



As many of you know, our facilities, located at 2300 and 2306 Ball Drive, were closed after suffering water damage from a pipe burst on January 22, 2024. The safety of our employees and visitors is our top priority and we are actively working to address this situation.

The Program Center, Shop/ Resource Center, and several offices were directly affected and damaged. With construction crews working to restore operations, we expect our facility to remain closed through the end of February to accommodate the repair process. We will notify you as soon as the building is deemed safe for reopening. Please note that Service Center tours will not occur in February.

During this temporary closure, our team will be working remotely. Also, please see below for facility service guidance:

Programs:

For those programs hosted at our 2306 Ball Drive address, we continue to relocate programs to alternate locations in order to accommodate program scheduling. If you are scheduled to attend a program at the 2306 Ball Drive address, we will provide you with additional directions on program location prior to the event.

GSEM Shop:

The GSEM Shop Team is excited to be able to resume modified operations by providing you access to Girl Scout merchandise via email orders only. We apologize, but we cannot accept phone orders or general inquiry phone calls at this time. We can fulfill uniform, insignia and earned award requests confidently, and will fulfill requests for additional items if the merchandise is accessible.

Order fulfillment hours will be 9am – 3pm Monday through Friday.
Email order requests should be sent to GSEMShopandERC@girlscoutsem.org

Along with a list of items and quantities requested, all order requests need to include:

- a. First & Last Name of the Purchaser
- b. Troop Number
- c. Mailing Address
- d. Phone Number

Once we receive your email order request, a quote will be emailed to you. After reviewing the quote, we ask that you call the shop at 314.592.2378 to provide debit/ credit card payment information. Please do not send credit card information via e-mail.

Orders paid in full by 12pm will be shipped the following business day.
Flat rate shipping fee is \$2.95 for orders \$98.99 or less; orders totaling \$99+ will ship for no additional fee.

GSEM Resource Center:

Unfortunately, we are unable to fulfill any orders for the Resource Center at this time. If you have any Resource Center item returns, we ask that you please keep those in your possession for the time being.

Cookies:

We have secured additional office space next to our Program Center to support our GSEM Cookie Cupboard. We do not foresee any major changes or deviations from our regularly scheduled Cookie Season plans.

We sincerely apologize for any disruption this may cause and appreciate your patience and cooperation during this time. We would also like to thank our generous program and community partners who have provided support and donated space in an effort to allow us to continue operations.

If you any further questions, please reach out to answercenter@girlscoutsem.org