

# FAIRFAX COUNTY PARK AUTHORITY COVID-19 RESPONSE

## FREQUENTLY ASKED QUESTIONS

*Updated June 12, 2020*

### **PARKS, BUILDINGS & FACILITIES**

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#### **Are outdoor parks open?**

Yes. Parks and parking lots are open and may be used for responsible recreation (groups of fewer than 50, following social distancing guidelines). Buildings remain closed. We are working to open park amusements with a new presale ticketing system. Please check the FCPA Operating Status Chart (<https://www.fairfaxcounty.gov/parks/sites/parks/files/assets/documents/pdf/fcpa-coronavirus-operating-status.pdf>) for a complete list of what is open and what is closed. Additional amenities will be open as we are able to safely do so.

#### **Do outdoor parks have restrooms available?**

Yes, permanent outdoor restrooms and portable restrooms are open systemwide. Restrooms inside buildings remain closed. Visitors are encouraged to bring hand sanitizer since restrooms may be without running water or soap.

#### **Why are buildings and some amenities closed?**

Buildings and some amenities remain closed in response to Gov. Ralph Northam's executive orders (<https://www.governor.virginia.gov/executive-actions/>) and out of concern that increased usage made social distancing impossible. We have begun a gradual reopening of parks and amenities under guidance from the CDC, Gov. Northam and local health officials. We evaluate the situation daily and will reopen amenities as we are able to do so.

#### **When will RECenters and other buildings re-open?**

We do not have a confirmed timeframe of when all park buildings, services and amenities will fully reopen. The Park Authority follows guidance from the CDC and local health officials and are currently preparing facilities to accommodate new physical distancing guidelines when they reopen. We are also working to obtain the PPEs and cleaning supplies necessary to open facilities in accordance with all current health guidelines (<https://www.cdc.gov/coronavirus/2019-ncov/community/parks-rec/park-administrators.html>).

#### **Will my RECenter pass be extended, or can I be refunded?**

All RECenter memberships will be extended to account for any lost time when the center reopens. If you would like your membership to remain on hold beyond the time the RECenter is closed or you wish to cancel your membership, please email your request to [FCPARECenters@fairfaxcounty.gov](mailto:FCPARECenters@fairfaxcounty.gov). FCPA is waiving the \$15 processing fee and other restrictions at this time for membership refunds.

#### **Are playgrounds open?**

Yes, Fairfax County Park Authority playgrounds are open systemwide, including Clemyjontri Park and Chessie's Big Backyard at Lee District Park. There is no special cleaning; visitors should use playgrounds at their own risk and must adhere to social distancing guidelines.

#### **Will water parks and spray grounds open for the summer?**

No, the Park Authority will not open its outdoor water attractions this summer due to COVID-19 restrictions and health guidelines (<https://www.fairfaxcounty.gov/parks/park-news/2020/z-ir059>). The Water Mine Family Swimmin' Hole at Lake Fairfax Park, Our Special Harbor splash pad at Lee District Family Recreation Area and the Martin Luther King Jr. pool will remain closed this summer. Pools and water features are greatly constrained by CDC guidelines governing safe use by the public.



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### **Are shelters and picnic areas open?**

Shelter and picnic areas are currently open for permitted use within 50 percent of regular occupancy limits, not to exceed 50 people. Picnic shelters at The Water Mine Family Swimmin' Hole, Our Special Harbor splash pad at Lee District Family Recreation Area and Clemyjontri Park remain closed. Park staff is not cleaning or disinfecting these surfaces. Park visitors should use them at their own risk. Please follow social distancing guidelines.

### **Are marinas open?**

Marinas are currently accessible and will open for operations on June 20, 2020.

### **Is Kidwell Farm at Frying Pan Farm Park open?**

No. Frying Pan Farm Park grounds are open, but the Visitor Center and Kidwell Farm remain closed and access to animals is restricted.

### **Will the Summer Entertainment Series still be held in parks?**

All concerts and events through July have been canceled (<https://www.fairfaxcounty.gov/parks/park-news/2020/z-ir065>). The status of the August summer concerts in parks has not yet been determined.

### **What about Fourth of July events? Will they be held at the parks?**

Fourth of July events held at the parks have been canceled. CDC and health-related guidelines continue to recommend against large gatherings.

### **Are Farmers Markets open?**

All Fairfax County Park Authority farmers markets are open or are slated to open in the next couple of weeks under limited conditions to comply with current social distancing recommendations. For a list of markets, vendors and to pre-order, visit <http://www.fairfaxcounty.gov/parks/farmersmarkets>.

### **Will construction projects continue in the parks?**

Active construction and facility maintenance projects in the parks will continue as scheduled so as not to negatively impact park facilities.

### **Are athletic fields open?**

The Park Authority, Fairfax County Public Schools (FCPS) and the Department of Neighborhood and Community Services (NCS) announced the reopening of outdoor athletic fields in Fairfax County for organized and permitted use. All groups that use the fields must follow all state and CDC guidelines.

