



## Camp Torqua FAQs

**Question: I want to take my troop camping. The number of nights the reservation system requires me to pick is 2. I don't want to camp for 2 nights.**

**Answer:** All weekend overnight reservations require a 2-night minimum booking. Troops/SU are not required to use both nights however we do highly encourage Service Units, Troops and Groups to spend both nights at camp. Please inform the Ranger of your arrival and departure time, when they contact you prior to your date.

One day reservations are now available Monday through Thursday by calling Customer Care at 800-345-6858 or emailing [customer care@gsofsi.org](mailto:customer care@gsofsi.org).

**Question: If I reserve a unit for the two nights, what exactly does that mean?**

**Answer:** Camp reservations for overnight start at 5 pm and end at 3 pm. The Camp Ranger will call you 1-2 days prior to your reservation to inquire about your arrival and departure time. If you want to be at camp more than 1 hour before 5 pm you will need to reserve the day unit price as well. It is necessary that troop/groups are checked-in by the Camp Ranger upon arrival at camp. He/She will provide relevant information regarding equipment, clean-up, etc.

**Question: What certifications do I need to go camping?**

**Answer:** For each camp unit reserved, we require a Camping In and/or Camping Out and First Aid/CPR certified person staying at the unit. You will be required to provide the name of the properly certified person(s), 30 days prior to the start date of your reservation, to avoid cancellation.

**Question: Do I have to reserve the camp site online?**

**Answer:** Using the online reservation system is the only way to reserve weekend camp. For assistance or for Monday through Thursday one day rentals, please contact Customer Care at 800-345-6858 or [customer care@gsofsi.org](mailto:customer care@gsofsi.org).

**Question: How do I know if the camp is available?**

**Answer:** At [www.gsofsi.org](http://www.gsofsi.org), hover on "Discover" and select "Camp Torqua". Click on the "Reserve Camp" button on the Camp Torqua page. You may select from Accommodations, Equipment Rentals, and Add-ons to see availability based on your selected dates.

**Question: Can I rent camp for a few hours for free?**

**Answer:** No, use of camp requires a paid unit reservation.

**Question: Can I put a deposit down?**

**Answer:** Payment for camp is required to be paid in full to secure the reservation.

**Question: How soon can I reserve camp?**

**Answer:** Camp reservations for Girl Scouts of Southern Illinois can be made 6 months in advance for Overnight or 3 months in advance for Day Use.

**Question: What is the latest I can reserve camp?**

**Answer:** Camp reservations can be made up to 4 days before the reservation start date.

**Question: Why do I have to select a time to reserve archery?**

**Answer:** Archery reservations are made in 2-hour increments for safety and to make the ranger aware.

**Question: Can other Girl Scouts reserve our camp?**

**Answer:** Yes! Please contact Customer Care at 800-345-6858 or [customercare@gsofsi.org](mailto:customercare@gsofsi.org), for more information and/or to make a reservation.

**Question: I need to rent equipment. How do I do that?**

**Answer:** 60 days and 45 days prior to your reservation, you will receive a confirmation letter that will include a link to the online Camp Equipment Request Form. You must complete and submit this online form no later than four weeks before your reservation. Requisitions received less than four weeks prior to the date needed may not be approved.

**Question: What is the cancellation policy?**

**Answer:** Cancelling or rescheduling a reservation can impact ALL Girl Scouts through the loss of encampment opportunities for other Service Units and Troops. If you would like to cancel, your cancellation request must be received in writing 6 weeks prior to the camp start date to receive a full refund. Any cancellation request received less than 6 weeks prior to the campout is non-refundable and all fees paid are forfeited.

Office Cancellation/Camp Closing: Participants (troop or service unit camp-out coordinators) are notified by phone if camp is officially closed due to severe weather conditions, emergency repairs, etc. (maybe on a last-minute basis). An alternate date may be offered, or the full fee refunded. No refund will be issued if camp is not officially closed and a participant, Girl Scout troop or service unit chooses not to participate.

### **Important Information to Remember**

1. Our Camp Rangers are qualified individuals whose main concern is troop/group safety and enjoyment while at our camps. They are empowered by their position to determine potential hazards and keep everyone informed of such. For this reason, troops/groups are required to abide by the Camp Ranger's decisions while at camp. Remember that they always have your best interests in mind and they deserve the respect of all who use our camps.
2. The Camp Ranger will open the gate and the reserved units prior to your arrival.
3. As a security measure, gates to all camp properties are kept closed.
4. The Camp Ranger does not provide pre-cut/split firewood. It is the responsibility of the troop/group to collect and cut its own wood or bring it with them to camp. Bow saws may be requisitioned from the Ranger for this purpose. Cleaning items, one roll of paper towels per unit and one roll of toilet paper per bathroom stall are provided.

5. Troops are responsible for cleaning up after themselves. Site inspections are carried out after each use by the Camp Ranger prior to your departure. Fines and/or penalties along with suspension of camp reservation privileges will be assessed if camp areas and equipment used are left unclean.
6. Troop houses and lodges do not have cots. Mattresses are available at all troop houses and lodges. Each cabin or tent is equipped with cots/bunks and mattresses. \*Extras are not available. Bunkbeds, cots & and mattresses are not to be moved or removed from any unit structure during your stay. See the [Camp Torqua Information Sheet](#) for capacities.
7. All campsites may have bugs, snakes, ticks, mice, and poisonous weeds/vines. We cannot eradicate these without damaging the environment. Also, be aware of what poison ivy, poison oak, and poison sumac look like, make sure your troop can recognize it and, therefore, avoid it. Please do not feed wildlife while at camp, observe and appreciate them only.
8. The weekend prior to Thanksgiving and the first weekend in December are deer hunting season for shotgun hunters in Illinois. Hunters are often heard firing guns near the perimeter of camp. Our Camp Rangers do their best to keep hunters off our properties, but we cannot control hunting on properties adjacent to ours. Please be cautious while hiking. Orange vests are available from our Camp Rangers and must always be worn by everyone at camp during these time periods. At the discretion of the Camp Ranger, it may be necessary to wear vests at other times.
9. The only acceptable method of lighting charcoal at camp is with a charcoal chimney. Liquid starter fuels are not allowed at camp.
10. Shower facilities at all camp properties are for everyone's use based on unit reservation. It is the designated adult-in-charge's responsibility to see that troops/groups clean-up after themselves.
11. Requisitioned equipment for cabin and tent units is delivered to the first cabin/tent in the unit unless otherwise specified. Equipment for the troop houses and lodges is delivered to the reserved location.
12. Limited refrigeration is available at some camp units. More than one unit may have to share available space. Refrigerator locations are listed on each camp information sheet. Ice is available for purchase for \$2.00 per bag.
13. No extension cords, portable heaters or air conditioners are to be brought in or used at any camp.
14. Completion of the online camp usage report is required within 3 days after conclusion of reservation, to be approved for future camp reservations.

**REMEMBER – NO ALCOHOLIC BEVERAGES, ILLEGAL DRUGS, PETS, LIQUID FUELS, OR FIREARMS ARE ALLOWED ON CAMP PROPERTY. NO SMOKING OF ANY KIND IN ANY BUILDING OR IN THE PRESENCE OF ANY GIRLS. CIGARETTE BUTTS ARE NOT TO BE DROPPED ON THE GROUND. EXTINGUISH BUTTS AND DISPOSE OF THEM IN GARBAGE CANS.**