






340 Washington Street  Hartford, CT 06106  (800) 922-2770  [www.gsofct.org](http://www.gsofct.org)

# CAMP MERRIE-WOOD

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# Camp Merrie-Wood

7 Acres  
Manchester, CT



## Legend



Unit Shelter



Pavilion



Toilet



Fire Circle



Water Spigot



Outdoor  
Fireplace

# Merrie-Wood Manchester, CT 7 Acres

	Total Day Capacity	Sleeping capacity	Platform Tents	A-Frames/Adirondacks	Bunkhouses/Cabins	Lodge/Troop House/Hall	Tent pitching area	Picnic Tables	Picnic Shelter	Cook Shelter	Cots/Mattresses	Flush(T)/Latrine(L)/Porto(P)	Shower Yearly (YR)/Seasonal (SS)	Fireplace (F)/Cooking Fireplace (CF)	Fire Ring (R)/Grill (G)	Heated Building	Water Year Round	Water May- Oct	Kitchen (K) /Commercial (CK)	Flag Pole	Canoes, Motor Boat, Kayak, Funyak
Main Cabin ^	30	25				X		X			X	T		X		X	X		X		
Inges Haus Pavilion	40							X	X			T									
Flushies	4											T						X			
Unit Pavilion	32							X	X												
Unit Shelter 1	16	8	1					X							R			X			
Unit Shelter 2	16	8	1					X						CF							
Unit Shelter 3	16	8	1					X							R						
Unit Shelter 4	16	8	1					X							R						
Unit Shelter 5 (Outdoor Kitchen)	16	8	1					X		X				CF							
Unit Shelter 6	16	8	1					X							R						
Flagpole Area	50														R					X	
Upper Playfield	80	+					X														
Lower Playfield	60	+					X														

Plus Sign (+) indicates that site capacity can be increased by pitching tents for sleeping

^ Site available for winter camping: October 15 - May 1

**\* CALL FACILITIES FOR MORE INFORMATION**

\*\* Units are accessible for wheel chairs in tents, portos, and picnic tables

\*\*\* Please refer to Safety Wise for Adult-to-Child Ratios for all Playscapes

‡ This site is not used

‡‡ Under Renovation

# GIRL SCOUTS OF CONNECTICUT

[www.gsofct.org](http://www.gsofct.org) 1-800-922-2770 Fax 1-203-234-6828

## **EMERGENCY PREPAREDNESS PROCEDURES** **MERRIE-WOOD PROGRAM CENTER**

### **Location**

650 Gardner Street  
Manchester, CT 06040  
Main Cabin Phone: 860-649-4209

### **Directions**

*From South (New London):* Take Rt. 2 West to exit 10 (Rt. 83 East). Take a slight right onto Rt. 83 East (Manchester Road) for 5 miles. Turn right onto Line Street for .9 miles. At the end of Line Street, take a right onto Gardner Street. Camp entrance is .5 miles on the right. There is no visible sign for camp; you will see a fenced parking area.

*From West (Waterbury/Hartford):* Take I-84 East to exit 59 (I-384 East). Merge onto I-384 East and take exit 3. At the end of the exit, make a left onto Rt. 83 South (Main Street). Drive 1.4 miles, past Manchester Country Club, and take a left onto Line Street for .9 miles. At the end of Line Street, take a right onto Gardner Street. Camp entrance is .5 miles on the right.

*From East (Tolland):* Take I-84 West to exit 59 (I-384 East). Merge onto I-384 East and follow directions above.

### **Emergency Site Gathering Place**

Flag Pole area

### **Alternate Site Gathering Place**


Parking Lot

### **On Site Emergency Location** (in lieu of evacuation)

Main Cabin

### **Girl Scout Administrative Center**

Girl Scouts of Connecticut  
340 Washington Street  
Hartford, CT 06106  
Phone: 860-522-0163 • 800-922-2770  
Fax: 860-548-0325  
Email: [general@gsofct.org](mailto:general@gsofct.org)  
Website: [www.gsofct.org](http://www.gsofct.org)

