



Frequently Asked Questions

How much does the Volunteer Conference cost?

Volunteer Conference is \$60 for in-council members, \$65 for out-of-council members, and \$70 for non-members.

Can I use troop funds to pay for my registration?

Yes.

Is financial assistance available?

Limited financial assistance is available for those who qualify. Check the box when registering for the event.

When is the last day to register for the Volunteer Conference?

The last day to register for the Volunteer Conference is Sunday, Aug. 13 at 11:59 p.m.

What if I need to cancel my registration?

If you are unable to attend, you must cancel your registration before Sunday, Aug. 13 at 11:59 p.m. to receive a full refund. There will be no exceptions.

What is Whova?

Whova is this year's event management platform. Through Whova, you will sign up for your breakout sessions (A-C), network with fellow Volunteer Conference attendees, receive event reminders, and more!

How do I access the Whova app?

Two to three business days after registering for Volunteer Conference through MyGS, you will receive an email from training@sdgirlscouts.org with the information needed to register for a Whova account. You must use your Girl Scouts San Diego account email address (same email you used to register) when creating your Whova account.

What if I can't download the app?

In the Whova invite email from training@sdgirlscouts.org, you'll see a personal link. Use this link to access the Whova web portal on your desktop or laptop computer.

How do I select my breakout sessions?

Two to three business days after registering for Volunteer Conference through MyGS, you will receive an email from training@sdgirlscouts.org with the information needed to register for a Whova account. You will sign up for the breakout sessions (A-C) of your choice within the Whova app.

Can I switch breakout sessions?

Yes, you may switch your breakout sessions until Wednesday, Aug. 16. Log back in to your Whova account to make your changes.

Will I be able to visit the community partner and staff booths?

Dozens of community partners and GSSD staff teams will have exhibits at the conference. Visit these booths before the first session of the day or during lunchtime. Community partner exhibits will close at 2 p.m.



Where is the Volunteer Conference being held?

The 2023 Volunteer Conference will be held at Girl Scouts San Diego’s Balboa Campus at 1231 Upas St., San Diego, CA 92103.

Where should I park?

Parking is not available at the Balboa Campus location. There is available street parking in the surrounding neighborhood (please be courteous to our neighbors. Do not block driveways). Free parking will be available at our neighbor, the San Diego Zoo. A parking pass will be provided in the Know Before You Go email. Shuttles will transfer you to the Balboa Campus.

What time do the shuttles run?

Shuttles will transport attendees from the San Diego Zoo parking lot to Balboa Campus from 7:40 a.m. to 10 a.m. If you arrive after 10 a.m., there will not be a shuttle available to transport you. Shuttles will resume service from 3:45 p.m. through 5 p.m. to take you back to the San Diego Zoo parking lot.

Is Volunteer Conference accessible?

The Volunteer Conference will take place on all four levels of the Balboa Campus both indoors and outdoors. There are stairs connecting all the levels. Shuttles will travel between the Balboa Campus levels during session breaks and lunch. Levels 1 and 2 of the Balboa Campus are not accessible by shuttle. If you select sessions on these levels and need accommodations, please contact customercare@sdgirlscouts.org in advance so we can arrange accommodations. Restrooms on Levels 1 and 2 are not accessible by wheelchair.

Will the store be open?

Check out sale items and see what’s new at the Girl Scouts San Diego store, which will be open during the Volunteer Conference from 8 a.m.-3:30 p.m.

What should I bring with me to the Volunteer Conference?

Dress for the weather, and bring a reusable water bottle, a phone and/or camera, sunscreen and/or a hat. Consider bringing a pen and paper to take notes. You can also bring [SWAPs](#). Google “Girl Scout SWAPS” for ideas or search on Pinterest. We can’t wait to see your creative side!

What is the Product Program Preview?

The Product Program Preview is a sneak peek of the 2023-2024 product programs. Visit the product program preview area for fun program activity ideas and check out the upcoming cookie reward lineup for Girl Scouts.

Can I share photos of the conference on social media?

Share away! Girl Scouts San Diego can be found on Facebook, Instagram, Twitter, and Pinterest [@sdgirlscouts](#). Mention [@sdgirlscouts](#) or hashtag [#sdgirlscouts](#) in your posts.

Can I bring my child?

No, this is an adult only conference.

Need help or have additional questions? Contact customercare@sdgirlscouts.org.