

Dev Ceramic Studio – Kiln Hire Terms and Conditions

By making a payment for kiln hire at Dev Ceramics Studio in Worcester, you confirm that you have read, understood, and agree to the following terms and conditions.

1. Kiln Hire Responsibilities

- **Independent Management:** Kiln hirers are entirely responsible for managing their own pieces.
- **Scope of Service:** Kiln hire includes access to the kiln only. Technical support from our staff is strictly limited to kiln-specific questions (e.g., programming firing temperatures).
- **Studio Space:** Kiln hire does not include general access to studio space for storage, finishing, or glazing. If you require space for any activities beyond dropping off and collecting your work, an hourly studio rate will apply, subject to availability.
- **Loading the Kiln:** You may choose to load your own work or request a studio technician to do it for you. Please note that our technicians are not responsible for providing tutorials or teaching kiln loading techniques.
- **Self-Loading Safety:** If you opt to load the kiln yourself, you must be fully confident in handling the equipment, elements, and kiln props safely. Dev Ceramic Studio is not liable for any injuries or health and safety incidents resulting from improper handling.
- **Care of Equipment:** All studio equipment must be handled with care and respect. Any damage caused to the kiln during self-loading—including misalignment or damage to internal components and heating elements—will result in a repair fee charged directly to the hirer.

2. Materials and Equipment

- **Personal Materials:** The use of personal materials (e.g., silica sand, wadding, specialized props) must be approved by the studio in advance.
- **Clean-Up:** It is the hirer's responsibility to clean up thoroughly after using any personal materials. If materials are left behind or the space requires clearing, an additional cleaning fee will be charged at the studio's discretion.
- **Glaze Catchers (Cookies):** Hirers must prepare and provide their own glaze catchers or "cookies" for any pieces that risk running. The studio is not responsible for damage caused by glaze dripping onto shelves.
- **Damage Fees:** Damage to any studio equipment—including kiln shelves, stilts, props, or the kiln itself—due to glaze runs, clay explosions (from trapped moisture/air), or improper use will result in a repair or replacement fee.

3. Firing Process and Outcomes

- **No Guarantees:** While we take the utmost care during every firing, the unpredictable nature of ceramics means we cannot guarantee the final outcome of your work. Dev

Ceramic Studio is not liable for issues such as cracking, glaze imperfections, bloating, or other firing-related damages.

- **Turnaround Time:** Firings generally take up to one week to complete from the scheduled loading date.
- **Schedule Variations:** Booking a slot does not guarantee an immediate firing. Delays may occasionally occur due to unforeseen circumstances, such as power outages, equipment maintenance, or scheduled rush firings.
- **Rush Firings:** If you have a strict deadline, it is your responsibility to plan ahead and request a "rush firing" prior to booking. Additional fees will apply for expedited services.
- **Collection:** We will notify you via email or phone as soon as your work is ready for collection.

4. Bookings, Cancellations, and Punctuality

- **Confirmation:** Bookings are only confirmed once payment has been received in full and an acknowledgment email has been sent.
- **Punctuality:** It is the hirer's responsibility to arrive on time for their scheduled slot. Arriving 30 minutes late or more may result in a denial of service without the option for a refund or reschedule.
- **Cancellation Policy:** All purchases are final. No refunds or exchanges will be provided once a booking is confirmed, including in the event of a no-show.
- **Notice Period:** Cancellations must be submitted in writing via email. Discretionary refunds or rescheduling may be granted if requested at least **7 days** before the scheduled hiring. Strictly no refunds or rescheduling will be offered for cancellations made within **48 hours** of the booking.
- **Studio-Initiated Changes:** Dev Ceramic Studio reserves the right to adjust schedules or cancel bookings due to unavoidable emergencies, such as kiln breakdowns or facility issues. In such events, a full refund or a rescheduled slot will be offered.

5. Liability and Additional Requests

- **Personal Property:** Hirers are solely responsible for their personal belongings and ceramic creations. Dev Ceramic Studio will not be held liable for any lost, damaged, or stolen items on our Worcester premises.
- **Special Requests:** Any specialized requests—such as extended hiring periods, custom firing schedules, or specific temperature holds—must be discussed and confirmed via email prior to booking. Additional charges will apply based on the request.