



CUP Ceramics Community Studio Members' Handbook

Welcome to the studio! We're delighted that you have become part of the community. We hope that you will be happy here. Please feel free to ask plenty of questions of our team as you become familiar with your new environment. Do ask questions of your studio colleagues too. Make new friends and be inspired!

Please read through this handbook thoroughly **at least once** before you start using the studio. It contains a lot of important information that we need you to know in order to make everyone's experience at the studio a safe and successful one.

Please note that you are liable for any damage you cause while working at the studio, or for any damage your work causes, such as glaze damage to the kiln shelves. Please make sure you've read this in detail and are properly informed about the risks.

Staffed opening times

Monday: Closed to members

Tuesday: 9.30am - 5pm

Wednesday: 9.30am - 5pm

Thursday: 9.30am - 5pm

Friday: 9.30am - 5pm

Saturday: 10am - 2pm

Sunday: 10am-4pm

(Members have 12 hr access using the studio booking system online. Not all hours are staffed so please *be comfortable with studio practices* before booking outside of these hours) If you are unsure of anything or an incident occurs whilst using the studio out of staffed hours please don't hesitate to contact staff.

For general enquiries - Studio Phone Number: 07548 629 525 (checked daily 10-5)

Alternatively a post on the studio WhatsApp can be very useful.

For Emergencies - Col (07855 868771) Amy (07425 352378) Jen (Landlord) 07773 281883

About CUP

CUP is a Community Interest Company limited by guarantee. This means that we do not answer to shareholders, our profits are dedicated to improving our community and our assets must remain within the community interest sector. Our primary aim is to provide access to making ceramics for all. In doing this we strive to keep our membership fees to the absolute minimum compared with other similar services. We can achieve this *by using the profits from the variety of courses that we run to subsidise membership*. In order to widen our accessibility we are committed to reinvesting any profits to developing our partnerships with various local organisations who support hard to reach groups and individuals. *By joining and supporting CUP Ceramics Community, you are contributing to positive social change in Herefordshire.*

Getting here

We encourage our members to travel as sustainably as possible so please walk, cycle or liftshare where possible.

By bike

If you are travelling by bike there is a bike storage facility at the front of the building by Hereford Yoga entrance.

By car

There are spaces available which are dedicated to both Hereford yoga members and CUP members. However, during yoga class times, yoga students must take priority. This is the only way that there can be sustainable and continued use of this building for the purposes of making ceramics so please respect it. **Please do not park in front of the entrance doors.**

YOGA CLASS TIMES BELOW:

Correct as of 12/2024

DAY	TIME
Monday	10am-12pm, 5.45-7.15pm, 7.30-9pm
Tuesday	6-7.30pm, 7.45-9pm
Wednesday	9.30-10.30am, 10.45-12.15, 2.30-3.45, 6.30-8.30
Thursday	9.30-11am, 6.30-8.30pm
Friday	Private groups and individual lessons
Saturday	9.30-11am
Sunday	Monthly 6.30-8pm

Health and safety

Studio cleanliness and silicosis

CUP takes studio cleanliness extremely seriously. By far the biggest health and safety risk to potters comes from breathing clay dust, which arises as soon as clay dries out. Long term exposure to low amounts of clay dust causes a horrible irreversible condition called silicosis, which includes lung damage, coughing, fatigue and chronic pain. For this reason, it is vital that everyone in the studio ALWAYS follows the cleaning instructions below:

- **Leave it cleaner than you found it.** You MUST clean up for at least 20 minutes every time you use the studio. The CUP team are not cleaners, **this is your studio too** – CUP works on the principle of a community space where every member contributes to its care.

If you wish to further contribute to your space, a clean around the sinks, traps, or shelves is always greatly appreciated.

- **Wet wash all areas using the mops and sponges provided.** Never brush or scrape clay dust in the studio.
- **Do dusty jobs outside and always wear a respirator.** All sanding and scraping of ANY dry material, clay, glaze, bisque etc., must be done outside **wearing a respirator**. Even so, it is always best to keep materials wet while sanding and use wet sanding paper. *Do not sand greenware, only sponge or fettle.*
- **Wear clean aprons, preferably made of synthetic materials.** It is safest to provide and wash your own apron, so that you aren't breathing in the micro-particles of silica dust that will be shaken up constantly from a dry, clay-encrusted cotton apron.
- **Keep your shelf clean.** Dust quickly builds up on the shelves and you are responsible for keeping your shelf clean. *Please clean your shelf at least once a month.*
- **Please do not leave items in the studio overnight**, except on your shelf. We cannot keep areas clean if items are left around the studio, particularly clothes, shoes and bags. Items left overnight will be moved to lost property by Athena and disposed of after one month if not reclaimed.

