

Dance Office
14949 E. Alameda Pkwy
Aurora, Colorado 80012
303.739.6640



Library & Cultural Services Department Cultural Services Division Aurora Dance Arts Program

Continuous Dance AutoPay Customers:

All customers that have a monthly payment AutoPay for Continuous Dance, AutoPay has been suspended. Any tuition payments made during our closure have been credited to customers' City of Aurora PerfectMind accounts. Credits can be used for future programs.

Class Credits:

All Aurora Dance Arts Classes, including both Recreation Guide and Continuous Dance, canceled during our closure have been credited to the participants' accounts. Credits can be used for future programs.

Future Programs:

All future (Summer/Fall) programs, classes, camps, etc. are on hold until we know when we will open our facilities. Check our website periodically for more information.

Refund Requests (What to do with Credit on your account):

You can do the following with your account credit:

1. Keep the credit on your account for future programs*
 - a. *Please be aware that during the closure, the entire PerfectMind registration system is in suspended status. Though customer credits have been processed to accounts, your credit will not be visible on your account until the registration system has been reactivated. But please rest assured that your credit will be available to you once the city is able to resume registration for future classes and programs.
2. Have account credit returned to your credit card*
 - a. ***You will need to save your credit card to your PerfectMind account.** This type of refund takes about 24 to 48 business hours to show up on your statement. Any delays, please check with your credit card company or bank.
 - b. To save a credit card to your account, go to the primary adult on the account, scroll down to Finance Info, click New, fill out information – click default box and save.
3. Issue a check for your credit. We just need to verify your address. This refund will take about 2 to 3 weeks to be delivered by mail.

Refund by credit card is our primary method and is the safest and fastest way to receive your refund. See below how to request a refund.

Request a Refund

At this time, we do hope that you will choose to keep your credit on your City of Aurora PerfectMind account to be used towards future dance classes or other city programs. We certainly hope to continue you or your child's journey in the art of dance with Aurora Dance Arts. However, if you would like to receive a refund during this time, please email your request to dance@auroragov.org or leave a voicemail at 303.326.8308. Please include your full name, telephone number on the account, information about the refund request and the best way to reach you if needed. You will be notified when refund was processed. During this time emailed refund requests are preferred.

Your PerfectMind Account:

The registration website login is cityofaurora.perfectmind.com. Enter your email and your password.

If you have not been in your PerfectMind account or have forgotten your password, please reach out to us and we can send you a temporary password.

Contact us:

We have staff working Monday-Friday in various schedules, but the Dance Office is still officially closed to the public until further notice.

To contact us about any concerns, questions, or to request a refund:

Email: dance@auroragov.org

Voicemail: 303.326.8308

Include – Name, phone number, email address and what we can do for you.

For more information, visit AuroraGov.org/Dance or follow us on Facebook at www.Facebook.com/CityOfAuroraArtsEducation

We thank you for your support, understanding and patience during this unprecedented time!