 <p>Girl Scouts of Connecticut, Inc.</p> <p>Steps to be followed by person(s) in charge at the scene of an accident, emergency or crisis situation:</p> <ol style="list-style-type: none"><li>1. Give priority attention to providing all possible care for the injured.</li><li>2. Secure doctor, ambulance, and police, as appropriate.</li><li>3. Contact one of the numbers on the reverse side of this card to report emergency and secure additional assistance.</li><li>4. In the event of a serious accident, ALWAYS notify the police. Retain a responsible person at the scene. See that there is no disturbance to the victim or surrounding area until the police have assumed authority.</li><li>5. Refer all media (press, radio, television) inquiries to one of the emergency numbers listed on the reverse side of this card by saying - "Girl Scouts always puts its members' safety first. For more information, call the Communication Director." Do not discuss the incident, place blame, or accept liability.</li><li>6. Within 24 hours, if possible, submit report to Girl Scouts of Connecticut.</li></ol>	<p>GIRL SCOUTS OF CONNECTICUT EMERGENCY CONTACT NUMBERS</p> <ol style="list-style-type: none"><li>1. Monday – Friday, 8:30 AM – 4:30 PM: call 1-800-922-2770.</li><li>2. Evenings, weekends, and holidays: call 1-800-459-6311.</li></ol> <p>QUICK REFERENCE NUMBERS – Please fill in the appropriate information.</p> <p>Local Police/Sheriff phone # _____</p> <p>Local Fire Department phone # _____</p> <p>Local Ambulance phone # _____</p> <p>Poison Control Central phone # _____</p> <p>Other _____</p> <p>Council Name: Girl Scouts of Connecticut 340 Washington St Hartford, CT 06106</p>
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**Don't forget to take me!**

## **EMERGENCY PREPAREDNESS PROCEDURES** **SERIOUS ACCIDENT OR MAJOR EMERGENCY PROCEDURE**

1. Give priority attention to providing all possible care for the injured.
2. Secure doctor, ambulance, and police as appropriate.
3. Contact one of the numbers on the Emergency Numbers page of this packet and secure additional assistance.
4. In the event of a serious accident, always notify the police. Retain a responsible person at the scene. See that no disturbance of the victim or surrounding area is permitted until police have assumed responsibility.
5. Refer all media inquired (press, radio, television) to one of the Emergency Numbers. **MAKE NO STATEMENT TO THE PRESS!** Do not discuss the incident, place any blame, or accept liability.

### **EMERGENCY EVACUATION AND/OR RELOCATION CHECK LIST**

#### **SUGGESTED EMERGENCY SUPPLIES**

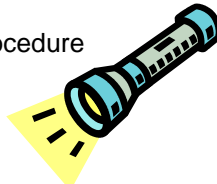
(Store these supplies in an easily accessible area)

- Portable First Aid Kit
- Multiple Flashlights
- Portable Radio (battery-operated or hand-crank)
- Extra Batteries
- Extra Blankets
- Extra Clothing for Children
- Sanitation Supplies
- Toilet Paper
- Emergency Health Supplies and Medication



#### **ALSO**

- Emergency Preparedness Procedure
- Attendance Records
- Health Cards
- Health Histories



#### **ADDITIONAL ITEMS TO INCLUDE IN EMERGENCY SUPPLY KIT, AS RECOMMENDED BY THE UNITED STATES' *READY AMERICA* PROGRAM**

- Water
- Food (dried, canned, or other non-perishables)
- Local Maps
- Compass
- Cellular Phone



# EMERGENCY NUMBERS

**FIRE, POLICE, AMBULANCE .....911**  
**Non-Emergency Local Police.....860-645-5500**  
**Non-Emergency Local Fire.....860-647-3262**  
**FIRE DANGER REPORT WEBSITE.....www.ct.gov/dep**

**VERNON WALK-IN MEDICAL CARE.....860-871-6939**  
**MANCHESTER MEMORIAL HOSPITAL.....860-872-5150**

**POISON CONTROL.....1-800-222-1222**

## COUNCIL EMERGENCY NUMBERS

**Monday – Friday, 8:30 – 4:30..... (203) 239-2922 x.3357**  
**Evenings, Weekends, Holidays .....1-800-459-6311**  
**Caretaker – Tom Gavine (emergency only).....860-896-4778**







### Procedures for Handling Serious Accidents or Major Emergencies

Steps to be followed by person(s) in charge at the scene of an accident.

1. Give Priority Attention to provide all possible care to the injured.
2. Secure Doctor, Ambulance, and Police as appropriate.
3. Contact one of the numbers on this card to report emergency and secure additional assistance.
4. In the event of a serious accident always notify police. Retain a responsible person at scene. See that no disturbance of the victim or surrounding area is permitted until police have assumed responsibility.
5. Refer all Media inquiries (Press, Radio, Television) to one of the emergency numbers listed on this card. MAKE NO STATEMENT TO THE PRESS. Do not discuss the incident, place any blame, or accept liability.