We use a particle meter to measure the air quality in the studio. This measures down to pm2.5 particles, and silica particles can be as small as pm0.1. If the sensor is red it is best to open the doors and pop the ceiling fans on to circulate clean air.

First Aid Kits and Defibrillator

First aid kits are available in the main studio area, cafe and glaze room by the sinks, and are highlighted by large first aid signs. There is also an eye wash kit located in the cafe. Minor incidents can be reported via the report notepad in each kit, *major incidents must be reported to a senior Team member*. These kits are checked regularly for stock and minor incidents, please inform us if you notice we are missing or running low on anything in the kit.

There is a defibrillator on the trading estate, outside Pure Studios directly across from the cafe. Should the need to use it arise, call 999 and inform them of your location and need to use the defibrillator, and they will direct you through its access and use.

Fire safety

If the fire alarm sounds you should leave the building immediately by the front doors and assemble at our evacuation point, **located at the front of the building next to Pink Mountain by fire assembly point sign**. You must always leave the premises immediately in the event of a fire, as the fire duty officer (Most senior team member at the time) on our team is not able to leave and lock up until the building is clear.

If you are disabled make your way to the exit and the fire officer on duty will assist you if needed.

If you discover a fire, please raise the alarm vocally by shouting 'fire' and leave the building. If possible, *use the break in case of fire box, located in the members glaze ware shelf*, to the left of the main doors as you are leaving. Do not attempt to put out the fire. If there are no staff present at the time please call the fire brigade and Col. If you can't get hold of Col then please call the owner of the building Jenny-May While on 07773281883. Failing that, please contact Amy.

We do not take a register of people at the meeting point, and you are free to leave if you wish. We simply ask that you please tell someone that you have gone, or our fire duty officer/the fire brigade may unnecessarily return to a burning studio to look for you. We will give you notice that a fire evacuation drill is happening beforehand.

Fire extinguishers

Fire extinguishers are located by each exit and throughout the building. Members should not touch these - unless in the unlikely instance you are trapped in a burning building and need to make a route to the door. Unless your life is at risk, they should only be operated by a nominated CUP fire duty officer.

Electrical items

We have all our electrical appliances PAT tested on a yearly basis. Please do not bring in any appliances from outside as we will not be able to guarantee that it is safe. Instead, ask us to provide the equipment and we will do our best to accommodate your request.

Sharp things, hot things, and trip hazards

Please respect the fact that there is a lot of hazardous equipment in the studio. Tools such as knives should be handled with great care. Similarly, if using a tool which requires an electric wire, be mindful that you don't create a trip hazard and that you keep it well away from water. **Inform staff immediately of any damage to electrical equipment.**

You should leave your coat and bag in the designated areas and be careful not to run in the studio.

When the floor is wet, please take extra care and when using a mop please put out one of the yellow signs to indicate that the floor may be slippery. Yellow signs will be kept with the other cleaning equipment in the corner to the left of the clay trap sinks.

Please avoid creating any trip hazards if you are clearing an area to work, or rearranging equipment in the studio space.

Food and drink in the studio

Please do not eat in the glaze room. The rest of the studio is free for use, however please be considerate to your fellow members who may need the space to make.

Drink and drugs policy

Please don't come into the studio when you have been drinking or taking other intoxicating substances. You could harm yourself, another person, or someone's work. Smoking is forbidden in the studio.

Hazardous substances

Please be aware that some glaze ingredients are toxic. These become stable after firing but, just like clay dust, it's really important that you don't inhale or ingest glaze dust, and that you clean all tools and wash down work areas, including the floor, with plenty of water. Do not fettle dry glazes. Wipe back work with a damp sponge only.

