



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

### **The Future of the Continuous Children's Dance Program:**

The COVID-19 health crisis has highly impacted the Aurora Dance Arts (ADA) organization. Though at the onset of the health crisis, it was believed that ADA would be able to resume normal operations of the Continuous Children's Dance Program for the 2020-2021 dance year, the ongoing impact of the crisis has made it so that standard operations must be reevaluated. Development of the Fall Continuous Children's Dance Program is currently on hold until we know more information about when reopening of our facilities will occur and what staff will be available for instructing classes in this program. ADA is also awaiting more information regarding which facilities will actually be accessible for holding dance classes in accordance with city of Aurora reopening policies and directives, social distancing guidelines, and best safety and health practices for our staff and students. Aurora Dance Arts is currently working with limited staffing and resources, which means that the Continuous Children's Dance program is being reconsidered and restructured for the 2020-2021 dance year. It is highly likely that we not be able to offer the Continuous Children's Dance Program in the manner of previous seasons and for the 2020-2021 dance year at least, this program will be significantly altered with more limited options.

### **Recital Costume Credit Information:**

1. **Costume Fee Credits** - Because the exact future of Continuous Children's Dance Program is being reevaluated and because it is unknown if Aurora Dance Arts will be able to hold normally scheduled, large-scale Spring Dance Recitals in Spring of 2021, it has been decided that all customers will receive credits for the costume fees paid in the 2019-2020 dance year. All ADA Recital costume fees, including both Costume Deposits and Costume Balances, have been credited to the customers' city of Aurora PerfectMind accounts. Credits can be used for future dance tuition, future costume fees, or other future city of Aurora programs.
2. **Important to Note** – Accounts will only be credited for fees that were already paid by customers prior to the health crisis.
  - a. All customers have been credited for Costume Deposit fees that were paid in Fall of 2019 during the initial registration period for Continuous Dance.
  - b. If a customer had not yet paid their Costume Balance (fees that were placed on customer accounts in February of 2020 and due by March 31, 2020) then the customer will not be credited for that balance.
3. **Interested in Donating to ADA?** – As previously stated, Aurora Dance Arts has been highly impacted by the COVID-19 health crisis, both regarding revenue and staffing. Despite these

impacts, ADA has been continually trying to stay connected to our wonderful customers and community by providing free, ongoing, live class programming on the City of Aurora Arts Education Facebook page during the closures. If you are a family within the ADA program who has enjoyed and participated in these interim, free, online dance class efforts and you would like to help support Aurora Dance Arts in these uncertain times as we work toward resuming our professional dance instruction mission in the city of Aurora soon, we encourage you to consider donating your costume fee credit to ADA in support of our organization.

## **Options for What Customers Can Do with Credits on Accounts:**

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. Refund by credit card is the primary method and is the safest and fastest way to receive your refund. See below how to request a refund.
  - 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. Have a check issued for your credit. We just need to verify your address. This refund will take about 2 to 3 weeks to be delivered by mail.
4. Donate your credit to Aurora Dance Arts in support of free online dance programming efforts and future dance programming, both virtual and in-person. If you wish to donate your costume fee credit, please contact the Dance Office at 303.326.8308 and leave a voicemail specifying this, or you may also e-mail the director of Aurora Dance Arts at [dance@auroragov.org](mailto:dance@auroragov.org) to donate.

## **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](mailto: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. During this time emailed refund requests are preferred.

**Your PerfectMind Account:**

The registration website login is [cityofaurora.perfectmind.com](http://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](mailto:dance@auroragov.org)

Voicemail: 303.326.8308

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

For more information, visit [www.AuroraGov.org/Dance](http://www.AuroraGov.org/Dance) or follow us on Facebook at [www.Facebook.com/CityOfAuroraArtsEducation](http://www.Facebook.com/CityOfAuroraArtsEducation)

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