



# Cookie Booth FAQs

## **What happens if my troop shows up to our booth and there is another troop there?**

To avoid misunderstandings, print out a copy of your booth site confirmation from eBudde and take it with you. The troop with the printed confirmation matching eBudde has the permission to be at the site. Be kind, respectful and considerate at all times and do not involve the host business. Settle any disputes away from the girls and then explain to them how you resolved the conflict. You are the face of Girl Scouts! Girls are watching and learning from adults – you need to demonstrate model behavior at all times.

## **What should I do if I have a conflict with a troop leader at a booth?**

Adults should always behave in a respectful manner and refrain from fighting over booth sites. Girl Scouts, both girls and adults, are governed by our Promise and Law. We hope you will remain faithful throughout the cookie program. Adults should always be positive role models for girls at all times.

The booth location business staff should not be asked to mediate an argument between troops. If the situation cannot be resolved, all Girl Scout members need to leave the premises. If you wish to lodge a complaint about another Girl Scout adult, please submit a completed *Cookie Program Complaint Report* to council.

## **What should I do if a store manager asks me to move our booth?**

Please follow all instructions from the store manager without argument, even if you don't agree with their rules or regulations. Remember, we are guests at these public locations and conducting a booth is a privilege they extend to us. Failure to abide by their requests could damage our reputations, our relationship with the store, and jeopardize the opportunity to conduct future booths.

## **Can booths be conducted in front of adult-oriented businesses?**

Girl Scouts of Utah does not allow girls/adults to sell cookies outside or inside any adult-oriented business including but not limited to bars, casinos, liquor stores, gun shows, and/or tobacco/vape shops. We recognize these are legitimate businesses but feel they are inappropriate places for girls and the Girl Scout brand. Both GSU and GSUSA offer booth safety guidelines but we rely on troop cookie managers, troop leaders, and parents/guardians to make safe booth sale location decisions.