Any glazes that are not food safe after firing are clearly labelled on the glaze bucket, so please check. If a "food safe" glaze is applied poorly or incorrectly this can render it unsafe. If you use a glaze that is not guaranteed food safe you must not use this for functional ware that can be used for food, and you MUST include a warning to the user if you sell or give it away. Please note that you are liable for the health impact of anything you make at CUP, and that you are responsible for the glazes you use.

Please note, lustre firings are extremely toxic and are only done with prior booking of a kiln on set days and times to prevent harm to others.

Policy on children in the studio

We do not have the appropriate health and safety precautions in place for hazards that concern children and for this reason we request that you do not bring your children to the studio on an informal basis. Children under 16 who are part of a class must either be accompanied by a parent or carer or by a DBS checked member of staff. Please see our children and vulnerable people policy for further details.

Pets

We will welcome well behaved dogs at the studio *provided all members in the space are comfortable with them*. You will be liable for any accidents or damage caused by your pet.

Disabled studio users

If you have a disability which may affect your ability to evacuate in the case of fire, please discuss this with the studio manager when you join and we will ensure that you know who will be responsible for assisting you in an emergency. This will usually be the fire duty officer, which is usually the most senior staff member in the studio at any given time. If you have additional requirements for assistance in using the studio please also discuss this with us. We will assist you in making adjustments wherever we can.

If you are in a wheelchair or have a disability that means you need to use a disabled loo there is one located in the Yoga studio foyer on the right side and this can be accessed through the cafe.

Housekeeping

Access quotas(4hr/12hr)

CUP is designed for part-time ceramicists and to ensure that we have enough space for everyone there is a limit of 4 hours a week on our 'part time clay lover' contract and 12 hours a week on our 'clay lover' contract. *These hours cannot be carried over from week to week* and if you do go over your hours you will be charged at a rate of £10 per hour. Kiln space is at a premium so it is paramount that you measure the volume of your glazed work and stick within your monthly quota for the studio to function effectively.

Contract Kiln space Quotas:

4hr p/w - up to 10 litres per month

12hr p/w- up to 25 litres per month

If you exceed your limit you may purchase excess ware at £3.50 per litre. Quotas cannot be carried over until the next month.

All paid members of staff pay to rent the kiln and do not have a "kiln allowance" as a part of their terms of service. Members ware takes priority over staff firings at all times.

Studio Booking Slots and Practising Independently

Please remember to book your session before your arrival; as people in the studio may book an extra session while here, potentially taking your unbooked space. *If you arrive to work in the studio while the session is fully booked you may be turned away, or asked to wait in the cafe until space becomes available for you.*

Booking is essential due to fire safety, space restrictions, and tracking quotas.

If you are practising independently in the studio, we ask that you are comfortable with the studio space and practices. While practising independently you are liable for your own and others safety surrounding your conduct and practice. While we will do our utmost to provide the safest environment we can for you to work in, there are inherent risks in a working studio and it is important to be aware of these as you use the space. Hot kilns, sharps, high speed motors that drive the wheels, supplies (clay bags, buckets etc) stacked in the workspace.

We want to give our members as much freedom to access the studio as possible. As part of membership there is an option to open up and close the studio using the key safe. By completing the compulsory studio induction and signing our waiver you are agreeing to the access arrangements and to work independently and waive CUP's liability for any accident or injury whilst practising on site. **If you do not agree to sign this waiver, please raise with Col, Amy or Rose.**

Other people's work

There are lots of advantages to working in a community studio, in terms of sharing ideas. Please keep to the following etiquette to make sure that all runs smoothly:

- Please don't handle other people's work without asking.
- If you accidentally break someone else's work, please inform a staff member, and leave the studio member a note to explain what happened.
- If you want to copy someone's work – it's only natural to be inspired in a shared environment – please check with the other artist first, *especially if they are selling commercially*. In some situations copying and selling a design might be a legal violation, so it's important to make sure you have permission.

Areas of the studio

The three main work spaces at CUP are the **Main Room** (for CUP members), the **Kiln Area** (where you place your work to be fired, and kilns are loaded) and the **Glaze Room**. Please note that the staff area (behind the community board) may be used by staff that are not on shift.

Main Room

Coat and bag area

There is an area with coat hooks by the front door where you can leave your coat. Whilst we hope that it will never be an issue, CUP cannot be responsible for any personal items left unattended in this area, or anywhere else in the studio and we recommend you do not keep anything valuable unattended. We would also ask that you do not leave anything in this area overnight, otherwise it becomes full of lost property and impossible to keep clean. We will remove anything left overnight in this area and keep it in lost property – this is kept for one month and then disposed of if not reclaimed.

