



May 5, 2020 (Revised)

### **Covid-19: Registered Programs and Facility Bookings Cancellation Schedule**

You are receiving this email because you are a City of Calgary Recreation customer registered in a program, hold a facility pass or booked a facility up to August 31, 2020. This is an update to the previously sent email from May 5, 2020.

The City is evaluating what recreational programs and services can be offered in light of the Government of Alberta's relaunch strategy. City-operated recreation facilities, art centres, regional athletic parks, community playfields and playgrounds remain closed. The Glenmore Reservoir is closed until further notice due to water levels.

Skateparks are now open and select golf courses are opening on May 14 with physical distancing rules in effect. Additional golf course openings will be announced in the coming weeks. We are working to update [calgary.ca/golf](http://calgary.ca/golf) with more information on golf programs and services; please check during the week of May 11 for the latest information about rules and restrictions. Please also refer to [calgary.ca/covid](http://calgary.ca/covid) for the latest information on cancellations and closures and other updates.

Here is a summary of cancellations:

- With exception of golf courses and skateparks, Calgary Recreation facilities remain closed.
- **Programs and facility bookings (indoor and outdoor) remain cancelled up to August 31, 2020.**
- **To manage volumes, booking cancellations and refunds will be completed on an incremental basis leading up to August 31, 2020.**
- For questions about refunds and credits, please visit [calgary.ca/covid](http://calgary.ca/covid) and look at the refunds and credits page. If you are unable to find an answer to your question, contact [liveandplay@calgary.ca](mailto:liveandplay@calgary.ca).
- Gymnasium bookings at the Calgary Board of Education, Calgary Separate School Board and Francophone School Board are cancelled until August 31, 2020.

The City will continue to evaluate opportunities to offer programming based on the provincial relaunch strategy. We understand the impact this decision has, but these measures are necessary to help support the Province of Alberta's efforts to manage the public health crisis. Thank you for your patience and understanding.

To encourage Calgarians to stay active and healthy and have fun at home, The City of Calgary updates [calgary.ca/athome](http://calgary.ca/athome) on a weekly basis with new resources, programs and activities for all ages.