

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.

Are recreation centers and pools open?

The following facilities are open with limited services and reduced operating 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

Recreation center access, and access to Plano Aquatic Center is currently restricted to members only and limited to the walking/running track, fitness area, lap swimming, shooting basketballs (no games), racquetball and squash courts, open play badminton, table tennis and pickle ball. Reservations are required for basketball, racquetball and squash. Open play badminton, table tennis and pickle ball are available during scheduled open play times.

What is the facemask policy within the recreation facilities?

To reduce the health risk to patrons, instructors and employees, facemasks that cover the nose and mouth are required within Plano's recreation facilities for individuals 10 and up. Facemasks may be removed while **actively engaged** in physical exercise/activities where a distance of six feet from other individuals not associated with you can be maintained at all times. See the course description to confirm facemask requirements.

Masks may be removed:

- When swimming
- When using the cardio machines
- When playing squash or racquetball
- When playing basketball, table tennis, badminton, or pickle ball
- While participating in a fitness or dance class

Masks must be worn in public spaces and where social distancing cannot be guaranteed

- 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

What else should I know about Plano Parks and Recreation's health and safety protocols?

Because we care about the health and safety of our patrons, instructors and employees, we ask that you comply with the following protocols when visiting a recreation facility:

1. SOCIAL DISTANCE: Patrons must maintain six feet of distance from others not a part of their household or associated with them at all times.

2. **DO NOT LINGER:** To control the number of people in the recreation facilities, patrons not actively engaged in a recreation activity or class or waiting to participate, will be asked to exit the facility. Parent viewing is unavailable at this time, and lingering before or after a class or workout is prohibited.
3. **DO NOT ENTER IF SYMPTOMATIC:** Individuals experiencing symptoms common to COVID-19 should refrain from entering the facility.

Can an instructor require facemasks even if Plano Parks and Recreation does not?

Yes. A class instructor may impose stricter health and safety protocols for their class than is required by Plano Parks and Recreation. Before registering, please be sure to read the course description for any additional required protocols.

What are the current hours of operation for the recreation centers and aquatic facilities?

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 only 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 open swim in the indoor pools, be re-opened?

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

Are room rentals and pool party reservations available?

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.

When will programming resume?

Registration for fall recreation classes begins at 8 a.m. on Saturday, Sept. 19 for Plano residents and 6 a.m. on Sept. 21 for non-residents. Fall classes begin the week of October 5 and are available to view [online](#). Registration for online classes and tennis is currently open.

I don't see many of the classes I usually like to sign up for. Will additional classes be added to the fall and winter/spring sessions?

Due to the ongoing pandemic and our commitment to the health and safety of our patrons and staff, fall in-person classes are limited at this time. We will gradually resume additional in-person programming as conditions allow. Please be sure your email address on your Recreation Online account is current so we can keep you up-to-date as circumstances change. We will also share updates to fall programming on our web site and on social media.

When will programming for seniors be offered at the Sam Johnson Recreation Center?

Because those 65 and up are at higher risk for getting very sick from COVID-19, the Governor and the CDC both continue to advise seniors to stay home if possible. We will continue to follow their guidance and consider resuming programs at the Sam Johnson Recreation Center as soon as it is safe to do so. In the meantime, we encourage you to check out our list of online programming options for seniors.

Will you be continuing online programming throughout the year?

Yes. Online programming, although a response to the pandemic, has been found to be popular with many of our patrons and therefore, we hope to continue to offer and even expand our selection of online classes. Please check our website frequently for additions to our online selection of classes.

Is the splash pad at Windhaven Meadows Park open?

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

Are Adult Sports leagues being held?

Adult kickball and softball fall leagues began the week of September 8. We will continue to evaluate the feasibility of opening flag football, basketball and volleyball. For more information, go to 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 Governor, as well as provide additional measures that will reduce health risks 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.

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?

The temporary reduction of parking at Arbor Hills Nature Preserve is due to staging for a current construction project within the preserve, which is expected to be complete by late Winter 2021. The reduced parking also aids in our effort to foster social distancing guidelines at Arbor Hills. 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 to 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?

Pavilions are not available for reservation until further notice. Park 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 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?

Plano Independent School District athletic fields, stadiums and other facilities are closed to the public. Tennis courts and running tracks are accessible to the general public only when school is not in session, or when the PISD has not reserved the courts for school activity. Tennis courts are 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 athletic sites, 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 until further notice. Organizers will be offered refunds of deposit and/or fees for events.

I don't want to attend an event. 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.