Wheel area

The studio currently has seven wheels available to members, all located in the main room. We aim to increase the number of wheels in the future.

Sink area (Main room)

The sink area in the main room is where all members' cleaning of tools and hands should happen, please don't use the sinks in the glaze room for this. Only clay and water should go down this sink, *absolutely nothing else as waste clay from the sinks is sent back to the earth*.

You will also find a selection of tools which you should feel free to use. Please clean and *return when finished with*. We may not always have what you need. Please feel free to bring in your own tools or other items you require to produce your work. We have tools and kits available to purchase, stored on the shop shelf by the main entrance.

Slab roller

We have a floor standing slab roller for rolling slabs of clay. There are some cloths available as shared equipment. We strongly suggest that you have your own cloths if you regularly use this equipment. Please be aware when using the slab roller that you don't get your fingers or clothes caught in it. **This piece of equipment requires an induction.**

Extruder

We have a wall mounted extruder for extruding clay forms. There is a small stack of die available to used with this piece of kit, though you are welcome to bring your own to use. Be careful of trapping your fingers in the mechanisms while using the extruder. Please ensure this kit is thoroughly cleaned after use. **This piece of equipment requires an induction.**

Ware Shelves

By the main entrance we store finished ware belonging to members and course participants. Please do not to handle others' ware to prevent accidents. The public are not permitted to handle ware from these shelves unless instructed by a member of our team when searching for their own pieces.

Reclaim

The reclaim area is situated to the right corner of the main studio. The reclaim area consists of:

- Three large black bins (staffordshire stoneware, white, crank).
- White bins for terracotta, paper clay, porcelain, black, spotted, grey, casting slip, and stained clays.

This is where you will put any slops or trimmings from throwing or any excess clay that you do not want to keep from hand building. We aim to reclaim as much clay as we can and once reclaimed by our staff it is available for purchasing at £5 per 5kg bag.

Glaze room

The glaze room is located in a separate room adjoining the main room. This is where you will find our range of house glazes available for use within your quota of glaze firing along with a test tile display board for examples of what is possible with our materials.

It is very important that you apply the glaze correctly and take care when combining glazes. Use sacrifice dishes when experimenting and please leave at least 1cm clearance on each pot to prevent damage. This is potentially expensive as each kiln shelf costs £30 to replace. Members will be charged for damage to kiln shelves and furniture accordingly depending on the extent of the damage.

Every member should have a glazing induction when starting their plan. *Please note that there are limits to what we can provide given the membership fees that we take. **If you want to use your own glazes/material then just check compatibility with a staff member first.*** Don't forget to measure your glaze allowance and record on your tracking sheet. Please leave finished unfired glazed ware on the respective trolley in the kiln and storage area ready for firing.

PLEASE DO NOT TAMPER WITH GLAZES IN ANY WAY WITHOUT SPEAKING TO A MEMBER OF OUR TECHNICAL TEAM

Volume tracking area

The volume tracking area is situated to the left of the glaze room sink on top of the worktop. Here there is a grid where you will measure the volume of your pots before a glaze firing session. It is important that you measure before glaze firing so that you know that you have not exceeded your monthly quota and this prevents a bottleneck in the firing queue. You will have a volume tracking sheet assigned to you that you will be responsible for filling in. **Please see a member of our team for an induction before using this area.**

Members' shelving area

You will be given your own shelf in the kiln and storage area which measures approximately w90cm x d45cm x h45cm. This is in the kiln and storage area, and glaze room. **If you cannot fit what you need to on this shelf then we suggest that you take it home.** A studio with multiple users cannot function with too much clutter. If you would like to rent more space for storage in the studio then please ask a member of staff. We would recommend you do not leave any valuables or items of personal significance unattended on your shelf. CUP cannot be responsible for your personal items.

Please clean your shelf monthly to prevent a build up of dust.

Kiln and storage area

Please do not touch the kilns unless instructed to do so by a member of our team who is present at the time. Non-members and visitors are not allowed to touch the kilns or members' shelves under any circumstances.

There are four specific shelving trolleys in the kiln and storage area.