# Girl Scouts of Connecticut Check-In Procedures

Please **READ** and familiarize yourself and your entire group with the posted **Property Policies**:

-  Park only in designated areas and remember to lock all doors. Girl Scouts of Connecticut is not responsible for any lost or stolen items.
-  Send only **ONE (1)** car to unload your gear at reserved site and/or park in the designated area and transport equipment by foot, as discussed with Ranger or Caretaker before arrival.
-  Familiarize yourself and other adults in your group with the posted **Emergency Contact** phone numbers.
-  Be respectful of other groups sharing the camp. Use only the area(s) reserved, as listed on your confirmation form.
-  Please do not pick or dig up any flowers, plants or saplings. Use only “down” wood for fires.
-  Fire circles should be cleaned **PRIOR** to building a fire. Ashes can be left for the next group.

See *Safety Activity Checkpoints* for use of portable cook stoves at camp. Those with sealed gas units (canisters) may be used: propane, butane, alcohol or Sterno (not fuel). Where electricity is not available, a lantern may be used at the latrine at night. It must be hung from a bracket at the latrine, so that it cannot be knocked over.

**Never, never use sealed gas unit in a tent or cabin.**

# Girl Scouts of Connecticut Check-Out Procedures

**Remember that a Girl Scout leaves an area cleaner than when she arrived. Before you leave, please make sure:**

- All fires completely out & pails returned to storage**
- Tents and cabins are swept clean**
- Building floors are swept and mopped**
- Mattresses sanitized**
- Beds and mattresses are in center of tent—proper number in each tent  
*OR* returned to proper storage area**
- Tent flaps closed and tied; corners lashed**
- Bathrooms/Latrines/Portos and washstands scrubbed and disinfected**
- Kitchen Area cleaned – tables and benches/chairs washed; refrigerator cleaned and temperature adjusted up**
- Any borrowed equipment or supplies is returned to its place**
- Garbage and trash taken to dumpster**
  - ★ If there is no dumpster, or dumpster is full, garbage must be taken out by user**
- Unit free of all litter**
- No food left behind anywhere**
- Nothing left behind by your group**
- Heat is turned down and lights off (where applicable)**

# Camp Merrie-Wood

## Year-Round Facilities

### Main Cabin



Building Exterior



Downstairs Interior



Kitchen



Sleeping Loft

- Capacity – 35 day/24 sleeping
- Main room, sleeping loft
- Electric heat
- NO HOT WATER
- Wood stove
- Full kitchen (refrigerator, stove, microwave)
- RV Toilets ONLY
- Mats available

# When I'm at Camp Merrie-Wood, what do I do if...

## ... the sink drain freezes?

- Put a large pan of boiling water under the sink and close the doors.



## ... the toilet won't flush?

- Place a small pan of boiling water under the unit just in back of the foot pedal. The white plug is supposed to push down when you depress the foot pedal to flush. Sometimes troops don't drain the toilet long enough (hold flush pedal down a full 2 minutes) after the water valve has been shut off.



## ... the lights go out?

- Check the fuse box in the 1ST toilet stall and behind the door in the anteroom (off the porch).

## ... I want to use the ceiling fan?

- Look for the pull chain – it's the only way to turn it off or on.

## ... I want to start a fire outdoors?

- Make sure you have checked with [www.ct.gov/dep](http://www.ct.gov/dep) and look for the "Forest Fire Danger" report on the right side of the screen. If the alert level is low or moderate, call (860) 533-8625 to advise the Fire Department you are a Girl Scout leader/volunteer at Camp Merrie Wood and you will be lighting a fire at camp. If the alert level is High, Very High or Extreme, you MAY NOT LIGHT A FIRE.



So we've arrived at Merrie-Wood.

# What's in the Area?

## **The Fire Museum**

230 Pine Street, Manchester, CT 06040

3.3 miles, approx. 10 minutes

(860)649-9436 | [www.thefiremuseum.org](http://www.thefiremuseum.org)

Located in the heart of the Cheney National Historic District, The Fire Museum is housed in a retired 1901 fire station with a unique atmosphere that saw the transition from hand drawn to motorized apparatus. In addition to a working Gamewell Fire Alarm System, our collection includes examples of early American craftsmanship related to firefighting such as glassware, lighting, leather making, photography, textiles and paintings.