### **Are batting cages open?**

Batting cages at Braddock Park in Clifton are open.

### **What should I do if I see people using non-trail areas or equipment, not adhering to social distance requirements, illegally parked, etc.?**

For non-emergencies involving *illegal* activities, please contact the Fairfax County Police Department at 703-691-2131. If you see an emergency, please call 911. Other concerns may be sent to [parkmail@fairfaxcounty.gov](mailto:parkmail@fairfaxcounty.gov).



# FAIRFAX COUNTY PARK AUTHORITY COVID-19 RESPONSE FREQUENTLY ASKED QUESTIONS

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## REGISTERED PROGRAMS & CAMPS

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A more comprehensive camps FAQ may be found at

<https://www.fairfaxcounty.gov/parks/sites/parks/files/assets/documents/camps/camp-refund-faqs.pdf>.

### **Are any park programs or camps being held?**

The Park Authority canceled all previously scheduled camps, programs and events (<https://www.fairfaxcounty.gov/parks/park-news/2020/z-ir060>). However, as facilities open and guidelines permit, we have started programming socially distant programs in available spaces.

### **What if facilities reopen this summer?**

If facilities can safely reopen over the summer, we will reevaluate our ability to program in that space.

### **Will I be refunded for programs I registered for?**

Yes. Refunds will be processed for all canceled programs. Participants will receive an email once the money has been returned to their household account. Thank you for your patience as we process a large volume of requests.

### **How do I get my refund to my credit card?**

By default, refunds will go to your household account, which you can use toward future purchases with the Park Authority. Once a refund is processed to your household account, you will be notified and you can request the amount to be donated or paid out to a credit card. To do so, please fill out [an electronic form](https://fairfaxcounty-639180.workflowcloud.com/forms/84617daa-84ae-486a-97c5-a749534ec652) (<https://fairfaxcounty-639180.workflowcloud.com/forms/84617daa-84ae-486a-97c5-a749534ec652>) and you will be contacted by our staff. We do not keep credit card information on file so a staff member will call you to obtain that information from you. Thank you for your patience as we process a large volume of requests.

### **How long does it take for my refund to be processed?**

Refunds may take up to five business days for processing. You will be notified once the refund is processed to your household account.

### **I have a refund question I can't find an answer to—where should I go?**

Please email [ptonline@fairfaxcounty.gov](mailto:ptonline@fairfaxcounty.gov) for assistance. Please include your name, confirmation number if available (from your receipt), type of activity/program, event/rental/membership/etc.

### **How can I complete my scholarship registration?**

Since facilities are closed to the public, scholarship processing is currently limited. Please contact [ptonline@fairfaxcounty.gov](mailto:ptonline@fairfaxcounty.gov) for additional information.

### **Are there any online options for summer?**

The Park Authority is currently developing some virtual program options for summer classes and camps. More information will be available on our website in the coming weeks. In the meantime, please visit our Virtual Exploration Center (<https://www.fairfaxcounty.gov/parks/virtual>) for ideas and resources for at-home recreation and exploration. Follow us on social for even more ideas at <https://www.fairfaxcounty.gov/parks/social>.



## FAIRFAX COUNTY PARK AUTHORITY COVID-19 RESPONSE FREQUENTLY ASKED QUESTIONS

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### **Can I process my refund in person?**

No. All Fairfax County Government buildings are currently closed to the public. This includes Fairfax County Park Authority buildings.

## **RENTALS, RESERVATIONS AND PERMITS**

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### **Can I reserve space in the park?**

Shelter and picnic areas are currently open for permitted use within 50 percent of regular occupancy limits, not to exceed 50 people. Park staff is not cleaning or disinfecting these surfaces. Park visitors should use them at their own risk. Please follow social distancing guidelines. Picnic shelters at The Water Mine Family Swimmin' Hole and the Our Special Harbor splash pad remain closed. If you had an existing rental that was canceled during the closure or for refund information, please email [picnics@fairfaxcounty.gov](mailto:picnics@fairfaxcounty.gov).

### **I have a birthday party scheduled at a Park Authority facility. What should I do?**

For refund information, please email [ptonline@fairfaxcounty.gov](mailto:ptonline@fairfaxcounty.gov).

### **Will I be able to hold my wedding/event at my rented historic site?**

Not currently. All rental sites are closed. All events are canceled/postponed until further notice. We will gladly reschedule your wedding/event, and we will waive any processing fees and other restrictions. If you would prefer a refund, please email [HPRS@fairfaxcounty.gov](mailto:HPRS@fairfaxcounty.gov).

