

## City of Dubuque Leisure Services Department

### Frequently Asked Questions

The City of Dubuque Leisure Services Department provides quality services to the entire community with diverse recreational programs for all ages and abilities along with integrated, efficient, safe system of parks, trails and recreational facilities.

The Leisure Services Department also plans, develops and maintains the formal public landscaping and natural areas in and around the City, demonstrating an appreciation for the environment.

The Leisure Services Department is located at **2200 Bunker Hill Road, Dubuque, IA 52001**. **Office hours are Monday – Friday, 9:00 a.m. to 6:00 p.m.** Administrative Staff and Recreational Supervisors may be reached by telephone starting at 8:00 a.m.

The Leisure Services Department may be reached by telephone at 563-589-4263 or by email at [parkrec@cityofdubuque.org](mailto:parkrec@cityofdubuque.org).

## **Contact Information**

Program Supervisors may be contacted directly for more information regarding programs, questions you may have or for registering. Registrations may be made by calling Clerical Staff at the Leisure Services Department, 563-589-4263.

Programs: Adult Athletics, Youth Sports, After-School Programs, Field Rentals, Open Gyms, Comiskey Building, Prescott Building and McAleece Concessions.

Program Supervisor: **Brian Feldott**

Email: [bfeldott@cityofdubuque.org](mailto:bfeldott@cityofdubuque.org)

Phone: 563-589-4316

Programs: Youth Enrichment, Adult Enrichment, Neighborhood Open Gyms, Neighborhood Enrichment Programming, Allison-Henderson Building, Slattery Center and the Rec n' Roll Trailer.

Program Supervisor: **Anthony Elskamp, CTRS, CPRP**

Email: [aelskamp@cityofdubuque.org](mailto:aelskamp@cityofdubuque.org)

Phone: 563-589-4312

Programs: Aquatics, Therapeutic Recreation and Senior Enrichment.

Program Supervisor: **Janna Beau**

Email: [jbeau@cityofdubuque.org](mailto:jbeau@cityofdubuque.org)

Phone: 563-589-4315

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## After-School Programs

Q. When does the After-School Care Program begin? Where do I register?

A. The After-School Care Program will begin after the Labor Day holiday, pending academic school calendar. Registration forms may be picked up and returned at the Fulton, Marshall, or Prescott Elementary School Main Offices. **Spots are limited to 30 children.** If program is full, new students may be placed on a waitlist.

Q. When does the After-School Sports Program begin? Where do I register?

A. The Leisure Services Department offers an after-school sports program to fourth and fifth grade students throughout the Dubuque Community School District. Basketball sessions are held during the fall season, volleyball during winter season, and soccer during the spring season. Registration forms are available at the Leisure Services Department, 2200 Bunker Hill Road or by calling 563-589-4263.

## **Adult Athletics**

Q. How do I sign up for Adult Sports?

A. Team registration forms and rosters are available at the Leisure Services Department, 2200 Bunker Hill Road or online at [www.cityofdubuque.org/adultathletics](http://www.cityofdubuque.org/adultathletics). Forms must be turned into the Leisure Services Department.

Q. How do I pay for my team registration?

A. Payment must be made at the time of registration. Cash, check, or payment by MasterCard or Visa may be used for in-person registrations.

Q. Can I hold a spot for my team?

A. Registrations are available on a first-come, first-served basis. Spots are only secured when payment is made in full.

Q. What is the deadline for Fall and Winter Adult Sports registrations?

A. Registration typically begins around the Labor Day holiday with the registration deadline falling in early October. Questions regarding exact dates may be directed towards Program Supervisor Brian Feldott at 563-589-4316.

Q. What is the deadline for Fall Adult Softball?

A. Registration typically begins in early July with the registration deadline falling mid-August. Questions regarding exact dates may be directed towards Program Supervisor Brian Feldott at 563-589-4316.

