

## MEMBERSHIP

### MONTHLY (FULL) MEMBERS

Monthly Members have access to a personal storage shelf, which will be indicated with a name tag. They can use the studio for up to 15 hours a week, during opening hours. The week starts on Tuesday and ends on Sunday every week. Unused hours cannot be rolled forward or used at a later date. We are closed on Mondays. Included for monthly members is the glazing and firing of up to 30 liters of volume, and a 10% discount on all courses and workshops. Glazing and firing allowances also cannot be rolled forward or used run a later month.

### SESSION CARD MEMBERS

Session card members have access to communal storage shelves. It is not possible to extend session cards, only to purchase a new one. Session card holders should be careful to note down their expiry date, and to use them up before expiry. It is not possible to suspend session cards. No glazing or firing is included in the session card price. There is no discount on courses and workshops.

### IMPORTANT INFORMATION FOR MEMBERS

#### **Included in the price**

The fee for members and session card holders includes the use of the Studio Pansa space, equipment & tools. Members may use the studio anytime during opening hours, without pre-booking. All members have access to onsite support provided by mentors, and when present, members of the technical team.

#### **Activating your membership**

When you purchase a membership, you accept Studio Pansa's Terms & Conditions. First time members must also come into the studio to receive a free Introduction (about 30 minutes). Since you will be working independently, with minimal supervision, the Introduction is to ensure you become familiar with the studio and know how to use it safely. It includes a quick tour of our facilities and an overview of our studio rules. You must complete this Introduction before you can start working. After the Introduction, you can start working right away. Please send an email to tell us when your first day will be, so we can plan the Introduction with you.

If there are facilities or equipment that you have never used, but are interested to learn (like our slab roller), please talk to the current mentor or someone else from the staff. Depending on the complexity, they can arrange a separate time to teach you how to use it, or to pair you up with an instructor for a private lesson. These arrangements are subject to the presence of a suited instructor.

#### **Signing in and out**

Members are required to sign in and sign out, as a way to keep track of the time used in the studio. The member should ensure they sign in/and out with all required information, every single time. Any missing info or forgotten sign-in/out may cause Studio Pansa to deduct a full day of studio time (up to 8 hours) from the member's account. The team is always available to help with any questions about signing in/out.

Session card members need to check in with the mentor on duty, and have their card stamped.

#### **Ending your membership**

If your membership is ending, you must clear your works and belongings on or before the last day of your membership, even if you intend on returning to the studio at a later date. If not, we may clear your shelf without any notice, and cannot be responsible for any loss or damage to works or belongings.

Monthly members have a rolling contract with a minimum of 2 or 6 months commitment. Monthly fees are paid automatically. If you would like to end this membership after this period, please do this at least one full month in advance. A cancellation form must be filled out in the studio.

## CLASSES

### **Course schedules**

The latest class schedules are published on our website. If classes can not be taught, for instance in the case of public holidays, they will be pushed to the following week. You will be notified of this in advance.

### **Missed classes**

Missed classes can not be made up, or reimbursed. However, a maximum of 2 classes can be changed into free studio hours, to be used within the general timespan of the course.

### **Participation**

Studio Pansa wants to retain a high standard and consistency across lessons. Courses are therefore personal and not transferrable after the first lesson. Should you want to transfer the course to a different person prior to starting, please inform us by phone or email with all necessary details of the new participant.

## GENERAL

### **Studio mentality**

Studio Pansa is a community studio, which means that members depend on each other in a shared space. Members can help out other members, and are a valued and crucial part of the community. At the same time, everyone should take care of their own affairs and belongings. While you are welcome to use the tools available in the studio, we are not responsible for the needs of every member. We recommend you bring your own tools, aprons, coffee and tea et cetera.

It also means that we need to work together in order to keep the studio running properly. Just keep in mind that when you're a member, this is your working space. Treat it as such.

### **Studio hours**

Studio Pansa is open from Tuesday to Sunday. The exact opening hours are listed on the website. We are closed Mondays, except for specific courses.

### **Closed days**

We reserve the right to make changes to our regular or holiday opening hours. These changes will be communicated on our website and through our social media.

There may be a small number of days/hours when access to the studio is not available. There may also be workshops, events, demos with special guests that may require the full or partial closure of the studio. There may also be 1-2 days a year when the space needs to be closed for promotional purposes or essential works, although we will do everything possible to avoid this situation. We will communicate all non-usage of the studio as early as possible. There are no refunds of money or time to members for non-usage of the studio.

### **Studio rules**

A set of rules is posted in the handbook, which every member will receive after signup or during the induction. If you have not received the handbook, please ask for it. Additional or changed rules can also be communicated verbally to you by the Studio Pansa team. These rules secure the safety and comfort of everyone at Studio Pansa, so all members and students are expected to follow them. If you do

not follow these rules despite repeated requests, our staff may ask you to leave. If you are repeatedly violating these rules, we reserve the right to cancel your membership or class enrolment without a refund. We may also charge you and hold you liable for any damages suffered.

