

**Valpo Parks COVID-19 Update (as of Thursday, 3/19):**

- City of Valparaiso strongly discourages the use of city playgrounds in order to maintain social distancing practices.
- The Park Office will be closed to the public until further notice. If needing to make a payment or conduct other business, please call 219-462-5144 or e-mail Customer Service at [customerservice@valpo.us](mailto:customerservice@valpo.us).
- All indoor and outdoor rentals are cancelled through May 9. COVID-19 related cancellations for indoor and outdoor rentals will be refunded in full, a house-hold credit issued, or fees can transfer to an open future date.
- All recreation classes are cancelled through May 9. Cancellations of future classes will be announced as decisions are made. Program participants will be refunded in full, or prorated, or a house-hold credit issued, depending upon the class.
- Banta Senior Center will be closed until further notice for members, public gatherings and rentals.
- Central Park Plaza Ice Rink is closed for the season along with Special Events being cancelled through May 9.
- Discovery Cottage Preschool follows the Valparaiso School Corporation's schedule which means it is closed. The reopening of Discovery Cottage will be determined by the School Corporation.
- Kids Closet Sale on Saturday, April 18 has been cancelled. A reschedule date has not been determined.
- Day Trip to Holland Tulip Festival on Friday, May 8 has been cancelled.
- Creekside Golf Course and Training Center and Forest Park Golf Course are closed.
- Park restrooms will remain closed and any decisions on when the restrooms are opened will be made after considering all factors.
- William E. Urschel Pavilion restroom will be open from 8am - 10pm; 7 days a week
- Our maintenance staff is committed to cleaning frequently touched surfaces. However, it is not within reason to sanitize all amenities daily throughout our parks, such as playground equipment and park benches. We ask park patrons to take this into consideration when choosing to visit.
- Start dates for future events and programs will be announced as they become available.

\*Employees from all departments (i.e., Admin, Golf, Hort & Maintenance) are asked to call ahead (Supervisor first) when visiting another departments facility prior to arriving and walking in the door.

**COVID-19 Customer Policy:**

- All reservations from now until May 9 will be cancelled (indoor & outdoor). Renters will be contacted and offered either a refund, HH credit or the ability to reschedule pending availability.
- Any reservations between May 10 and June 1 will be contacted and reassured that, at this time, the reservation is planned as scheduled. We will not be accepting refunds or credits but can reschedule if there is availability. These same individuals will be updated 4-weeks and 2-weeks out from their reservation as the situation changes.
- All events and programs with a start date before May 9 will be postponed with the hopes of rescheduling at a later date (TBD). Participants should be notified immediately.
- Events and programs after May 9 will most likely have new registration deadlines and start dates. Schedules will not be released until we know more. Our goal is to execute as many events and programs as we can, however modifications to the schedule is inevitable.
- Our parks remain open and visitors should continue to use these at their discretion and with guidance from the CDC.
- Visitors will not be allowed in Admin office building. The front door is to remain locked. Deliveries will be accepted but through the south door (where the Dan's park).
- Maintenance will be cleaning the common areas of the office daily. However, we are all responsible for our individual workspaces. Cleaning supplies can be found in the kitchen, front counter and upstairs restroom.

\*Refunds/credits will only be accepted during the timeframe provided by the CDC (currently 8 weeks). If a credit is issued, it must be reapplied only to the event/program that the credit was issued. The credit must be used in 2020. They will not carry over to 2021. Refunds will follow our policy and processed in the form of a check that is mailed to you after approval by our Park Board at their monthly meetings.