Q. What is the deadline for Summer Adult Sports registrations?

A. Registration typically begins in late January with the registration deadline falling in early April. Questions regarding exact dates may be directed towards Program Supervisor Brian Feldott at 563-589-4316.

## Classes and Registrations

Q. How do I register for classes?

A. Registrations may be made in person, online, by fax, email or over the telephone. Online registrations may be done at [www.cityofdubuque.org/recreation](http://www.cityofdubuque.org/recreation). In person registrations can be made at the Leisure Services office at 2200 Bunker Hill Road.

Q. Can I get my convenience fee refund as well since I signed up online?

A. No, convenience fees are non-refundable.

Q. How do I know if my class was canceled due to weather?

A. To find out if your class was canceled, call the Leisure Services Department at 563-589-4263, check your email for program updates or by visiting the Leisure Services Facebook page at [www.facebook.com/CityofDubuqueLeisureServices/](https://www.facebook.com/CityofDubuqueLeisureServices/).

Q. Why was I charged a non-resident fee when I registered for my classes online?

A. Residents that live outside of the City of Dubuque limits will be charged a higher fee. You may check to see if your address resides in city limits by visiting <https://www.beacon.schneidercorp.com>.

Q. Where is the Slattery Center?

A. The Slattery Center is more commonly known as Dubuque Montessori School, located at **2605 Pennsylvania Avenue**.

## **Parks**

Q. When do the parks open and close for the season?

A. City Parks open for the season the first Saturday of May and close the fourth Sunday of October. Park hours are 7:00 a.m. to 10:00 p.m., with the exception of Eagle Point Park and Louis Murphy Park. Eagle Point and Louis Murphy Park are open from 7:00 a.m. to 11:00 p.m. on Friday and Saturday nights.

Q. Can I camp in Miller Riverview yet?

A. The Miller Riverview Park and Campground will be open for camping pending Mississippi River levels. To check availability or make a reservation, visit <https://www.cityofdubuque.org/millerriverview>

Q. Can we metal detect in the parks?

A. Yes, metal detecting is allowed by permit only. Permits are available at the Leisure Services Department, 2200 Bunker Hill Road.

Q. Where can I play pickleball?

A. Pickleball courts are available at Veterans Memorial Park, located on Miracle League Drive.

Q. Can I take my dog to the city parks?

A. Dogs are not allowed in city parks. To view a list of where pets are allowed, please visit [www.cityofdubuque.org/578/pets-parks-on-trails](http://www.cityofdubuque.org/578/pets-parks-on-trails).

## **Pavilions and Pavilion Rentals**

Q. Can I reserve a pavilion?

A. Yes, pavilions are available for rent at A.Y. McDonald Park, Bee Branch Creek Greenway, John G. Bergfeld Recreation Area, Eagle Point Park, Flora Krey Wahlert Park, Jackson Park, Louis Murphy Park, Miller Riverview Park and Campground, Port of Dubuque and Washington Park.

Q. How do I reserve a pavilion?

A. Pavilions can be reserved online at [www.cityofdubuque.org/parks](http://www.cityofdubuque.org/parks) by clicking on “Reserve A Pavilion”. You may also call the Leisure Services Department at 563-589-4263 or stop into the office at 2200 Bunker Hill Road.

Q. How early in advance can I make reservations?

A. Pavilion reservations may be made 11 months in advance. Port of Dubuque reservations may be made 15 months in advance.

Q. How much does a pavilion rental cost?

A. Pavilion fees cost different prices based on size and location. You can view photos, locations and prices at [www.cityofdubuque.org/parks](http://www.cityofdubuque.org/parks).

Q. What time can I use the pavilions?

A. Pavilion rental times may be made one hour after park opens and up until 15 minutes prior to park closing time.

Q. What time of year can I rent park pavilions?

A. Pavilions may be rented during the park season which runs the first Saturday of May through the fourth Sunday of October.