Everyone must use the materials provided by the studio, as they have all been tested as safe to use. If you wish to bring in your own materials, glazes or any equipment into the studio, this must first be approved by the studio manager. We may require thorough testing to be done before you are allowed to use your own materials and equipment.

### **Safe space policy**

All members are required to keep the studio a safe and pleasant space for everyone. This is a community responsibility. Any behaviour or speech that threatens the well-being of other studio members will not be tolerated, including discrimination, harassment or manipulation of any kind. If you signal behaviour that is impacting you or other studio members, please inform someone from the Studio Pansa team.

There is no smoking in the studio.

### **Age**

Studio Pansa is an open studio where makers work independently and with minimal supervision. Therefore, our classes and memberships are not suitable for those aged under 16.

### **Communal space**

Studio Pansa and its staff cannot be responsible for personal belongings or any work getting damaged, lost or stolen. In a communal studio such as this, it is inevitable that there will occasionally be work that gets damaged.

Best practices should be adhered to at all times when working in the studio, and respecting others is key. When in doubt, please check with the Studio Pansa team.

### **Firing cost**

How firing costs are calculated are posted in the studio. Firing cost is for studio stoneware. Porcelain and the firing of work not produced in Studio Pansa may result in a higher cost. This has to be discussed with the studio manager beforehand.

### **Glazing**

Membership includes "fair usage" of glazes provided by the Studio for use on pieces made in the Studio only. External glazes or self-made glazes must not be used in the Studio unless expressly permitted by studio staff. To gain permission the glaze must be test-fired in collaboration with a studio technician to ensure there will be no damage to the kilns or kiln furniture or other Member's work.

All glazed pieces must be fired on a purpose-made firing bat to prevent damage to kilns from running glazes. Members are liable for any damage to the kiln shelves caused by irresponsibly applied glazes. Technicians will not fire items in which the glaze is deemed to have been applied too thickly.

### **Cleaning**

For the studio to work it requires everyone to pitch in. When you use the studio it is best practice to do at least 20 minutes of cleaning where you have worked and in the communal areas. Wheels may take longer. Clay dust is dangerous and can cause silicosis over time, so always wet clean any dry materials.

Always try to leave an area cleaner than you found it.

## **Kiln usage**

Pieces that do not have signatures, are too thick, is not dry, or have runny glaze/glaze too close to the bottom will not be fired.

If a member is found to have caused damage to the kilns (i.e. explosion or melt down) or other equipment through improper use they may be liable for costs of repair and replacement.

In particular, members and students must make sure their glaze do not melt on the kiln shelves during firing, as this may cause irreparable damage. We will charge members and students for the full price of replacing the kiln shelf.

## **Health & Safety**

Members must complete the Introduction before using the space. By completing the Introduction, the members agree that they have understood everything covered in the Introduction. It is also important that everyone respects all Health & Safety regulations, signage and instructions of the Studio Pansa staff.

Studio Pansa cannot be held responsible for any injuries caused through the misuse of the studio or equipment. Food and open drinks should not be consumed in the working areas of the studio. In terms of fire safety, please be aware of our evacuation procedure.

We reserve the right to suspend or cancel any membership if any of the above points are not respected.

## **Liability**

Members and students use studio equipment at their own risk, and are liable for any damage caused to the studio due to misuse, so please make sure you only use the equipment for which you are fully trained. As our studio is not child proof, we are open to those 16 years or older.

Studio Pansa reserves the right to refuse access to the studio.

Studio Pansa may communicate with its members by email. By providing an email address to Studio Pansa, the member consents to receiving email communications from Studio Pansa, including notices pursuant to the Terms and Conditions. The member also accepts the risk that email may not be a secure and confidential means of communication. Studio Pansa will not be liable for any loss or damage suffered as a result of communicating with a member by email.

Any marketing, educational or other materials of this nature whatsoever produced by the Company in connection with the Studio and which are made available to Members at the Studio shall at all times remain the property of the Company and will be subject to the Company's copyright.

## **Refunds**

There are no refunds on all payments made to Studio Pansa.

## **Privacy**

Studio Pansa will use your contact information to keep you informed of the latest Studio Pansa news. Members and class participants may be contacted by instructors by email or phone in case of any last minute changes, and for planning make-up classes. Studio Pansa endeavours to keep your personal data safe and will not pass them on to any other third party.

*We may at any time modify these Terms and Conditions. We will notify you of any changes by emailing you and/or by posting a notice at the studio. By continuing to use the services after changes to these Terms and*

*Conditions are made and notified to you, you agree to be bound by such changes. Please review the Terms and Conditions carefully and make sure that you understand them. If you do not agree to these Terms and Conditions, you must not become a member of Studio Pansa.*

*January 7, 2019*