

# NORFOLK S.O.A.R. AFTERSCHOOL 2025–2026 FAQ



## Q. When and how do I register for SOAR?

**A:** Registration begins July 21 at 12:30 p.m. You will need to make the first payment and attend one of the participating schools ( See flyer or website for participating schools). You can login or create an account at [NorfolkFunNorfolk.gov](https://NorfolkFunNorfolk.gov) and pay with your credit or debit card

## Q. How much is the program and when are payments due?

**A:** The monthly cost of the program per child is \$80 for grades K-5 and \$40 for grades 6-8. Payments are due by the 25th of each month for the upcoming month. Power Up pricing is available for eligible families. Contact your recreation facility for more questions regarding “Power Up” pricing.

## Q: What is your refund policy?

**A:** Norfolk Parks & Rec will provide a full credit or refund for an activity that is COMPLETELY CANCELLED by the department or if the requester has one of the following situations:

- Medical necessity – documentation required
- Military deployment – documentation required
- Death

The department will not prorate fees under any circumstances for missed days or weeks due to vacation, illness, or any other reason. The City of Norfolk reserves the right to assess any fee alterations due to internal closings.

## Q: Will snacks or meals be provided?

**A:** Some locations will be provided snacks or meals through the USDA or other reputable organizations. Participants can bring snacks in a temperature-safe, sealed, and non-breakable container. Norfolk Parks & Rec will not refrigerate or store food for participants. Contact your SOAR site supervisor for more information on snacks and meals.

## Q: What are the days and hours of operation for SOAR?

**A:** SOAR operates Monday – Friday, immediately following dismissal, until 6 p.m. This includes early release days. SOAR will not be offered on official city holidays and/or school closures, to include inclement weather. Extended care activities may be offered on days schools are closed for an additional fee and separate registration (dates are subject to change).

## Q: What kind of activities are offered during SOAR?

**A:** Participants will have the opportunity to engage in arts and crafts, active and passive games, educational activities, and many other exciting activities. Participants are not required to do their homework; however, time in a quiet space is built into the activity schedule for participants choosing to do homework. We encourage parents to review work completed during the program.

## Q. What if my question was not answered?

**A:** Contact one of the participating recreation facilities (See flyer for locations) or email us at [ParksRecEvents@Norfolk.gov](mailto:ParksRecEvents@Norfolk.gov) for additional information.