### **I have a campground reservation at Lake Fairfax Park or Burke Lake. Can I still camp?**

Campgrounds at Lake Fairfax Park in Reston and Burke Lake Park in Fairfax Station, which had been previously closed, will open starting the weekend of May 30. If you had a previous reservation that was canceled during the closure, please email [ptonline@fairfaxcounty.gov](mailto:ptonline@fairfaxcounty.gov). Campground stores may have limited hours. Fresh fish bait is not currently available.

### **Can I request a permit to photograph in the park or to hold a class there?**

Photography permits are now issued, and this activity is allowed within the limits of social distancing and small groups of 10 or less. For information on permits visit online at <https://www.fairfaxcounty.gov/parks/press/photography-permit>

### **How do I get my refund to my credit card?**

By default, refunds go to your household account, which you can use toward future purchases with the Park Authority. If you would like your household account to be paid out to a credit card, contact the registration unit at 703-222-4664.



**FAIRFAX COUNTY PARK AUTHORITY COVID-19 RESPONSE**  
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**GOLF**

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**Are golf courses open?**

Most FCPA golf courses and driving ranges reopened in May. Visit <https://www.fairfaxcounty.gov/parks/golf> for more info.

**Do I have to wear a mask or face covering inside the clubhouse or the store?**

Yes. Gov. Northam's executive order requires face coverings in public indoor settings. (<https://www.governor.virginia.gov/newsroom/all-releases/2020/may/headline-857020-en.html>). This includes park-owned facilities and county buildings.

**How do I reserve tee time?**

Golfers can reserve tee times seven days in advance at Golf Tee Times (<https://www.fairfaxcounty.gov/parks/golf/teetimes>) or by calling the clubhouse. Payments will be made upon check in. Golfers who wish to prepay for tee time reservations can do so seven days in advance at <https://www.golfnow.com>. Carts, range balls and other items must be purchased in-person.

**How do I purchase a golf multi-round pass?**

The annual spring pass multi-round sale will resume at each course through June 21, 2020. Passes can be purchased in-person or by calling the clubhouse.

**Are golf courses open for group activity?**

Currently courses and ranges are open for limited group activities, such as leagues, instruction, and special events with social distancing guidelines in place.

**Are golf academies operating?**

Classes have just started. Contact the course of your choice.

**How will social distancing and other health and safety guidelines be encouraged at golf facilities?**

To ensure the safety of our staff and customers, courses will implement measures aligning with CDC social distancing and sanitation guidelines and the National Golf Course Owners Association's Park and Play program (<https://www.ngcoa.org/info-centers/covid19/park-and-play-program>). These recommendations minimize person-to-person contact and maximize cleanliness, providing the safest environment possible. Modifications include but are not limited to, advanced online payment, expedited check-in, amended cart usage, limited clubhouse occupancy, and to-go only food and beverage service. Course-specific guidelines are in place and can be found online at Park Authority Golf at <https://www.fairfaxcounty.gov/parks/golf>. Or contact the golf course directly.



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### ADDITIONAL QUESTIONS

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#### **Are animals and facilities being cared for during the closure?**

Yes. While all Fairfax County buildings are currently closed to the public, park staff is working to properly care for all natural, cultural and historic resources in our parks, and to ensure that proper maintenance is being performed at indoor facilities (such as pools).

#### **Can I volunteer in the parks right now?**

With the phased reopening of the park system, we are following CDC guidelines including maintaining social distancing, wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain and limiting groups to 10 or less people. Please read the attached volunteer Q & A document

(<https://www.fairfaxcounty.gov/parks/sites/parks/files/assets/documents/volunteer/fcpa-outdoor-guidelines-volunteers.pdf>) and contact your site volunteer coordinator to express interest in scheduling time to return to volunteer activities.

#### **Are FOIA requests still being processed?**

The delivery of physical mail to the Park Authority may be delayed due to safety precautions that Virginia has implemented to help reduce the spread of COVID-19. You may complete an online FOIA Request Form and submit to [parkmail@fairfaxcounty.gov](mailto:parkmail@fairfaxcounty.gov). All inquiries may also be sent via email to [parkmail@fairfaxcounty.gov](mailto:parkmail@fairfaxcounty.gov). For more info, visit <https://www.fairfaxcounty.gov/parks/virginia-freedom-information-act>.

#### **How can I provide input on a Park Authority decision, program or process?**

Public comment can always be submitted to [parkmail@fairfaxcounty.gov](mailto:parkmail@fairfaxcounty.gov).

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#### **If you have any additional questions, please contact the FCPA Public Information Office.**

Email us at [parkmail@fairfaxcounty.gov](mailto:parkmail@fairfaxcounty.gov).

Call us at 703-324-8700.

Check the website for future announcements at <https://www.fairfaxcounty.gov/parks/>

Visit us on Facebook at <https://www.facebook.com/fairfaxparks>

Visit us on Twitter at <https://twitter.com/fairfaxparks/>

Visit us on Instagram at <https://www.instagram.com/fairfaxparks/>

