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Hello Neighbor,

With the updated guidance provided by our Governor, we know we are all safest at home and we continue to follow the stay-at-home order, as well as the guidance of our state and local public health officials. We know, too, that you have questions about outdoor pools and summer camps and programs, especially now that schools are closed.

The recreation team is working tirelessly to make plans for a fun and safe summer season of activities, classes and camps while being mindful of the challenges presented by COVID-19. Safety standards will require us to restructure the ways we deliver services, and we don't know just yet how summer camps, outdoor pools and other summer activities might be provided.

As information changes, we are committed to providing you updated information as quickly as possible.

- **Summer Camps:** All summer camps are currently canceled, and we are working to process refunds. All summer camp payment plans also have been canceled. Updates concerning future summer camp offerings will be provided as soon as they are available.
- **Facility Rentals:** All rentals through May 31, 2020 have been canceled. Refunds are being processed to your original form of payment. If you have any questions regarding your refund, please check your ActiveMONTGOMERY account or email us at Rec.FinanceOffice@montgomerycountymd.gov.
- **Spring 2020 Refunds:** All refunds for Spring 2020 programs, classes and activities have been refunded to your original form of payment. If you have any questions regarding your refund, please check your ActiveMONTGOMERY account or email us at Rec.FinanceOffice@montgomerycountymd.gov.
- **Pass Holders and Memberships:** We've stopped auto-renewals of passes and memberships, including 12-punch passes, due to COVID-19 facility closures. Once we are able to resume services, paid passes will be extended by 12 weeks. If you would rather cancel your membership and receive a refund for the unused portion, please send a request to Rec.FinanceOffice@montgomerycountymd.gov.
- **Summer Registration:** Registration for summer activities and classes has been postponed. We will provide a new registration date once we receive further guidance from our local and state health officials.

Thank you for your patience and understanding as we navigate these unprecedented times. Should you have any questions or concerns, feel free to email us at recreation.customerservice@montgomerycountymd.gov or call our emergency customer care line at 240-328-4617.

Please stay home and stay safe. Until we can see each other again, visit us at our new virtual Rec Room at www.mocorec.com/recroom for fun, creative ways to spend your time at home.

