

## Frequently Asked Questions

### **Q: Is GirlGuiding NZ still 'open' and operating?**

- A. A: Yes. We are moving everyone to virtual types of Guiding and were well prepared for this; #VirtualGroupGuidingNZ. We have a lot of experience in virtual Guiding, including a world first digital offering for solo girls called Explore.

### **Q. How will you continue to empower, support and challenge girls now that you have suspended meetings?**

- A. We are excited to be able to offer the continuation of the Guiding term through a virtual model. Leaders are connecting with girls through a variety of virtual means and GirlGuiding NZ is supplying a wide range of creative and exciting programme activities to support them in this.

### **Q. Will meetings be suspended in line with the new school terms?**

- A. No. We will continue delivery of Guiding via our virtual Guiding model #VirtualGroupGuidingNZ until the end of the original school term's date (Thursday 9 April), as per the original term calendar

### **Q. What will happen for Term 2?**

- A. GirlGuiding NZ activities will continue! They may begin in the virtual space and then revert to face-to-face meetings, but it is too soon to say what will happen in that space. We will consider how to best support Term 2 delivery as we all work through this lockdown period.

### **Q. What do I do if I am a current volunteer Unit Leader but don't feel I can continue to run meetings at present?**

- A. We know that this is a strange and challenging time for everyone so, if you are unable to provide a weekly Guiding experience at the moment, please contact your Area Manager ASAP.

### **Q. My daughter is a Pippin. Now that she can't attend meetings, can she switch to your digitally delivered Explore Pippins option?**

- A. She can, but we would advise her to continue with virtual Guiding as the activity and badge offerings currently available in Explore may be ones that she has already completed with her unit.

### **Q. Now that the event/camp/activity we had paid for has been cancelled, will I get a full refund?**

- A. Yes. The event fee will be held in credit against your daughter's record and this credit can be utilised for other Guiding activities; or credited against any outstanding monies. Alternatively, you can request a cash refund. If requesting a refund please email [OGMInvoices@girlguidingnz.org.nz](mailto:OGMInvoices@girlguidingnz.org.nz) with your daughter's reference number and full name and include bank account details to where the refund should be paid. Otherwise, refunds will be held in credit on your daughter's membership account.

### **Q. We need to cancel our booking of a GirlGuiding NZ property; can we get a full refund?**

- A. This will be managed on a case-by-case basis depending on the period of cancellation. Options include holding any payment received and rescheduling a booking. However, a refund may be agreed in certain circumstances. Any queries should be sent to [property@girlguidingnz.org.nz](mailto:property@girlguidingnz.org.nz)