



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 and 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 local 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 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. Again, this year we have 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 servicemembers or to partner charities. A donation can be of any size; it 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?

Yes. GSGLA is introducing the Digital Cookie online program for 2018. Girls can learn about goal setting, communication, and send secure emails to customers to receive online orders for shipment only and Gift of Caring (GOC) donations.

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 Gift of Caring 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 105-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 is the S'mores package a soft pack?

Little Brownie Baker, our cookie company, decided this year to package the S'mores in a soft package, reducing the materials used and package size. The number of cookies inside the new S'mores package is the same number as last year.

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

Please refer to our website for all FAQs.