



Girl Guides
of Canada
Guides
du Canada
Ontario Council

GIRL GUIDE COOKIES

It's amazing what a cookie can do!

Cookies - Frequently asked questions from Guiders

Q: Why didn't I receive an email about the cookie ordering site opening?

A: We are now delivering all Provincial news, including Cookie information, in our Guide ON eNewsletter. This helps us get the word out to everyone and ensures that nobody is missed. We can also target messages to certain people or communities and see who opened every message, which helps us with tracking and follow-up messages.

Q: Do I still order cookies for the unit if I am no longer the Cookie Orderer for the next upcoming campaign?

A: We suggest that you get in contact with the new Cookie Orderer and remind them to order cookies for their unit. You can also provide them with the number of cases ordered from the previous campaign to give them an idea as to how many they should order. If you are not sure who the new Cookie Orderer is, we still suggest that you order some cookies for the unit if the unit will continue for the next campaign.

Q: How do I know how many cookies to order if I don't know how many girls are in the unit yet?

A: We suggest that you look at the number of cases you ordered in the previous campaign. When deciding on the number of cases to order, keep in mind the number of girls returning to the unit and if you plan on doing group sales. Please remember that surplus is limited and distributed on a first come first serve basis.

Q: What date will my cookies be delivered?

A: We will send out an email with the delivery date that your cookies are expected. If you need immediate assistance on this matter please contact the Cookie Administrative Assistant at 1-877-323-4545 ext 2441.

Q: How much money does a case of cookies cost and how much money do units get to keep from each case of cookies?

A: One case of cookies costs \$ 60.00. Units keep a portion of the proceeds (the "unit allocation") from every case sold. The unit allocation amount earned by a unit during each cookie campaign may range from \$11.00 to \$13.75, depending on (a) the unit type (e.g., regular unit, Trip unit, or Trefoil Guild), and (b) the unit's average "case per girl" rate. (For more information about the case per girl rate and how this impacts the unit allocation for each campaign, please see our [Tiered Cookie Sales Incentive Program FAQ](#).) The remaining money from each cookie case will be taken out of your unit's account. Want to know where the cookie money goes? Check out our [fun infographic!](#)





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Q. Where does the rest of the cookie money go?

A. For every case of cookies sold at \$60.00:

- \$12.25 is the average unit portion
- \$0.75 goes toward the Girl Guides of Canada, Ontario Council Membership Fee Subsidy, which supports girl memberships for girl families meeting specific financial criteria
- \$20.50 comes back to Girl Guides of Canada, Ontario Council to be spent on unit meeting spaces, Guider training, marketing, properties and operations costs
- \$4.75 goes to our national organization, to fund national and international sponsored trips, programming and operations costs
- \$21.75 goes to the cookie manufacturer (Dare Foods Ltd.) for manufacturing and delivery costs

Q: Is selling cookies mandatory for the girls?

A: Although we encourage the girls to participate in selling cookies individually or take part in a group sale, there is no national policy stating girls must sell cookies, or a minimum amount of cases they must sell.

Q: When girls are registered the following is agreed to by the parent/guardian:

I understand that by signing this agreement: I agree that my daughter/ward will participate in the sale of Girl Guide Cookies, the primary fundraiser for GGC.

Some examples of participating in the sale of cookies:

- Individual Sales
- Attending Group Sales
- Helping coordinate the unit's group sales
- Promoting the sale of cookies

Q: Are the cookies nut-free?

A: There are no nuts or nut products in Girl Guide cookies. The nut-free logo and a nut-free statement are located beside the ingredient list on all cookie boxes. To avoid the risk of cross-contamination, our cookies are produced in a nut-free/peanut-free bakery to ensure that everyone can enjoy them.

Q: Can a girl return cookies that she ordered but was not able to sell to the unit Guider?

A: Yes, a girl is allowed to bring back her unsold cases to the unit; however, Guiders are unable to return any unsold cases that the unit still has.

Q: Can I request to receive the girls' Cookie All Stars rewards earlier than June so I can hand them out before the unit ends for the year?

A: Unfortunately, no earlier request can be made. This is a nationally-set date and it cannot be changed. We suggest you collect the girl's information in advance so that you are able to contact her to pick up her reward once you have received it in the mail.

