



Cookie Frequently Asked Questions

The cookie season is a very visible time for Girl Scouts, and as a representative to our public—particularly during this time—you may get asked a few operational or even sensitive questions. Below are suggested responses. For questions you do not feel prepared to answer, please refer customers to customercare@girlscoutsla.org.

Why don't you have _____ cookie?

If we don't carry a certain cookie, it's likely because the bakery connected to our council does not produce that cookie (e.g., Lemonades, Thanks-a-Lots come from the other Girl Scout Cookie baker).

Where do the cookie proceeds go?

Troops use their cookie money for activities, field trips, service projects, and materials. A portion also goes back to the Girl Scout council (a nonprofit) to support girl and volunteer programming.

Did the price of a box go up?

No, this year the price of the classic favorites did not increase from \$5. The newer premium gluten-free and non-GMO varieties are just \$1 more at \$6.

Do other areas sell their cookies at different prices?

Yes, each Girl Scout council determines the price of their cookies. Prices vary nationwide.

Why are the gluten-free and the non-GMO cookies more expensive?

The gluten-free Toffee-tastic and non-GMO/clean ingredients S'mores cookies are \$1 more due to the expensive nature of the ingredients, separate baking process, and additional distribution costs.

Do you use palm oil or GMOs?

Our baker tells us it is necessary to use a small amount of palm oil in some cookies to ensure shelf life and quality, and serve as an alternative to trans fats. This year we've introduced a non-GMO variety, S'mores!

Can I donate to Girl Scouts instead of buying cookies?

Yes! Through our Gift of Caring program, customers can donate cash to send cookies to servicemen or to partner charities. A donation can be of any size; does not have to be the price of a box.

Have the cookies gotten smaller?

No. Girl Scout Cookies have been the same size and weight per box for quite some time. The new box design implemented in 2014 may make them appear smaller, but the cookies have not changed.

Are you selling cookies online this year?

No. GSGLA did not opt-in to the Digital Cookie online program this year. We believe the technology is still not developed to the point where it would help more than hinder the program.

How do I get my daughter into Girl Scouts?

Visit our website at www.girlscoutsla.org; call 213-213-0123; or email join@girlscoutsla.org.

What do you do with your leftover cookies?

Cookies that don't go to a customer are donated through the Gift of Caring program, or many troops give their extra boxes to local charities.

Does Girl Scouts have a relationship with Boy Scouts?

Boy Scouts of America is a separate organization. While some troops share programming activities with local Boy Scouts, the two organizations are independent nonprofits and are governed separately.

Does Girl Scouts have a relationship with Planned Parenthood?

No. Girl Scouts of the USA—which includes Girl Scouts of Greater Los Angeles—does not have a relationship or partnership with Planned Parenthood.

Does Girl Scouts of Greater Los Angeles (GSGLA) allow transgender children to join Girl Scouts?

Girl Scouts values diversity and is an all-inclusive organization that welcomes all girls.

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Customers can call the 1-800 number on the cookie box to provide cookie feedback.

More resources at: www.girlscoutsla.org