

SCOUTS CANADA SCOUT SHOPS

Frequently Asked Questions

1. Why is Scouts Canada closing Scout Shops and shifting to exclusively online sales?

In recent years we have pursued a number of retail strategies to boost sales in our Scout Shops. We have diversified inventory with a wide range of high-quality outdoor gear, reconfigured shops that had become outdated, and introduced seasonal promotions that offered deep discounts on top-brand adventure products. With all these actions, in-store sales continue to shrink while online sales grow. The disruption of the past three months has compounded an already challenging business case, leaving us with little choice but to take decisive action now.

2. Will Scouts Canada open any new stores or offer new in-store options to purchase Scouting material?

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.

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

Our online store, ScoutShop.ca, has seen steady growth in sales for years, and we will continue to invest in enhancements to the ScoutShop.ca website and delivery network. Scoutshop.ca maintains a full inventory of the products carried by the Scout Shops, as well as large number of outdoor products that were not stocked in our retail stores. Ordering through Scoutshop.ca is fast, secure and open 24/7. While there have been some delays in Canada Post deliveries over the past few months due to COVID-19 disruptions, items in stock can typically be delivered to your door within 2 to 11 days, depending upon the shipping service that you select.

4. How will we get uniforms?

Uniforms can be purchased through ScoutShop.ca, which has a virtual dressing room that can help you with sizing and selection: ScoutShop.ca/dressing-room.

5. How will Scouts Canada ensure that service levels to members are maintained?

It's important to note that for many years, a very large share of our members across Canada have not lived close to a Scout Shop. 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 to enhance Scoutshop.ca and its services to support all of our members and provide them with a great customer experience.

6. 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.ca website: ScoutShop.ca/customer-care. While there have been some delays in Canada Post deliveries over the past few months due to COVID-19 disruptions, shipping will typically vary from 2 to 11 days, depending upon the type of service you select.