These are for

1. bone dry greenware – **please do not put wet/drying greenware on these shelves;**
2. bisque ware;
3. unfired glazed ware;
4. Work produced on courses.

Please take care to use the correct shelves to avoid kiln damage. There is a fifth fixed shelving unit for fired glazed ware (finished work) to the right of the main studio doors. This is where your finished items will be put when fired ready for you to collect. Please don't leave work on the bisque and fired glazed ware shelves for longer than four weeks – unfortunately we will have to clear this abandoned work to the mosaic door frame or skip!

If you are expecting to be away from the studio for a prolonged period please let us know so your work is not removed.

Coffeehouse and Gallery

The coffeehouse and gallery is for studio members and the general public. Here you can buy toasties, cake, coffees, teas at a discount of 10% or with a loyalty card. Feel free to eat your own food and drink as long as there are no paying customers waiting. *Please clean hands thoroughly and remove aprons before entering this area.*

Please, no clay covered boots, clothes or hands in this area. No clay paraphernalia to pass through the cafe. Use studio doors for transporting studio goods to your car.

As members you can also provide finished work for us to sell through the gallery at a 20% rate of commission. Just ask any member of the big three.

Toilets

The toilets are located in the Yoga studio foyer. This can be accessed through the coffeehouse and gallery. Please make sure that you clean up and remove your apron before entering the toilets. There are hooks for dirty aprons located left of the wood store.

The Team, our processes and our equipment

Managing Director/Founder - Col Hamilton: Col oversees all operations and is responsible for funding, long term business planning and the vision and direction of the company. He is contactable by email any time. Col will be happy to hear ideas of improving the studio/cafe/gallery or any of the services that we provide or if you have any issues with our services.

Studio - Amy Hamill: Amy is our studio manager who organises and runs the studio processes, and can answer your technical questions regarding clay, glaze and equipment inductions. You can also check in with her about your plan or if you have an issue in the studio.

Studio - Lucy Blackley: Lucy is our technician and runs the studio processes from packing the kilns to emptying the clay traps. She is also available to answer your technical questions regarding clay, glaze and equipment inductions.

Cafe and Outreach- Rose Eacock: Rose runs and promotes the Coffeehouse and will be happy to serve you delicious food and drink and listen to any requests or feedback on this. She also significantly contributes to our outreach work. You can also check in with her about your plan or if you have an issue in the studio.

Gallery - Shirley Smith: Shirley has extensive experience with displaying and pricing items and will be happy to advise on any of this.

Amy, Lucy, and Rose cover the regular hours of 10-5pm Tues-Fri.

Col is available Tues-Fri.

Time Exchange Mentors

We have 'mentors', experienced ceramicists who are there to support you and carry out tasks in the studio in exchange for their studio use and work on time-exchange contracts. ***Please check to see who is on shift because they may well be settling down to their own time to make whilst in the studio.***

We ask that members check the rota to see which mentors are on duty when they arrive at the studio. We understand that off duty mentors and technicians may not mind being asked for help and advice and we wouldn't want to stop the sharing of knowledge and skills, but we do ask you to be mindful of this.

Becky: Becky teaches our 4 week throwing course as well as working on a Wednesday evening in return for use of the studio. She is a former professional production thrower and can make REALLY BIG pots.

Liz: Liz works supporting the studio processes on Tuesday afternoons. She is a talented thrower and hand builder and has good knowledge of glazes. She will be happy to help if you need any advice.

Yana: Yana helps out in the studio on Wednesday evenings in return for use of the studio. Yana will be happy to hear any sensitive issues, feedback or ideas about the studio.

Ruby: Ruby is a handbuilder and thrower. She exchanges time on a Monday assisting in technical processes for studio time. She is always happy to help and make a coffee!

Nina: After a 10 week evening course with us she has started to build her own pottery company. She has carried on learning about throwing, casting, hand building and glazing since then. She is massively passionate about getting others to try it and is on shift on Tuesday evenings.

Veronika: Veronika has lots of experience in ceramics and is also a well established Yoga teacher and looks after the studio on Friday evenings.

Respect for Team members

We have a zero tolerance policy for disrespectful or aggressive behaviour towards staff and will deal with any such incidents in line with our company policy and procedures.

Please direct studio support questions to staff who are on duty. To help with this, staff on duty should be wearing a khaki apron or black CUP t-shirt. Thank you.

