Friday, March 16, 2020

Dear LPRD Patron:

The safety and welfare of all residents and staff is always our top priority.

We want to update all Lawrence Parks and Recreation patrons who have used our facilities in the past, as well as those who have enrolled in our programming on the current situation regarding Coronavirus COVID-19. On Friday, March 13, following the direction of LDC Public Health, the City of Lawrence closed all recreation facilities until Monday, March 30. This included:

- Community Building, 115 W. 11th St.
- East Lawrence Center, 1245 E. 15th St.
- Holcom Park Recreation Center, 2700 W. 27th St.
- Indoor Aquatic Center, 4706 Overland Drive
- Prairie Park Nature Center, 2730 Harper St.
- Sports Pavilion Lawrence, 100 Rock Chalk Lane

This in effect has led the department to cancel or postpone all programming for the next two weeks. We are planning to wait on issuing credits and/or refunds for programs as there is often built-in options for make-up days for any class session, sports league or on-going activity.

Because of uncertainty at the time, we will continue to have flexibility in serving you. The department policy of not pro-rating programs will be lifted due to this unprecedented closure. Once we are back operating for public access, we will be in a better position to issue credits/refunds for days missed of programs that weren’t able to meet during the closure.

It is our standard practice to issue credit to household accounts in lieu of refunds because of the ease and frequency of enrollment by our patrons. However, we will also issue refunds as requested, but know the processing of refunds will take a minimum of two to four weeks.
We ask for patience during this unprecedented time and look forward to serving you again in the near future. In the meantime, we ask you to stay safe, practice good hygiene and avoid large crowds. Also, if you are sick please stay home and recuperate.

To reiterate, the safety and welfare of all residents and staff is always our top priority. Conditions are changing rapidly, and we will continue to keep you updated as decisions are made.

Sincerely,

Derek Rogers
Director, Lawrence Parks and Recreation Department