

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 will re-open for *members only* on June 1 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 will be restricted to the following amenities:

- Walking/Running track
- Fitness area (no free weights)
- Lap swimming only

Please visit any of our recreation facility's website at planoparks.org for details regarding additional restrictions and hours of operation.

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

The recreation centers and Plano Aquatic Center will initially open to *members only* on June 1. The decision to allow entry for non-members into the recreation facilities will be evaluated on June 15.

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.

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 March 16, 2020. Beginning June 1, when the recreation centers reopen, all memberships will be extended by the number of days you had left when we closed. For instance, if you had 88 days left on your annual membership when we temporarily closed, you will still have 88 days left when we open on June 1. Monthly auto renewals will renew after the added number of days left on the membership have been used.

If you do not want to continue with your membership, please give us a call or email us. For annual memberships, we will put a pro-rated credit on your recreation account for when you are ready to return. For monthly auto renewals, we will adjust your membership so it will not renew.

When will the outdoor pools open?

Due to factors associated with the COVID-19 pandemic, the outdoor pools will remain closed until further notice. Some of the challenges we are working through include:

- Meeting DSHS and CDC recommended social/physical distancing standards in leisure pools
- Staffing the pools with the appropriate number of lifeguards
- Meeting recommended DSHS and CDC COVID-19 safe workplace guidelines

The Parks and Recreation Department is following recommendations from DSHS and the CDC throughout the pandemic. Our focus is providing safe and healthy recreational venues for the public and our employees. We will continue to evaluate our ability to safely reopen venues and reestablish services, making adjustments as conditions allow.

Will summer classes still be offered?

June classes and camps have been cancelled, except for those at High Point Park Tennis Center and new online classes. All classes at High Point Park Tennis Center have been modified to keep enrollment within social distancing guidelines set by the state.

Summer registration is open and the session will begin July 6. These classes and clinics are subject to cancellation, depending on state guidelines. Some classes will offer online options. If you have any questions about summer classes, email us or call the recreation center where the class is being held. You may have to leave a message for a callback. Centers taking questions are Carpenter (972) 208-8087, Liberty (972) 769-4234, Oak Point (972) 941-7540 and Tom Muehlenbeck (972) 769-4404.

Will summer day camps be offered this summer?

Due to the challenge of ensuring all children adhere to the physical distancing requirements in place, the following summer day camps have been canceled. Any registrations that have already taken place will be fully refunded.

- Camp Connections
- Camp Cimarron
- Teen Outreach and Adventure Camp
- Sports and Adventure Camp
- Counselor in Training Camp
- Junior Golf Camp

Some specialized camps at the recreation centers may be held in July and August with modifications to manage social distancing guidelines. Those will be available for registration on [Recreation Online](#). Plano Independent School District, in accordance with UIL will determine if the youth sports clinics can be held.

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.

Are upcoming room rentals and pool party reservations cancelled too?

All rentals within the recreation facilities, including aquatics facilities, will be cancelled. The opening date for rentals will be evaluated at a later date.

Will Adult Sports summer leagues be held?

A date for league registration has not yet been determined. We are waiting on the direction of state and local officials, before we put out a dates for the summer season. We will update league participants as soon as we have more details.

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 9 a.m. to 9 p.m. on Monday-Thursday and from 9 a.m. to 6 p.m. on Friday-Sunday for open play and private lessons only. 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](#) at for additional details.

Are the dog parks open?

Bob Woodruff, Jack Carter and Windhaven Meadows Dog Parks will reopen to the public on May 21. 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 will reopen to the public on May 21. 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 pavilions rentals have been cancelled through May 31, at which time the closures will be reassessed. 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 parkinfo@plano.gov and we will cancel your reservation and give you a refund.

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 athletic sites affected by the City of Plano facilities closure?

All sports leagues in Plano are suspended through May 31, 2020 for practice and play at which time the closure will be reassessed. Managed athletic fields will remain closed for drop-in usage. Athletic staff is planning field maintenance projects to take place during down time. Drop-in practice fields are still open. Although 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 and not conduct team practices. Everyone has a social responsibility to keep our community safe and healthy.

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 events cancelled?

All Plano Stages special events are cancelled through June 1, 2020. Decisions about resuming community events after June 1 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 June 1. 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 the Plano Event Center. Can we get our deposit/ rental refunded?

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