Please be aware of staff work/life balance. Keep general enquiries to 10am-6pm, in case of emergency contact Col (07855868771) or Amy (07425 352378).

Studio

Clay

We only fire stoneware and porcelain in the communal firings and only clay bought from us can be fired at the studio. This is in order to prevent the wrong clay getting into the kilns and causing damage.

(If you fire a clay body in the studio that doesn't fire to our temperatures and it causes damage, you will be liable for the cost of replacing the damaged part. This is potentially expensive as each kiln shelf costs £30 to replace, so please test fire all clay you use)

Three bucket cleaning system

We operate a three bucket cleaning system. This prevents toxic emissions from the studio, clogging of the drainage system and wastage of water:

- Bucket 1 : Use this first to get off most of the clay/glaze from your equipment
- Bucket 2: Use this next to clean even more thoroughly
- Bucket 3: Final rinse.

The buckets are organised so the dirtiest water is furthest away from the draining board and there will be labels above each bucket on the wall.

Clay traps

The sinks in the making areas have clay traps. Please only use the buckets and not the sinks as the only activity that should occur here is washing clay off hands and tools. Don't put anything else down these clay trapped sinks because it causes them to smell and makes changing them a terrible job for our staff. If you wish to dispose of anything else down a sink, please do so at the right of the glaze room. Organic waste can be disposed of in cafe bins or sinks, refer to staff.

Recycling clay

Please recycle all clay in the relevant labelled buckets.. Please make sure that you do this with great care and attention in the name of contamination and recycling. When using the wheels please be mindful that chammies and other tools can easily be left in your wheel slops or jug. Always check before recycling.

Pug Mill

Our pug mill helps us reclaim clay for reuse and **can only be operated by a member of our team.**

General studio rubbish

We have a rubbish bin for non-recyclable waste only. This can be found behind the courseware trolley in the kilns area.

We have a stack of recycling bins for paper, cardboard, plastic, tin and glass. This can be found behind the courseware trolley in the kilns area.

Please *dispose of work you no longer want at home* as it can generate a lot of very heavy rubbish for us to deal with.

Please try not to fire things you are not sure about - vitrified clay can't be recycled or reclaimed - firing is an irreversible process and it's not environmentally responsible to do it unless you want what comes out at the end!

Tools

Some basic handbuilding and throwing tools are available to use in the studio, but we encourage you to bring or buy your own rather than rely on these. We sell a small range of starter tools in house, located by the main entrance, please pay in the cafe.

Other suppliers include Bath Potters, Potclays, Scarva, Hotclay, Hartley and Noble, or Blue matchbox.

If you are purchasing from Hartley and Noble, please mention us as your referrer, as this will allow us to invest in more kit for the studio!

Ware boards, plaster batts and concrete slabs

The studio provides some ware boards, plaster batts, concrete slabs and tiles for use by members. **Please make sure you clean them** after use. Any scraping of dried clay should happen outside wearing a respirator. Please return throwing batts to the shelves as soon as possible after use as these are a shared resource.

We don't want plaster to get mixed in with clay or get flaked off the batts. Members should use the plaster batts carefully, and don't bang down large quantities of clay on them as they can crack.

Wedging tables

Sturdy, low tables, made bespoke for you to wedge your clay. Please do not leave work on these and *clean thoroughly after use* out of respect for your fellow potters. You may also wedge on the main tables if others are not handbuilding, so you don't rock their work.

Wheels

Please be aware that pottery wheels have very powerful motors that can centre 50kg of clay, and in the event that your hair got caught in the wheel head, you could have a serious accident.

Please tie long hair back when using the wheel, make sure your apron straps are tied back and you are not wearing any long, loose clothing such as a scarf. Also, if you are throwing with a bat please make sure you know how to secure it to the wheel safely and securely. If you are not sure about this, please check with a technician.

It is important that, as the wheels can generate a lot of splashed clay, all throwing areas and tools are thoroughly cleaned after use, including the sides of the wheels, the stools, the work shelves, and the floor all around the wheel. This is to prevent clay splashes from drying and causing dust.

When finished with a wheel: **Stool up, Pedal up, Power off.** The wheels can cause a serious accident if someone doesn't realise they are on and they continue to draw power, even when not in use.

