

151 result(s) found. Sort by: Name ascending ▾

Facility

EV Alder Hill A-Frame - Day Use > 1000 miles

Outdoor - Day Use

📍 Camp Evergreen 👤 24 📅 Reserve by rental block

[Check on center map](#)

4. From the list of results, choose the facility you're interested in.
5. Review the facility page for more information on the campsite. Scroll down the page (past the calendar) to see images of the site.

The screenshot shows a web page for reserving an 'EV Alder Hill A-Frame - Day Use'. At the top, there is a breadcrumb trail: Home > Reservations > Search results > Resource detail. The 'ACTIVE NETWORK' logo is in the top right corner. The main title is 'EV Alder Hill A-Frame - Day Use'. Below the title, there is a section for 'Outdoor - Day Use' with the following details: Maximum: 24 attendees, Camp Evergreen (655 Mill Creek Rd, Longview, WA, 98632), and a phone number (800) 541-9852. A description follows: '3 A-frame chalets, has eight bunks, set in a half-circle for a community feel. All A-frames are close to each other and centered around the fire-circles. Water, fire circles and picnic tables in unit. Gear locker's with outdoor equipment stored inside each A-frame. Shares the Alder Hill shower house and Alder Hill program shelter with the Alder Hill Cabins. Wood for the fire circles is stored on site in the shed. The Alder Hill Amphitheater is nearby.' Below the description is a 'Reservation Rules' section with four numbered items: 1. Current facility reserve by Rental Block. 2. Residents must make reservations between 15 day(s) and 180 day(s) in advance. 3. Non-residents must make reservations between 15 day(s) and 180 day(s) in advance. 4. Require staff approval. On the right side, there is a form with a 'Date' field (placeholder: When?), an 'Attendee' field (placeholder: How many attendees?), and a blue 'Proceed' button.

6. Using the month arrows, look through the availability calendar to see when the site is open for reservations. If you chose a Day Use site, the calendar will only show day use options. To see overnight options, click on the Parent Facility for this site that says, "Overnight Use."



7. To go back to the list of your search results, click Search results at the top of the page.



8. Once you're ready to reserve a site, set your reservation date(s) and number of attendees then click Proceed.



9. If you have not created an account or logged in, you will be prompted to do so now. If you are creating a new account, refer to How to Create an Account starting at step 2.



10. Review your information on the Reservation form. Under Event Details, select your name in the drop down for **Who do you reserve for?** In the Event Name field, enter your troop number if you're reserving for a troop. If this is not a troop related reservation, enter your last name and a short description of the trip (ex. Gordon Low Family Outing). Lastly, select the Event Type from the drop down.

11. Review the Booking Information section to ensure it shows the right date, time, and number of attendees.

12. Answer the Custom Questions. These answers will help our Campsite Managers know a bit more about your trip to better support you when you arrive. Please respond to your confirmation email with any further details regarding your reservation. Please note, if you are using a lodge kitchen, there will be an additional fee added during confirmation.

13. Review the Waiver and Information section. You can click on the Facility Use Agreement link to open the document and read it. Once reviewed, check the box indicating you've read and agree to the Facility Use Agreement. Lastly, enter your initials in the box.

14. Once everything is filled out and looks good, click **Reserve**.


15. The next screen is your Shopping Cart. Here you can edit your reservation, if needed, by clicking on the pencil icon. You will also see your deposit charge on the right. This reservation shows a required deposit of \$25. The remainder of the reservation's total is deferred to a Payment Plan. To move forward to payment, click **Check Out**.


16. On the Check Out screen, enter your payment information. You can pay with a credit or debit card, or with an electronic check. If you are paying with Cookie Dough, enter the card information as though it was a credit card. Click Pay when all your information is filled in.

Check Out

Payment Information

Payment Method


Credit Card


Electronic Check

ACT* GSWW Reservations or Active Network will show up on your credit card statement for this payment.

We accept the following card types:



Name on card *

JULIETTE GORDON LOW

Card number *

4929 8310 1822 7593



Expiration date *

1



/ 2022



CVV/CVC *

721

Store this card for future use

[Saving Credit Card Security Guarantee](#)

Rest assured that your credit card information is safe with [ACTIVE Network](#). To protect your information ACTIVE complies with the strict [Payment Card Industry \(PCI\) Data Security Standards guidelines](#). Your credit card number will be fully encrypted, and will never be shown in its entirety; only the last four digits will ever be displayed. Additionally, ACTIVE never saves your security code.

Billing Address

Juliette Gordon Low



Mailing Name *No mailing name*

Address 123 Main St., Seattle, WA, 98108

[Update billing address](#)

[Create a new payer](#) 

Order Summary

Subtotal \$125.00
Deferred to Payment Plan -\$100.00

Due Now \$25.00

Gift Card

[Apply](#)


[Pay](#)

17. The last screen is your order confirmation. If you'd like to see your printable receipt, click on the link, **View printable receipt**. You will also receive an emailed receipt in your email inbox. Expect more information with your confirmation packet to arrive by email shortly.

Confirmation

Your receipt #1000023.001 has been completed!

You will receive a confirmation email shortly. [View printable receipt](#)

Receipt Summary	
	Troop 12345 Day Trip \$125.00
	RESERVATION REQUEST
Juliette Gordon Low	1 Resource(s): EV Alder Hill A-Frame - Day Use Number of booking(s): 1
	PAYMENT PLAN
	Subtotal \$125.00
	Deferred to Payment Plan -\$100.00
	Total \$25.00

If you have any questions or need assistance, please contact our council Customer Care team at 800-541-9852 or CustomerCare@GirlScoutsWW.org