Q. How do I pay for a pavilion?

A. Payment must be made in full at the time of reservation. Payment by MasterCard or Visa may be done over the phone or online. Cash, check or charge card may be made in person.

Q. Do I need to pick up a key?

A. No. Pavilions are locked and unlocked by park maintenance staff or park rangers.

Q. Is there a refund for bad weather?

A. There is **no** refund for inclement weather.

Q. What is the refund policy for pavilion rentals?

A. If requested 4 weeks prior to the reservation date, a full refund may be given. Anything less than 4 weeks will not receive a refund.

Q. Is there electricity in my pavilion?

A. Yes. All pavilions have 15-amp electrical outlets.

Q. Where can I see pictures of each of the pavilions at the parks?

A. You may view photos at [www.cityofdubuque.org/parks](http://www.cityofdubuque.org/parks).

Q. Are there handicap accessible pavilions in Eagle Point Park?

A. Yes. Most pavilions are handicapped accessible except for the Log Cabin, Promenade Bridge, Terrace Room, Indian Room and the Veranda Rooms due to their native and historic construction.

Q. Can I rent a pavilion at Swiss Valley through this number?

A. The Leisure Services Department only handles reservations in City of Dubuque Parks. To make a reservation at Swiss Valley, you may call 563-556-6745.

Q. Are there bathrooms in the park?

A. Yes. Restrooms are located in each park.

Q. Can I bring in my own grill to any of the parks?

A. Yes, charcoal or gas grills are allowed. Hot coals must be doused with water and cooled to the touch before disposal.

Q. Are there barbecue grills in the parks?

A. Yes, barbecue grills are located throughout the park and are available for public use.

Q. Are there garbage facilities in the park?

A. Yes, there are garbage and recycling bins located throughout each park.

Q. May I have alcohol during my pavilion rental?

A. Alcoholic beverages such as beer, wine, and liquor are allowed when renting a pavilion, but it must be in plastic containers – no glass. **Keg beer is not allowed.**

Q. Can I smoke in my pavilion or the park?

A. The Iowa Smoke Free Air Act prohibits smoking in public buildings such as park pavilions, but smoking is allowed in open park spaces.

Q. Can I decorate my pavilion?

A. Decorations are allowed, but only with string or masking tape. No nails, duct tape or open flames allowed.

Q. Can I post a sign so my guests know where to go?

A. Yes, signage is permitted in park boundaries with Park Division Manager approval. Signs must be removed upon leaving the park. No signs may be posted on trees. To request approval, call the Leisure Services Department at 563-589-4263.

Q. Do I have to pay to rent green space at the parks?

A. No. Green space is open for public use at all parks on a first-come, first-served basis. Organized events or events requiring a permit must contact the Leisure Services Department at 563-589-4263.

Q. Can I use the greenspace for sporting events?

A. Yes, but any organized team event must contact the Leisure Services Department at 563-589-4263 for availability. All City programs take priority for City property. Nonpermitted groups may be asked to relocate.

Q. What type of seating is in my pavilion?

A. Picnic tables are available in all pavilions. Seating capacity ranges depending on pavilion size, but tables may be 6, 8 or 10 feet in length.

Q. Can I move picnic tables?

A. Per City Ordinance, **picnic tables may not be moved.**

Q. Can I reserve picnic tables outside of my pavilion?

A. No. Reservations only include tables inside the pavilion.

Q. Is music allowed to be played at my pavilion?

A. Amplified music is allowed, but you must have a Music Permit. Music Permits must be approved via Park Division Manager and may be picked up at the Leisure Services office. Music is *not* permitted any Open Air shelter when shared with other parties. For more information, please call the Leisure Services Department at 563-589-4263.

Q. Can I have a wedding party or reception at the park?

A. Yes. Wedding ceremonies and receptions are allowed.

Q. Does my pavilion have air conditioning or heat?

A. No. Park pavilions are *not* air conditioned or heated other than fireplaces. Wood for fireplaces must be provided by the renter and from a local source.