## **The Little Theater of Manchester**

177 Hartford Road, Manchester, CT 06040

3.2 miles, approx. 9 minutes

(860)647-9824 | [www.cheneyhall.org](http://www.cheneyhall.org)

Organized in 1960 under the aegis of the Recreation Department, The Little Theatre of Manchester, Inc. is a theater company of, by and for the community. Since 1961, LTM has produced at least three major dramatic works each year, a total of 577 performances of 133 major productions, playing to an total estimated audience of a quarter of a million people.

## **Connecticut Golf Land and Games**

95 Hartford Turnpike, Vernon, CT 06066

6.1 miles, approx. 18 minutes

(860)643-2654 | [www.ctgolfand.com](http://www.ctgolfand.com)

Ready to accommodate parties, groups and clubs, Connecticut Golf Land offers an arcade game room, miniature golf as well as par-3 golf, bumper boats, go-karts and "kidz karts". Ready to support academics as well as having fun, bring your most recent report card and earn tokens awarded for good grades.



# What is there to eat in this town?

A taste of local restaurants, caterers, delivery and grocery stores

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**China Garden**

(860) 649-4568  
822 Main Street  
Manchester, CT 06040

**Corey's Catsup & Mustard**

(860) 432-7755  
623 Main Street  
Manchester, CT 06040

**Gina's Brick Oven Pizza**

(860) 643-1565  
16 Fairway Crossing  
Glastonbury, CT 06033

**Highland Park Market**

(860) 646-4277  
317 Highland Street  
Manchester, CT 06040

**Mulberry Street Pizza**

(860) 645-8646  
981 Main Street  
Manchester, CT 06040

**Ruby Chinese Food**

(860) 643-2494  
485 Hartford Road  
Manchester, CT 06040

**Shady Glen**

(860) 649-4245  
840 Middle Turnpike East  
Manchester, CT 06040

**Sunny Side Up**

(860) 649-4675  
1095 Main Street  
Manchester, CT 06040



# Camp Fans

**What are Camp Fans?**

**Camp fans are members and volunteers who wish to become more involved with our properties.**

**Who can Participate?**

**Adult Members, Seniors or Ambassadors**

**What is expected of a Camp Fan?**

- \*Time– as much as you can give!**
- \*Greet campers on evenings and weekends**
- \*Check in/out Troops and SU Camporees**
- \*Assist in Days of Caring**
- \*Help recruit local electricians, plumbers, arborists, etc..to donate time at camp coordinate service projects for Troops and SU Camporees**

**Do You Live 15-20 minutes away from one of our camps?**

**Would you like to spend more time at camp, making it more helpful to our volunteers and members?**

**Do you LOVE that camp?**

**If so, Become a Camp Fan...**



**For more information you can speak to any Ranger or Maintainer. Or call the North Haven Service Center at 800-922-2770 and speak to the Property Services Department  
Michele Velez x3329  
Samantha Goodman X3357**

**If interested please sign up below**

**Name, Phone, Email and Camp you are interested in**

**Name, Phone, Email and Camp you are interested in**

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**Girl Scouts of Connecticut, Inc.**  
**340 Washington Street**  
**Hartford, CT 06106**

**PROPERTY POLICIES**

**Outdoor Program Center and Service Center Philosophy**

**A. Management**

The council will manage its outdoor program center and service center properties in such a way as to:

1. Protect and preserve the natural resources guaranteeing them for use by future generation of girls.
2. Assure the health and safety and welfare of all program participants.
3. Promote full, efficient and cost-effective use of the land and facilities
4. Project a positive public image.
5. Gather and maintain a positive attitude from staff, girls, volunteers, community leaders, the media and the general public with respect to council ownership and operation of the outdoor program.

**B. Purchase and/or Development of Property**

1. A title search is required prior to the purchase of new property and a boundary survey is required before development of property.
2. Title insurance should be obtained at the time of acquisition of the property.
3. All property acquisitions should be contingent upon satisfactory physical and environmental inspections.
4. All applicable zoning and other land use laws should be reviewed before acquisition of property.

**C. Materials and Chemicals**

1. Any materials or chemicals used on council-owned property which may be harmful to the environment will be managed to minimize the environmental impact.
2. Non-native plants or trees will not be planted on the site.
3. Any chemicals used on properties will be applied by licensed or certified applicators.
4. Chemicals will be used in the minimum amount needed.

**D. Accommodation**

Girl Scouts of Connecticut, Inc. will provide reasonable accommodation for persons with disabilities using council owned property. Development plans for the property will seek to address reasonable accommodation of facilities and site access.

