



Tax and Licensing Division
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Massage Facility License Application Checklist

Welcome to Aurora's online portal. The following instructions will provide information on what documents must be submitted with the application, and how to properly upload the documents to the portal. Please read through this document before beginning the process to ensure the application is submitted successfully and in its entirety. Failure to submit all required documentation, or submission of incomplete documentation, may result in the rejection of the application.

There are two sets of documents required for a new massage facility application. The required documents are listed below in two separate categories: city provided forms and applicant provided forms. For city provided forms, you may click on the link below to open a PDF version of the form. The form may then be completed electronically and saved for upload. For applicant provided forms, the forms will need to be scanned in or saved electronically and then uploaded to the application site. Photos will not be accepted.

Steps for Submission of a New Massage Facility License Application:

1. The applicant must first apply for a **General Business and Retail License** if the applicant does not have a current license. The application can be found and submitted at www.auroragov.org/ola. This link will take you to the Aurora Tax and Licensing Portal. Please select "Complete a Business License Application" link under Registrations. If the applicant holds a General Business and Retail Sales License, this step is not required.
2. The applicant must register on the Aurora Citizens Access (ACA) Portal at [Build Aurora Citizens Access](#). This portal will be used to submit the application. If registration has been completed, please skip to Step 3.
3. **Required Documentation for a New Massage Facility License Application:**

City Provided Forms (To access these forms, please click on the hyperlink to open the PDF):

- [Massage Facility License Application](#)
- [Massage Facility Registered Manager License Application](#) (if applicable)
- [Massage Facility Individual History Report](#) -Please note that if the Registered Manager of the location is not an owner of the business, the individual must be listed as the Registered Manager on the state application, and an Individual History Record Form must be submitted for the Register Manager.
- [Massage Facility Bank Credit References Form](#) List all accounts, both business and personal, used in financing of the business

Applicant Provide Forms (These forms must be provided by the applicant):

- List of Employees and DORA License Numbers
- Most recent 6 months of statements from the accounts listed on the Bank Credit References form and the Individual History Record, used in the financing of the business.
- Professional Liability Insurance Certificate
- Lease, Assignment of Lease, or Deed The document must be in the name of the applicant, and must include the location address, unit, city, state and zip code.



4. **Uploading Attachments to the application Portal**

Once all documents are completed, you will need to create a file for each Document Category listed below, and then move all the documents for that category into its file.

Document Category

Application Forms

Background Information

Business Operations

Consent Forms

Financial Documentation

Insurance Forms

Property Forms

Forms to Include

Massage Facility Application
Registered Manager Application

Individual History Report
Photo ID
Verification of Citizenship (if applicable)

List of Employees, DORA Number and Expiration Date

Consent to Release Financial Information

Bank Credit References Form
Bank Statements-All accounts listed on Reference Form

General Liability Insurance Certificate

Lease, Assignment of Lease, or Deed

To upload the forms, simply click on the “Add” button next to the Form Category you wish to upload. Select the file you wish to add, and then click open. This will add your file to that category. A file may be deleted by clicking the X and then can be re-added. Once you have uploaded all the required files, click on the “Continue Application” box to move to the Review and Submissions Page. If any document is missing, you will receive an error message at the top of the page indicating what uploads are missing from the application file. Complete the steps to upload the document again to add the missing documents.

5. **Application Review and Fees:** Once your application is submitted, it will be reviewed by Licensing Staff. If the application is complete, it will be accepted by the city for processing. Processing cannot begin until the city application and licensing fees have been remitted. The applicant will be provided instructions on remitting the city fees via email and completing the fingerprinting process.