



Updated January 26 2022

Cookie Selling Protocols

For details on the current stage for your unit's region, visit the [Return to In-Person Guiding stage chart](#) regularly.

It's the responsibility of members to ensure that they are operating within current government and public health guidelines. Prior to proceeding with any sales, members must review the Return to In-Person Guiding protocols, Cookie Selling Protocols and provincial or territorial COVID-19 guidance and regulations. If members have questions about which type of sales method is allowed, they should contact their Cookie Advisor.

General Guidance

- Physical distancing is recommended when interacting with members of the public.
- Physical distancing may be required by local public health guidance.
- Masks are required indoors.
- Masks are recommended when outdoors and interacting with members of the public.
- Exact change is recommended.
- Hands should be sanitized before eating or drinking.
- Contactless pick up/drop off should be practiced when possible.

Door-to-Door Selling

(Indoor and Outdoor Stages Only)

- Step back from the door after knocking or ringing the doorbell.
- Place the cookies down on the ground and stand back.
- Place an open-mouth container on the ground and allow customers to place the money in the container.
- If choosing to sell door-to-door, we recommended distributing flyers prior to the selling event. The flyers should contain information about the date and time of the campaign, what safety measures will be in place and the direction that exact change is encouraged.

Group Sales

Indoor and Outdoor Stages

- Indoor group sales are only permitted in Indoor stages.
- Outdoors group sales are permitted in Indoor and Outdoor stages.
- Stores should be made aware of GGC's Return to In-Person Guiding protocols.
- Preference should be given to stores that are able to accommodate outdoor sales or an indoor sales area where there is good air flow such as by doors.





- Girls and Guiders must follow the store's mask policies, even if it is stricter than GGC's Return to In-Person Guiding protocols.
- Have the customer place the money in an open mouth contained rather taking it from their hand.

Drive-Through Sales

Outdoor and Indoor Stages

- Units must get permission from property owner or manager prior to the day of the sale.
- Property owner or manager should be made aware of GGC's Return to In-Person Guiding protocols and these protocols must be followed at all times.
- Traffic must move in one direction.
- The drive-through entrance and exit are clearly marked and controlled.
- Customers will be served at their window and will not exit their vehicle.
- Maintain as much distance as possible when selling cookies. Consider using a pole, stick or table to ensure that space is maintained.
- Customers should place money in an open-mouth container, instead of handing to girls, Guiders or volunteers.

Arranging Drop Offs & Pick Ups from Guiders and girls

(All Stages – unless a provincial council has communicated otherwise)

- If cookies are being dropped off, ensure location is secure and dry so cookies are not damaged.

