

# Plano Parks and Recreation COVID-19

## Frequently Asked Questions

*The City of Plano is encouraging our community to use wisdom and extreme caution when considering group gatherings or activities. Everyone has a social responsibility to keep our community safe and healthy.*

### **When will recreation facilities reopen?**

The following facilities are open for members only with limited services and reduced operations hours:

- Plano Aquatic Center
- Carpenter Park Recreation Center and indoor pool
- Liberty Recreation Center
- Oak Point Recreation Center and indoor pool
- Tom Muehlenbeck Recreation Center and indoor pool

Access is currently restricted to the walking/running track, fitness area and lap swimming, racquetball and squash courts, open play badminton, table tennis and pickle ball. All patrons entering the recreation center must wear a mask.

### **Masks may be removed:**

- When swimming
- When using the cardio machines
- When playing squash or racquetball
- When playing table tennis, badminton, or pickle ball

### **Masks must be worn:**

- In the free weight and weight machine areas
- On the running/walking track
- While waiting to play badminton, table tennis, pickle ball, squash or racquetball
- While in the lobby, hallways, restrooms and locker rooms

Racquetball and squash courts are open for reservations. Open play badminton, table tennis and pickle ball are available during scheduled open play times. All summer recreation classes have been cancelled. Online classes are available. Please visit any of our [recreation facility websites](#) for details regarding additional restrictions and hours of operation.

### **What are the current hours of operation for the recreation centers and Aquatic Center?**

#### **Recreation Centers\***

Monday – Friday	6 a.m. – 8 p.m.
Saturday	8 a.m. – 5 p.m.
Sunday	10 a.m. – 5 p.m.

#### **Plano Aquatic Center**

Monday – Friday	10 a.m. – 6 p.m.
Saturday	10 a.m. – 5 p.m.
Sunday	12 p.m. – 5 p.m.

\*Indoor lap swimming hours may vary from recreation center hours. Please see [website](#) for details.

**Can I pay a daily fee to come in and use the recreation centers?**

Carpenter Park, Liberty, Oak Point and Tom Muehlenbeck Recreation Centers and Plano Aquatic Center are open for members with limited services and reduced operation hours. The decision to allow entry for non-members into the recreation facilities will continue to be evaluated.

**When will additional amenities within the recreation centers, like basketball courts and open swim in the indoor pools, be re-opened?**

As public health officials ease restrictions, additional recreation center amenities will be reopened.

**When will the Sam Johnson Recreation Center for Adults 50+ reopen?**

The Sam Johnson Recreation Center for Adults 50+ is closed and will not reopen until there is confirmation from state and local public health officials that there is no widespread community transmission of COVID-19. All Sam Johnson Recreation Memberships have been put on hold and will be extended by the number of days left on the membership when we closed.

**Since the recreation centers were closed, what will happen to my membership?**

All memberships were put on hold from March 16, 2020 to June 1, 2020. All memberships were extended by the number of days you had left when we closed, up to the maximum of the 77 days we were closed. Monthly auto renewals began renewing after the added number of days left on the membership had been used. If you do not want to continue with your membership, please give us a call or email us.

**When will the outdoor pools open?**

Jack Carter Pool will be open to the public June 29 – August 9 then weekends only until Labor Day, September 7. Hours of operation\* will be in 3-hour shifts as follows:

**Monday - Saturday**

9 a.m.-Noon OPEN  
Noon-1 p.m. CLOSED FOR CLEANING  
1 p.m.-4 p.m. OPEN  
4 p.m.-5 p.m. CLOSED FOR CLEANING  
5 p.m.-8 p.m. OPEN

**Sunday**

1 p.m.-4 p.m. OPEN  
4 p.m.-5 p.m. CLOSED FOR CLEANING  
5 p.m.-8 p.m. OPEN

\*July 4 and Labor Day – 11 a.m.-2 p.m., 3 p.m.-6 p.m.

**RESERVATIONS ARE REQUIRED** and can be made two days in advance starting at 8 a.m. To make a reservation, go to [Recreation Online](#) and type in the word **Carter** in the search bar. Login in by using your current recreation account or create one if you are a new user. Feel free to call any recreation center for assistance. [Detailed instructions](#) are available on our web site.

Each three-hour block of time is limited to 250 guests. Each reservation made is limited to six passes and one shift per day so that everyone has an opportunity to enjoy the water park. Members need to bring their membership card. Non-members will be charged the applicable daily fee at the gate, \$5 Youth (3-15), \$9 Adults (16+). Everyone in your reservation must check into the pool at the same time.