**E. Training**

Site Users must have appropriate training prior to using a site and follow Girl Scout safety guidelines and standards when on council owned property.

**F. Girl Scout Membership**

All users of Girl Scout Properties will be encouraged to become Girl Scout Members.

**Site Usage Policies**

**A. Alcohol, Illegal Drugs, or Marijuana**

1. Misuse of any substance is prohibited on Council-owned property or during any Girl Scout activities
2. Possession or use of alcoholic beverages is not allowed at the program centers, on any Council owned property or during Girl Scout activity

Exception: Permission for any exception to this policy may be given by the Chief Executive Officer of the Council.

3. Possession or use of illegal drugs or marijuana is not allowed under any circumstance at the program centers, on Council owned property or during any Girl Scout activities

**B. Smoking**

Girl Scouts of Connecticut, Inc. is a smoke-free environment at all offices and program sites. Smoking is prohibited on all Council owned properties. Adults should not smoke in the presence of girls at any Girl Scout activities.

**C. Weapons**

1. Weapons are defined as, but not limited to: knives (other than those used for cooking), firearms, (including water and paint guns), hatchets, archery equipment, and explosives.
2. Possession of weapons is not permitted at program centers or on Council owned property.

**Exception:** This does not apply to equipment actually used for Girl Scout Programs. Permission for an exception to this policy may be given by the Chief Executive Officer of the Council.

**D. Pets**

1. Pets are not allowed on camp property except for service animals required to accommodate a health related need such as a Seeing Eye dog.
2. No live animals except service animals are permitted in the kitchen, dining hall or infirmary at any time.

**Exception:** The Chief Executive Officer or her designee may grant an exception to seasonal administrative camp staffers who are not housed in a unit or for camp rangers or caretakers

**E. Hunting/Trapping**

No trapping or hunting is allowed on council property at any time.

**Exception:** The Chief Executive Officer may grant an exception for camp rangers or caretakers to ensure the safety of girls and volunteers.

**G. Violence**

Violence, threatening behavior or bullying are not tolerated. Persons exhibiting inappropriate behavior on council property will be removed from the property.

**H. Graffiti and Damage**

1. Graffiti is prohibited.
2. Anyone found to be writing on, carving in or otherwise defacing, marking or damaging any equipment, tree, tent, building or other surface will be responsible for restoration and/or the cost of restoration and/or replacement of the object or site clean up.
3. Anyone found inappropriately disposing of chemicals or waste on council properties will be responsible for restoration and/or cost of restoration or site clean-up.
4. Removal or theft of council equipment or property is prohibited.

**I. Motorized Recreational Vehicles**

Motorized Recreational Vehicles for land, water or air are prohibited on the property except as permitted by the Chief Executive Officer or her designee.

**J. Accommodations**

1. If a female adult is sharing accommodations with girls, two adults must be present when using the sleeping quarters.
2. Males must have separate sleeping and changing quarters from girls.
3. Couples will be required to use separate sleeping quarters, when staying overnight during a girl program.

**Exception:** The Chief Executive Officer or her designee may make an exception to 1, 2, and 3 when Family Camping is involved and a family is sharing accommodations.

**K. First Aid and Emergencies**

Each user group must have at least one designated adult to provide First Aid treatment as necessary; this adult must possess a current certification in first aid and CPR from a nationally recognized provider.

**L. Activity Areas**

No one shall enter activity areas unless they have made prior arrangements with the Girl Scouts of Connecticut. Prior to usage of any specialized activity area, including use of equipment at such area, the user group must be orientated to the site, procedures, and equipment at the site. If other specialized program activity areas or equipment are part of the facility, Girl Scouts of Connecticut will either provide appropriately trained staff or will determine minimum qualifications for supervision by the user group. Additional information and guidelines of waterfront use and use of special equipment (for example, ropes course or archery) will be sent to all applicants expressing an interest in participating in such activities. Minimum standards are set for in Safety Wise and or ACA guide.

**M. Fires**

Fires must only be built in established fire circles. Only downed and dead wood may be used. Liquid fire starters and bonfires are strictly prohibited.

**N. Cleanliness**

The user group agrees to keep the portions of the facilities rented by the user group free of any trash, to leave all areas used by the user group in as good a condition as they were at the beginning of the use, reasonable wear and tear excepted, and to take away at the end of the use anything brought to the facility by the user group. This includes items used for games and or activities markings on the walls or ground. Cost of cleaning the area will be charged to the user group and payment is required within ten (10) business days.

