

How COVID-19 is impacting Virginia Beach Parks & Recreation: FAQ

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REC CENTERS

Are recreation centers open?

Recreation centers are closed until at least June 10 at this point per the Governor's executive order. This will continue to be reassessed and could of course be extended. We are canceling all rec center programs through June 10.

We will be extending rec center memberships to compensate for the days that we are closed. We're taking care of the details behind the scenes, so there is **no action needed on your part**. Customers who have questions about their accounts, registrations, reservations, or activities can email fun@vbqov.com.

If I want a prorated membership refund vs. suspending my membership, is that an option?

We will be extending rec center memberships to compensate for the days that we are closed. We're taking care of the details behind the scenes, so there is **no action needed on your part**. If you do have questions, please call us at (757) 385-5970.

Can I get a refund for an activity that was supposed to take place during the recreation center closure?

Yes. Please send an email to fun@vbqov.com to initiate the request and include all of the information (name of participant, date of program, location, program name, etc.) We ask for your patience as our staff work through all of these requests.

CHILDCARE/ Out-of-School Time Programs

With the Governor's announcement of schools remaining closed for this academic year, all 2019/20 school year programs including licensed Early Childhood, spring break and safety camps are to remain closed/cancelled. If the answer to your question can't be found below, please email ostregistration@vbqov.com.

Refunds and Credits: Refunds will be provided for any fees paid towards services cancelled due to the COVID-19 closure. Anyone with autopay setup will have that feature turned off. We ask for your patience as this is a manual process, but our hope is to have these completed by early April.

Summer Camps: At this time, we are still planning to have summer camps but also realize we are in uncertain times with quickly evolving circumstances. Summer camp registration will continue to be **online only** as recreation centers remain closed until at least June 10 at this point. Should we have to cancel our summer programs, a full refund will be issued and no action will be necessary on your part.

Early Childhood: We are working on the possibility of providing online access to facilitate summer camp registration and will communicate that information once it is available. In the meantime, as stated above, we will be providing refunds for fees paid through the remainder of the school year.

RISE Summer Enrichment: Registration is postponed for the time being as it is in person only at our Administration Building and we are currently closed to the public. Updated information will be shared on our website VBgov.com/camps, Facebook and by email when available.

SPORTS

Are events/tournaments at PAAC cancelled?

Events and rentals at PAAC through June 10 have been cancelled and those individuals have been notified by Sports Management staff.

New rental requests or rescheduling of cancelled dates will not be processed for any dates through the end of June. Requests will be processed in the order they are received for July and beyond dependent on CDC guidelines.

What is the status of games or practices that were scheduled to take place on school athletic fields or in gymnasiums?

There will be no use of school facilities until further notice by the Virginia Beach City Public Schools.

How will this impact City sports leagues?

Adult Coed Sand Football: The remainder of the schedule has been cancelled. Teams may receive a partial refund or apply the refund to partially pay for the fall registration fee. Contact cwathletics@vbgov.com for assistance.

Adult Spring Softball: Season cancelled. Teams can receive a full refund or move the registration fee to the fall league. Contact cwathletics@vbgov.com for assistance.

Youth Coed 7v7 Passing League: Season cancelled. Individuals will receive a full refund. Contact cwathletics@vbgov.com for assistance.

Youth Softball: All allocated field use at schools and parks is cancelled until further notice. Please direct any questions to your Recreation Association Area Chair.

If I cancel my field use/rental will I get a refund?

If request is made due to the current state of emergency, we will make every attempt to reschedule and if not able to, will issue a refund.

PARKS AND SPECIAL EVENTS

Are parks still open?

While we have kept City parks open amid the COVID-19 pandemic, we are urging residents to take the practices of self-quarantining and social distancing extremely seriously. Per the Governor's executive order, anyone using the parks must maintain 6-feet of social distancing, refrain from being in groups of more than 10, and adhere to all facility/amenity closures. Please be aware that park benches, picnic tables, and other equipment are not sanitized so guests should use extra precautions and follow CDC guidelines.

*Parks are still open normal hours, but **all park events, rentals, contracts, agreements, activities, and event permits are cancelled through June 10.***

The following closures are in effect as of Thursday, March 26:

- **All playgrounds, basketball and volleyball courts, dog parks, and skate parks are CLOSED.**
 - *The larger **playgrounds** at signature parks (including Grommet Island at the Oceanfront, Kid's Cove at Mount Trashmore, Little Island, Red Wing, and several others) have been barricaded with signage indicating closed until further notice. Although the 150+ other playgrounds at smaller parks and neighborhood parks will not be barricaded, they are still declared closed and citizens are not permitted to use them.*
 - *Signage has been placed at the high use **basketball courts** indicating closed until further notice.*
 - ***Volleyball courts** have had their nets removed.*
 - *The gates of the **dog parks and skate parks** are locked with signage placed indicating closed until further notice.*

- **If shelters become a magnet for groups, we can and will close them in the future.**

Groups that form with over 10 people in an area not included in the closed facilities listed above – for instance, a large group hanging out in a picnic shelter or on a tennis court – will be asked to either disperse or leave the park by our staff and/or the police. To report a gathering or use of a closed area, please contact Park Staff (if applicable at 757-385-0400) for assistance or report it by calling 311 or 757-385-5000.

Beaches are now closed except for fishing and exercising (including swimming, surfing, and paddleboarding), however, social distancing requirements must be followed. This includes the beaches at the Lynnhaven Boat Ramp and Beach Facility, Sandbridge North, and Little Island Park.

Parks & Recreation Event Cancellations through June 10 include:

- Cherry Blossom Festival
- Earth Day and Earth Day 5K/Mile Fun Run (*Race participants should have received an email with options for receiving a refund or donating to the Foundation.*)
- Celebrating Children (partner)
- Touch-a-Truck
- Woofstock VB
- Firefighter Combat Challenge (partner)
- Seatack Community Day
- VB GIGs Concert Series (partner)
- Mount Trashmore Summer Carnival
- Clean the Bay Day (partner)
- Free Fishing Day (partner)

Am I still able to use the shelter that I rented? If not, will I get a refund?

At this time, all scheduled shelter through June 10 have been cancelled. We will provide full refunds and waive all cancellation fees accordingly. Please do not show up for your previously scheduled rental – groups of 10 or more are not allowed per state executive order.

Can I still launch at Lynnhaven Boat Ramp and Beach Facility?

Yes, at this time the facility remains open for public use and in an effort to create social distancing, the City will waive the launch and parking fees until further notice.

Can I still do my Adopt-a-Program assignment?

The Adopt-a-Program has been suspended for the time being. Participants should have received a notification from Park staff.

YOUTH OPPORTUNITIES OFFICE

Will the City still be offering the Summer Youth Employment Program (SYEP)?

As of now, the City of Virginia Beach has made the difficult decision to cancel the 2020 Virginia Beach Summer Youth Employment Program. If something changes, staff will be reaching back out to candidates who submitted applications directly. In the meantime, staff is working on ways to engage these participants in skill-building and financial literacy, so please monitor emails for additional information.

Is the Mayor's Youth Leaders in Action (MYLA) lock-in event still happening?

This event has been cancelled.

MISC

Where can I get the most current information on Parks & Rec closures and cancellations?

When a new closure or cancellation is announced, it will be posted on the department's [Facebook page](#) and the [website](#). The City is keeping a list of these on the Coronavirus [emergency site](#) as well. If you are on one of our mailing lists, you may also receive an email.