We will continue to evaluate our ability to safely reopen Carpenter Park, Liberty, Oak Point, and Tom Muehlenbeck Recreation Center pools to open leisure swim, and make adjustments as conditions allow.

### **When will you be opening the splash pad at Windhaven Meadows Park?**

The splash pad is open to the public. The water features are operational from 8 a.m. to 8 p.m. We are encouraging visitors to follow all posted signage and:

- Do not use the splash pad if you are sick or do not feel well
- Wash your hands before and after use
- Stay 6 feet away from those you do not know
- Consider returning at a later time if crowded

### **Will summer classes still be offered?**

Due to the continued increase in COVID-19 cases in our community, summer recreation classes scheduled to begin on July 6 or later have been cancelled, except for online classes and those at High Point Tennis Center. Recreation staff will be contacting you to process your cancellation and issue you a refund.

### **Will summer day camps be offered this summer?**

Due to the challenge of ensuring all children adhere to the physical distancing requirements in place, all summer camps, including PISD sports clinics, have been cancelled. Any registrations that have already taken place will be fully refunded.

### **Are Adapted Recreation Programs going to be offered this summer?**

Due to the challenge of ensuring all participants adhere to physical distancing requirements and safety precautions, we have made the difficult decision to cancel activities and camps through September. Refunds will be issued for those who were enrolled and participants will be removed from the waitlist. We are looking forward to offering some of our Adapted Recreation programs in the fall.

### **Will Adult Sports summer leagues be held?**

Registration was held Friday, June 5 through Monday, June 15 for adult kickball and softball leagues only. The season will start the week of June 22. We are working closely with local health officials as well as city management to determine a safe and appropriate time to phase in flag football, basketball and volleyball. For more information, go to [teamsideline.com/plano](https://teamsideline.com/plano).

### **Are municipal golf courses still open in Plano?**

Pecan Hollow and Ridgeview Ranch golf courses are open and will adhere to the current social distancing guidelines established by the Attorney General, as well as provide additional measures that will reduce any health risk to the golfers.

### **Is High Point Tennis Center open?**

High Point Tennis Center is open from 7:30 a.m. to 11 p.m. on Monday-Thursday and from 7:30 a.m. to 9 p.m. on Friday-Sunday. Court reservations can be made by calling High Point Tennis Center at 972-941-7170 during opening hours. Please visit [High Point Tennis center website](#) for additional details.

### **Can I get a refund for a class, program, trip or event that was cancelled?**

All recreation classes, programs, camps, trips and events cancelled due to COVID-19 are being refunded or placed as a credit on your account. If you have a question about a specific class, please email us at [parksinfo@plano.gov](mailto:parksinfo@plano.gov).

### **Are upcoming room rentals and pool party reservations cancelled too?**

All rentals within the recreation facilities, including aquatics facilities, are cancelled and no new reservations are being taken at this time. We will continue to evaluate when we can resume room and pool party rentals.

### **Are the dog parks open?**

Bob Woodruff, Jack Carter and Windhaven Meadows Dog Parks are open normal operating hours. Please follow animal ordinances, including leash laws and waste disposal, and practice social distancing guidelines while enjoying Plano's dog parks.

### **Is the skate park open?**

The Carpenter Park Skate Park is open normal operating hours. Park rules and ordinances must be followed and we encourage residents to practice social distancing guidelines.

### **Are open space, parks, playgrounds, and trails open?**

Plano parks, playgrounds, open space, and trails are currently open for use. The City of Plano wants our residents to continue reaping the benefits of our 85 award-winning parks and nature preserves. Parking on grass or other non-designated parking spaces is prohibited and will be enforced. You can find a list of all our parks and trails at our [park finder](#) or on our [website](#). Please follow social distancing guidelines and use wisdom when considering any activity outside of the home. We all need to do our part to keep these parks open.

### **Is Arbor Hills Nature Preserve open?**

Arbor Hills Nature Preserve remains open, use level is being monitored daily, and we need your help to keep it open for you to enjoy. If the designated parking areas are full, please go to another park; don't park on neighboring streets. If you live in Plano, there's a good chance you're within a 10-minute walk to a park or trail. We advise you determine a secondary park option to visit prior to departing for Arbor Hills. Explore Plano's [parks and trails](#). **Arbor Hills will be closed on Wednesdays from 5 a.m. to 2 p.m. for weekly maintenance and restoration** until further notice. We ask residents to find an alternate park to visit during these times. The nature preserve and wildlife appreciate your understanding.

