

Cookie Frequently Asked Questions

The cookie season is a very visible time for Girl Scouts, and as a representative you may get asked a few questions. Below are suggested responses. If you do not feel prepared to answer, 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 or no longer produces that cookie (e.g., Lemonades 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 local Girl Scout council (a nonprofit) to support girl and volunteer programming.

Did the price of a package go up?

No, this year the price of the classic favorites did not increase from \$5. The premium and gluten-free varieties are still 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 premium cookies more expensive?

The gluten-free Toffee-tastic and premium 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?

Yes, 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.

Can I donate to Girl Scouts instead of buying cookies?

Yes! Through our Cookies for the Community program, customers can donate cash to send cookies to servicemembers or to partner charities. A donation can be of any size; it does not have to be the price of a package.

Have the cookies gotten smaller?

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

Are you selling cookies online this year?

Yes. With The Digital Cookie online program, girls can learn about goal setting, communication, and send secure emails to customers to receive online orders and Cookies for the Community (C4C) donations. Customers pay online, whether they request girl delivery or to have them shipped directly from the baker.

How do I get my daughter into Girl Scouts?

Visit our website at 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 Cookies for the Community program. Many troops give their extra boxes to local charities.

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.

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.

What does the Boy Scouts decision to open its membership to girls in some of its programs mean for Girl Scouts?

It means that Girl Scouts will continue its 107-year track record of developing leaders in an all-girl, girl-led, and girl-friendly environment where girls thrive. We are the best leadership development program for girls in the world.

Why are the S'mores & Lemon-Ups packages soft pack?

Our cookie company decided to package these cookies in a soft package, reducing the materials used and package size.

For questions that you do not feel prepared to answer, refer customers to customercare@girlscoutsla.org. Customers can call the 1-800 number on the cookie package to provide cookie feedback. Please refer to our website for all FAQs.

The health and safety of our membership is our top priority. Any plans of distanced booting are tentative based on the current state of COVID and CDC, local and state guidelines at the time booting is available. Our goal, as always, is to safely give girls the fullest Girl Scout Experience possible in all of our programming. While we can't guarantee what the guidelines will be at the time, we can guarantee that we will always follow the most recent health and safety guidelines available and continue to monitor and adapt to changes in these guidelines