Q. Does my pavilion have a stove or any other appliances?

A. No. Park pavilions only have barbecue grills.

Q. Who do I call if I have a problem with my pavilion?

A. Please call the Eagle Point Park Toll Booth at 563-589-4216 and park staff will be able to assist you. Park Patrol rangers can also be reached via the non-emergency dispatch number at 563-589-4415. For life threatening emergencies, dial 911.

Q. Can I rent the Comiskey Center?

A. Comiskey may be rented Fridays, Saturdays or Sundays pending availability. A two-week notice is needed for all rentals.

## **Pools and Swimming**

Q. What is the daily fee for pool entry?

A.

Senior Citizens (62 <i>and</i> retired)	\$2.00
Adults (17 years old +)	\$4.00
Youth (4 – 17 years old)	\$2.00
Infants (3 years old or younger)	Free

Q. What are the hours for open swim?

A. Hours may vary depending on season schedules. You may call Flora Pool at 563-589-4246 or Nicholas J. Sutton Pool at 563-589-4247 for exact hours.

Q. Are the pools heated?

A. Yes, they are heated.

Q. Why did the pool close early today?

A. Flora and Sutton Pools may close early due to low attendance or during severe weather alerts.

## Pool Passes

Q. When can I get pool passes?

A. Pool passes may be purchased for the new season beginning early March.

Q. How much does a pool pass cost?

A.

Resident Family Pass	\$135.00
Non-Resident Family Pass	\$162.00
Resident Senior Citizens (62 and retired)	\$50.00
Non-Resident Senior Citizens (62 and retired)	\$60.00
Resident Adults (17 years old +)	\$85.00
Non-Resident Adults (17 years old +)	\$102.00
Resident Youth (4 – 17 years old)	\$50.00
Non-Resident Youth (4 – 17 years old)	\$60.00

**\*NOTE: Pool passes must be kept from year to year. A \$5.00 fee will be charged for a reprinted swim pass.**

Q. How much does a low-income pool pass cost?

A. Low income pool passes are available at a reduced rate to *city residents*, but they must present correct and current documents like a Food Stamp, WIC and/or Title XIX card.

Q. How do I get a pool pass?

A. Pool passes must be purchased in person at the Leisure Services Department, 2200 Bunker Hill Road. Those receiving a pass for the first time must be present at the time to have their photo taken. If renewing a membership, please bring in all cards you would like renewed.

Q. How much is a replacement pool pass?

A. Replacement cards are \$5.00 per card.

Q. Who can be on my family pass?

A. A family pass may contain 6 members, plus an additional \$6.00 past 6 members (up to 10 members per family). Two adults (17+) per each family pass.

Q. Can I add my grandma/niece/nephew to my family pool pass?

A. Those on a family pool pass must reside in the same household and be claimed on taxes. One caregiver may be added to a family pool pass. Two adults (17+) per each family pass.

Q. Can I add my babysitter to my pool pass?

A. Yes, a caregiver may be added to a family pool pass. Two adults per each family pass.

Q. What is the age for adults on pool passes?

A. Adults are considered 17 and older.

Q. I'm a senior citizen, how much does my pool pass cost?

A. Senior citizens must be **62 and retired** to receive a discounted price.

## **Pool Rentals**

Q. How do I reserve a pool?

A. Pool reservations can be made by calling the Leisure Services Department at 563-589-4263 or in-person at 2200 Bunker Hill Road.

Q. When can I make reservations for a pool rental?

A. Reservations may be made up to 11 months in advance.

Q. When can I reserve Flora Pool?

A. Flora Pool is available for rent Friday and Saturday nights from 6:30 p.m. to 8:30 p.m.

Q. When can I reserve Nicholas J. Sutton Pool?

A. Nicholas J. Sutton Pool is available for rent Saturday and Sunday nights from 6:30 p.m. to 8:30 p.m.

Q. How much do pool rentals cost?

A. Flora Pool costs \$325.00. Nicholas J. Sutton Pool costs \$250.00.

Q. What do I have access to if I rent a pool?

A. During pool rentals, only you and your party may use the facilities. This includes the pool, water playground, and waterslides.