Please note, the pedal wires on the wheels are vulnerable. Please be careful when moving the wheels that you don't catch and pull them. If this does happen, **please tell us** rather than leaving them. It is far easier for us to fix them than to replace the motherboard, which costs hundreds of pounds.

During busy periods we would ask that you are sensitive to other users and limit your wheel use to three hours.

Please be aware that using the wheel if you have a pacemaker can have serious health implications.

Wheel batts

Some CUP wheel heads are drilled to the US standard size (10 inch) with pins for batts and others left to directly throw onto the wheel head. Some wheel batts and systems are provided but they are limited. If you regularly throw with batts and inserts we recommend that you buy your own and keep them on your shelf to save yours and others disappointment when they are not available.

Firing

Firing process

We operate a two stage firing process and both the bisque (950°C / Δ07) and glaze (1,240°C / Δ6) firings are included in your membership, as are the studio glazes kept in the glaze area. **This means that glaze can only be applied to bisqueware at CUP.**

Bisque firing

All greenware ready for firing should be *clearly marked with your initials* so you and the technicians can easily identify it after it has been fired. Unmarked ware will not be fired.

Glazes and glaze firing

Glaze must be applied correctly (**to bisqueware only**) and there should be *at least* a centimetre clearance around the bottom of each item to avoid molten glaze running onto the kiln shelves. If you are using a runny glaze, please check with a technician first and **use a sacrifice tray**. If you are not sure of something, ask a technician to help you.

Please be careful not to mix or contaminate the glazes and if layering glazes, *please dip from light to dark glaze in order to avoid contaminating the lighter glaze.*

To protect the kilns and other people's work, if you would like to buy glazes, stains etc. from another supplier it is extremely important that you check this with us first. Some substances, such as chrome and tin, can cause work to discolour.

Sacrifice trays and liability for shelf and furniture damage

Any shelf damage caused by use of the wrong clay or incorrect application of glaze is your responsibility. Work that causes damage will be labelled by staff, and the fee must be paid in the cafe. These fees may be combined or stacked in any combination to cover an appropriate fee.

Small Kiln Damage	Big Kiln Damage	Stilt Damage
£10	£25	£5

Please note that *the damage fee is due whether you choose to keep the work or not.*

Firing allowance

Part time (Up to 4hr a week) contract - 10 litres of high fire per month

Main tier (Up to 12hr a week) contract - 25 litres of high fire per month

This allowance restarts at the beginning of each month and **does not roll forward** – if you use all your free space additional work can be fired at £3 a litre. If you are regularly doing this, it is much more cost effective to increase your contract. There is the possibility of hiring a kiln if there is an occasion where you may exceed your designated allowance. The cost varies per kiln and must only be for work created in the studio.

Measure your glazeware prior to firing so we can monitor usage levels. This involves a recording system where you record the date and volume of your work. Please have an induction with a technician the first time you do this.

Flatware is limited - Anything wider than 10 cm in diameter **AND** below 3 cm in height must be counted as double volume. $(L \times W \times H / 1000) \times 2$

You are not allowed to bring work in to be fired that has been made elsewhere. We only fire ware that has been made in the studio.

You cannot trade allowances with other members. Each allowance is your own.

If you wish to refire a glazed item, please consult a technician first and it must be re-measured as a part of your allowance.

Delicate and large pieces of work

Large or organically shaped pieces of work will take longer to go through the kilns, anything over 40cm x 40cm are hard to store and load into the kilns, and must be fired separately with a prearranged hire of a kiln, even if within your monthly firing limit. Also, if you are planning to make large items which are too big to be kept on your shelf please check with a technician before you do this so that we can plan some space for you.

Please note that delicate pieces ready for firing may need to be kept on your own shelf and loaded into the kiln by you at a pre-arranged time.

Timescales

We try to process work as quickly as possible. However, if you are making for a deadline or a commission, due to the limitations imposed by the various processes involved, you should account for a making time of about *twelve weeks*.

Greenware will need to be dried for, typically, a fortnight before the bisque firing. Athena is packed with members ware, and occasionally glaze waste. We aim to bisque fire once a week, however it can take longer than this to fill the kiln due to the volume of pots required to fill the kiln, up to 180 litres!