### **Why is there a parking reduction at Arbor Hills Nature Preserve?**

In an effort to foster social distancing guidelines, Plano Parks & Recreation, with assistance from the Plano Police Department, is reducing the number of available parking spaces at Arbor Hills Nature Preserve. Parking on grass or in non-designated spaces is prohibited and will be enforced. Please practice social distancing when walking to and from the parking lot and trails. Be respectful of the neighboring residential communities, if the parking areas at Arbor Hills are full or if trail usage is high, please go to another park. We advise you plan a secondary park option to visit prior to departing for Arbor Hills. You can find Plano's parks and trails at this [link](#).

### **How are you enforcing social distancing in the parks and on the trails?**

In an effort to keep our park open, the City has re-deployed staff throughout the parks system as "friendly monitors." These park monitors will remind park patrons about social distancing. The monitors will wear City of Plano shirts and will have City identification badges.

### **Are park pavilions available?**

All pavilion rentals have been cancelled through September 9 and will be reassessed the week of September 7. Parks staff is actively monitoring Texas Governors Executive Orders, Re-Open Texas Plan, and CDC guidelines for updates that may allow for an expedited determination. Although pavilions and their associated amenities remain accessible to the public, these amenities receive minimal service. They are power washed on a rotating schedule (typically monthly) and are not sanitized regularly. The City of Plano strongly encourages our residents to use wisdom and exercise caution when considering any activity or interaction outside the home. We all have a social responsibility to keep ourselves, our families and our community safe and healthy.

### **I have reserved a park pavilion, may I cancel and get my money back?**

Yes. Please email us at [parksinfo@plano.gov](mailto:parksinfo@plano.gov) and we will cancel and refund your reservation.

### **Are public playgrounds being cleaned?**

Playgrounds are not on a regular cleaning/sanitizing schedule. Although these public amenities remain open at this time, the City of Plano is strongly encouraging our residents to use wisdom and exercise caution when considering any activity outside the home. We all have a social responsibility to keep ourselves, our families and our community safe and healthy.

### **Are City of Plano athletic sites open for practices?**

Plano sports fields are available for practice reservations to youth and adult teams. Practice reservations will be handled through the [public reservation program](#) and available exclusively to citizens of Plano. Information on the public reservation program can be found on the [Plano Parks and Recreation web site](#).

Program areas of the athletic fields and adjacent park public areas will be disinfected once daily prior to the practice. Program areas include team benches, spectator bleachers, scorekeeper tables and picnic tables. Park restrooms serving reserved fields will be cleaned and sanitized daily prior to activity. The following safety protocols must be followed:

- Park monitors will provide friendly reminders on any issues of non-compliance.
- Safe distancing signs will be placed at athletic venues as reminders.

[Drop-in practice fields](#) are also open. These backstops and open areas in neighborhood parks remain open to the public on a first come, first served basis. The City of Plano is encouraging our community to use wisdom and extreme caution when using these areas for team practices. Everyone has a social responsibility to keep our community safe and healthy.

### **Can I use PISD fields for practices?**

Please note that Plano Independent School District athletic fields, stadiums and other facilities are closed to the public. Tennis courts are open but restricted to four individuals per court. Use of running tracks at campuses (only) is permitted for casual, individual fitness use, as long as proper social distancing protocol is observed. Many PISD schools are located next to Plano parks, please observe PISD closings when you visit your neighborhood park. For more information about PISD closings, visit their [website](#).

### **Are City of Plano athletic sites open for games and tournaments?**

Tournaments, league games and practices must be scheduled through the [Plano Parks and Recreation Athletic Department](#). Sports operators conducting games and scheduling practices on City fields must submit a plan of operational compliance prior to scheduling games and practices that meets health protocols issued by the State of Texas.

**Are special events cancelled?**

All Plano Stages special events are cancelled through August 31, 2020. Decisions about resuming community events after August 31 will be revisited when state and local public health officials indicated a reduced threat of widespread community transmission of COVID-19. Organizers will be offered refunds of deposit and/or fees for events.

**I don't want to attend an event after August 31. Can I get my ticket refunded?**

For Plano Parks and Recreation events, we will give refunds. For events produced by outside agencies, please check the refund policy with the agency itself.

**Is Plano Event Center open for events?**

Plano Event Center will open to the public in a limited capacity by appointment only. To schedule an appointment, interested parties should call 972-941-5860.

**We want to cancel our event at Plano Event Center. Can we get your deposit/rental refunded?**

We will carryforward the deposit and reschedule for a future date or refund if that's not possible.