Q. Can I rent the water playground and slides?

A. The water playground and/or waterslides may be reserved Saturdays and Sundays from 11:00 a.m. to 1:00 p.m.

Q. How much does it cost to rent the water playground and slides?

A. The water playground costs \$100.00. The waterslides cost an additional \$40.00.

Q. What can I bring to the pool for my party?

A. Food and non-alcoholic beverages may be brought into the pool enclosure by renter, glass containers are not permitted. Pool Staff will instruct renters where food may be set inside pool grounds.

Q. What is the refund policy for bad weather?

A. If the air temperature is below 70° F, you may cancel prior to 5:00 p.m. for pool rentals or 10:00 a.m. for water playground rentals. A full refund will be issued.

## Pets

Q. How much do Pet Park passes cost?

A. Pet Park Passes are available at the Leisure Services Department, 2200 Bunker Hill Road.

Resident Passes	\$25.00
Non-Resident Passes	\$35.00

Q. When do the Pet Park passes expire?

A. Passes are valid May 1<sup>st</sup> of the current year through April 30<sup>th</sup> of the following year.

Q. Where is the Pet Park located?

A. The Pet Park is a 2.5 acre park located on North Grandview, adjacent to the Bunker Hill Golf Course.

Q. When is the Pet Park open?

A. Hours are 8:00 a.m. to 8:00 p.m., daily.

Q. Can I take my dog to the city parks?

A. Dogs are not allowed in city parks. To view a list of where pets are allowed, visit [www.cityofdubuque.org/petsinparksontrails](http://www.cityofdubuque.org/petsinparksontrails)

## **Scholarships and Discounted Classes**

Q. Are discounts available for recreational classes?

A. Yes, low-income qualifying families may receive discounts on some classes. Low-income qualifying families must bring in a form of assistance like a Food Stamp, WIC or Title XIX card and a proof of residency like a valid driver's license or mail with current address. If you do not have assistance, but believe you are still income qualifying, an income verification form is available.

Q. What is the recreation scholarship?

A. The Leisure Services Department receives CDBG funding so that we may provide 150 low-income families with \$125.00 in credit that may be used for recreational activities like classes, swim passes, or Pet Park Passes. Pending grant funds, each fiscal year scholarships will be offered. You may call the Leisure Services Department at 563-589-4263 to ask if scholarships are available.

Q. Where can I sign up for scholarships?

A. Scholarship applications are available at [www.cityofdubuque.org/recreation](http://www.cityofdubuque.org/recreation). Scholarship applications must be submitted in person at the Leisure Services Department, 2200 Bunker Hill, or the Multicultural Family Center, 1157 Central Avenue. One scholarship is allowed per family on a first-come, first-served basis.

Q. Do you still sell discounted amusement park tickets?

A. No, but some credit unions in Dubuque sell them during summer months.

## **Trees**

Q. Who do I talk to about a tree that needs to be looked at?

A. To report an issue with a downed, damaged or dead City-Owned tree, you may call the Leisure Services Department at 563-589-4263 or submit a service request online by visiting [www.cityofdubuque.org/trees](http://www.cityofdubuque.org/trees).

Q. How do I know if the tree is City-owned or private?

A. City-owned trees rest between the curb and the sidewalk. You may also visit [www.cityofdubuque.org/trees](http://www.cityofdubuque.org/trees) for more information.

Q. Who do I talk to about my sidewalks being uprooted?

A. Issues with uprooted sidewalks may be handled through the City Engineering Department at 563-589-4270.

Q. What do I do about private trees?

A. Private trees are the responsibility of the land/home owner. Private tree services may be contacted with any issues