Glazeware can take up to two weeks to fire as we have to load things of similar heights on each shelf. It will take longer for larger and irregularly shaped work to get through the kilns. We aim to fire Hestia at least once a week.

Courseware is fired separately to members ware in Little Anne to prevent pots being eaten by the bisque trolley.

All paid members of staff pay to rent the kiln and do not have a “kiln allowance” as a part of their terms of service. Members ware takes priority over staff firings at all times.

Collecting finished work

It's really important that you keep track of your finished work. If you will not be around to collect it, ask someone else to move it for you. Due to limits on space, old work gets removed from both the bisque and the glaze shelves every four weeks and placed on the overflow shelves. It will remain there for a further two weeks and then it will be disposed of. Even if you don't like your finished pieces we ask that you take them away and dispose of them yourself as far as possible, as processing this otherwise takes up a lot of staff time. Anything left at the studio for longer than one month will either be taken to a charity shop or become part of our studio wall mosaic.

We ask you not to fire work that you don't want to keep - firing is an irreversible process and vitrified clay cannot be reclaimed or reused - **please be environmentally responsible.**

If your piece gets broken

It's rare but these things happen. If you find your piece broken, it should have a note explaining what happened or Amy will inform you directly. Please note that you should expect *at least* a 20% failure rate when making in ceramics and factor this into any commissions you accept. There are many variables that can impact the success of a piece.

Misc

Membership Renewals

CUP will be in contact with you regarding membership renewal through our website's automated system. Any queries, speak to Col or Amy. You can manage your subscriptions via the CUP website, simply click the profile image in the top right, and select "My Subscriptions" once you have logged in.

Terminating your plan with the studio

When you wish to leave the studio, you need to do the following:

- **Give us some notice.** It is good for us to know ahead of time so that we can advertise the availability of a membership.
- Remove all your belongings, including clay and unfired work from your shelf.
- Abandoned belongings/ tools will be set in lost property for two months, you will be contacted in regards to their collection. If unclaimed they will be rotated into general studio use/ taken to charity/ landfill.
- Clean your shelf so it is not dusty and the next person has a nice clean space to work with.
- **If you suspend your contract (possible in increments of two months) you also need to clear your shelf to make room for another member.** Suspensions need to be discussed with Col or Amy.
- Fill in our Exit Interview survey!

CUP shop

We sell a small range of standard and specialist clays, and basic tools and brush on glazes at CUP currently but will look to expand what we offer in the future.

Studio Event

Events at CUP will happen throughout the year. We aim to become a hub for ceramics in our region and we want to show you and your work off! You are welcome to join in whenever you would like to. *You will be expected to get involved in marketing and preparing for the sale if you sign up.* It's a good way to take your practice to the next level, and get to know other people in the studio. **Please note that it may not be possible to make work in the studio during sale days.** Ware sold through CUP events is done so with 20% commission.

Courses

At CUP we will run regular short and long courses to the general public and for the skill development of our members. ***This allows us to attract people to the studio and create essential revenue to subsidise the affordable studio access.*** Please work with us on this and allow us to prioritise the participants of these events over members on these occasions. We will inform members well in advance of any such events. **Please check the studio calendar regularly to save the disappointment of turning up during a course/event. You can find this at the foot of the courses page on the website www.cupceramics.com/courses**

Key dates are listed in the members area and will be updated regularly.

Members can get 10% off courses with the code MEMBERS10

We ask that this code is only used for specialist courses, and not standard courses *ie tasters, one day intensives, 4/6/10 week courses.* If you accidentally make a purchase of a standard course with the discount code, you will be asked to pay the difference or your booking will be cancelled. This inability to differentiate courses is due to current limitations of our web host Wix, thank you for your understanding.

Studio Info

We communicate about important studio matters and events through the studio WhatsApp group and via email. *It is for the benefit of our members to read it and stay up to date with what's happening in the studio.*

If you are unsubscribed to the wix mailing list, you may not receive email updates from us.

The Environment

CUP is a values led organisation, and one of the things that's most important to us is being genuinely environmentally responsible. Creating a sustainable world we all want to live in is the reason CUP came into being in the first place. In keeping with this ethos, don't fire things you don't want to keep, use clay and materials carefully to avoid waste, preserve water, and avoid using toxic substances as well as disposing of materials in an environmentally friendly way.

Thanks for reading and welcome to the studio!

