

# ScoutShop Frequently Asked Questions

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## Why are seven ScoutShops closing?

Many of these ScoutShops have been operating at a loss for some time now. ScoutShops exist to serve our members and to provide revenue that supports the Scouting movement in Canada. Between declining visits to these stores and their poor financial performance, we cannot continue to operate them.

## Will other stores be closing?

Our plans and efforts remain focused on growth, on serving our members and achieving our Mission. We continue to take steps to build our retail sales and increase profitability, but should any of our remaining stores fall below sustainable levels we will take the necessary action at that time. It is important to recognize that our ScoutShops need to be profitable in order to help us fulfill our Mission. It would be unwise for Scouts Canada to continue operating stores that lose money and place a financial burden on our membership.

## Does Scouts Canada plan to go exclusively to online sales in the future?

That is not our intent, but it will depend upon what our members tell us with their purchases. We have tried a number of different strategies but are not seeing growth in our retail stores. Our hope is that by reducing the number of stores, we will increase the sales volume in those stores that remain. If the past two years is any indication, a growing share of our members are buying their program materials and outdoor gear online. Market trends reflect the shift that we have seen in sales to our members: Online retail sales in Canada grew by 47% in 2017, the most recent year for which Statistics Canada provides annual data. Scouts Canada and our ScoutShops must evolve and adapt as well.

## Will Scouts Canada open any new stores or offer new options to purchase Scouting material in regions without a retail store?

Given the trend over the past few years, it is unlikely that additional stores will be introduced, but we are exploring new ways of ensuring that our members continue to have easy access to the products they need to pursue Scouting adventures. Travelling stores and pop-up shops are just two of the options that we are exploring.

## What are my options to purchase program materials and outdoor gear?

Retail options for members will continue to include both in-store and online shopping. There will be six Scout Shops in Ontario, Alberta and British Columbia and you can find shop hours, location and contact information on [Scoutshop.ca](http://Scoutshop.ca).

Scoutshop.ca maintains a full inventory of the products carried by the ScoutShops, as well as large number of outdoor products. Ordering through Scoutshop.ca is fast, secure and open 24/7. All items in stock can be delivered to your door within two to three days, depending upon the shipping service that you select.

## How will we get uniforms?

Uniforms can either be purchased in-store or can be purchased through [Scoutshop.ca](http://Scoutshop.ca). Scoutshop.ca has a virtual Dressing Room that can help you with sizing and selection: [Scoutshop.ca/dressing-room](http://Scoutshop.ca/dressing-room).

## How will Scouts Canada service members who do not live close to Scout Shops?

A very large share of our members across Canada do not live close to a Scout Shop. For years, they have counted on Scoutshop.ca and our online customer support in order to meet their needs for program materials and outdoor adventure gear, and they have become satisfied, repeat customers. Our online sales continue to grow year over year. When we hold special promotions and sales, particularly those related to outdoor adventure gear, we see significant increases in sales online, but in-store sales show little change.

We will continue enhancing Scoutshop.ca and the services it provides and in order to support all of our members across Canada and provide them with a great customer experience.

## How much does shipping cost and how long does it take?

Costs for shipping vary depending upon the value of your purchase, and all costs are posted on the ScoutShop website: [Scoutshop.ca/customer-care](http://Scoutshop.ca/customer-care). Shipping will vary from 2 to 11 days, depending upon the type of service you select.

