



**Parks, Recreation & Open Space Department
Recreation Division
April 16, 2020**

Recreation Center Memberships:

All memberships that have a monthly payment (EZ Pay) have been frozen. Payments made during our closure have been refunded back to the credit card on file. We will unfreeze and reinstate payments of these memberships when we reopen.

Monthly or Annual memberships will have the time we are closed added to the membership expiration date.

Classes / Programs / Credits:

All Classes / Programs 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, leagues, etc. are on hold until we know when we will open our facilities. Check our website periodically for more information.

Rental of Facilities:

All rentals of Recreation facilities during our closure have been canceled and credited to the account of the renter. Future rentals will not be scheduled until our facilities reopen.

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.
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

To receive a refund during this time, please email your request to recreation@auroragov.org or leave a voicemail at 303.326.8651. 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 from 8 a.m. to 5 p.m.

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

Email Us: Recreation@auroragov.org

Voicemail: 303.326.8651

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

For more information, visit AuroraGov.org/Recreation or follow us on Facebook and Instagram @AuroraPROS

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