**O. Parking and Speed Limits**

All vehicles traveling on Girl Scout Property must travel at safe speeds as posted on the site. If speed is not posted the speed is not to exceed ten (10) mph. Each site has different policies regarding parking; Rangers or Caretakers will inform user of parking policies upon arrival.

**P. Quiet Times**

In consideration of other users of facility, quiet time is from 10:00 p.m. until 7:00 a.m.

**Q. Food Service**

1. If the user group prepares its own food, it assumes all responsibility for foods prepared and for all activities incident to their preparations, and the user group shall hold the Girl Scouts of Connecticut, Inc. harmless from any and all liability therefore.
2. The food service area must be kept clean and only clean utensils will be used.
3. Food must be handled by trained or qualified personnel and stored properly. Qualifications and/or records of training should be filed with Girl Scouts of Connecticut, Inc. The trained or qualified personnel shall monitor refrigerators, freezers and dishwasher to ensure they meet or exceed acceptable temperatures and notify the Girl Scouts of Connecticut, Inc. if they do not.
4. Food is required to be stored and served at appropriate temperatures.

**R. Additional Restrictions**

1. The use of gasoline, white gas, flammables, poisonous substances, and hand and power tools are restricted.
2. Buddy Burners can be used with appropriate adult supervision. All girls must be at the junior level or higher to have participation or use of the buddy burner.

**Exception:** Prior written authorization from the Girl Scouts of Connecticut Chief Executive Officer or designee is required. Use of the above must comply with safety wise and/or ACA.

**Non-Girl Scouts Individuals/Groups**

**A. Hold Harmless Agreements**

An Individual or group wishing to rent or use a council facility for a non-Girl Scouts activity must:

1. Sign a hold harmless agreement with Girl Scouts of Connecticut in which they take responsibility for any damage to council-owned property or any property they bring.
2. Indemnify Girl Scouts of Connecticut in case of accidents or injuries that occur during or resulting from their activities while on Girl Scouts of Connecticut properties.

**B. Certificates of Insurance**

Liability insurance and a certificate showing such insurance with Girl Scouts of Connecticut, Inc. named as an additional insured, is required of a non-Girl scout group wishing to use Girl Scouts of Connecticut facilities. The amount of insurance will depend on the activity but will be a minimum of one (1) million dollars.

**C. Refusal to rent Property**

Girl Scouts of Connecticut, Inc. reserves the right to refuse to rent the property to any group at its sole discretion.

**D. Shared Usage**

1. Non-Girl Scouts groups may not sublease or share the council-owned property with other groups without express written permission of Girl Scouts of Connecticut, Inc.
2. Each Group using a property owned by Girl Scouts of Connecticut, Inc. will be considered a separate user.

**E. Policy and safety Standards**

Non Girl Scout groups must comply with the policies of the Girl Scouts of Connecticut, Inc. and appropriate safety standards in the use of property.



## PROGRAM AND SERVICE CENTER EVALUATION FORM

<b>Service Unit or Troop (if applicable):</b> <b>Camp Use (camporee, program, etc...):</b>	<b>Program or Service Center:</b> <b>Date(s):</b> <b>Units:</b>
<b>Name:</b> <b>Home Address:</b>	<b>Email Address:</b> <b>Phone Number:</b> <b>Mobile Number:</b>

Please use this form to communicate with the Council's Facilities Department for improvements, suggestions and/or any other important items that should be addressed concerning the Program/Service Center.

1. Was Ranger/Caretaker Present at check in/out?  **Yes**  **NO**
2. Was Ranger/Caretaker helpful with check in/out?  **Yes**  **NO**
3. Did you receive a call from a caretaker/ranger prior to your stay for Program/Service Center access instructions and other information?  **Yes**  **NO**
4. Were you able to find maps and other useful information either via internet or through mail from a staff member?  
 **Yes**  **NO**
5. Was the unit in your Program or Service Center clean and set up upon arrival?  **Yes**  **No**
6. If you reserved the use of the Commercial Kitchen, were you offered an orientation of use by your ranger prior to your use?  
 **Yes**  **NO**
7. On a Scale of 1-3 (1= Excellent; 3= Not acceptable) Did the Program/Service Center used meet your expectations? **1 2 3**

Please Explain:

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8. Was the reservation process for your Program or Service Center a good experience?  **Yes**  **NO**

If you answered no to question 8 please explain:

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ADDITIONAL COMMENTS AND OR SUGGESTIONS