

TERMS AND CONDITIONS OF SERVICE

By registering for activities including, but not limited to, an event, workshop, membership, or class at Mudlab Pottery, you agree to our terms and conditions of service as described in this form as well as our “mud rules” attached to this document. Please read both articles thoroughly to best prepare for your time at the studio.

Mudlab Pottery reserves the right to refuse service to any individual who violates our rules and expectations of participation. Anyone who is refused service for violating our terms and conditions will not be granted a refund and will be asked to leave the premises immediately. Disrespectful and hateful behaviour towards staff and/or patrons will not be tolerated at any time and constitutes a violation of our terms.

All participants of activities at Mudlab Pottery participate at their own risk and fully accept and understand the possibility and risk of personal injury due to said activities and the use of related equipment within the space. This applies to both public and private activities. Mudlab Pottery is neither liable, nor responsible, for any personal injury, nor damage or loss of the personal property of its patrons.

Mudlab Pottery is not obligated to provide make-up sessions or refunds for missed classes, events, drop ins, or any other activity. It is the sole discretion of Mudlab Pottery whether or not to provide any reimbursement or make-up sessions for missed activities.

Participants understand that pottery is a difficult art with a steep learning curve and everyone develops at their own speed. Although our staff and volunteers will do their best to ensure your pieces and creations are completed, we cannot guarantee all participants will complete projects during their participation in activities, classes, workshops, and or drop-ins. Projects may remain incomplete for various reasons from time constraints, unintentional damage to items, glaze or kiln variables, or just the general fact that pottery is hard. Please have patience with your own progress as well as with our staff and volunteers as we work hard to ensure your journey is the best it can be.

MUD RULES

Welcome to mudlab! Please take the time to read through our guidelines to best understand how the studio works so you can get straight to the mud!

1. First things first, we want to get to know you! Please take the time to say hello to our staff when you arrive at the studio, we call this **checking in**, it helps us get to know each other and also makes sure we're aware of who's coming in and out of the studio for everyone's safety
2. **COVID-19 SUCKS**. But unfortunately, it's just the way it is. We're all doing our best to make things work, so please cooperate with all COVID-19 related rules and guidelines, both government and studio mandated. Social distancing is expected and although masks are no longer mandatory, we ask that you maintain respectful boundaries and wear a mask if you prefer. Please be aware of those around you and do your best to create a comfortable and safe environment for all. If you feel ill in any way or are experiencing any COVID symptoms please **do not come to the studio**. Stay at home, follow BC CDC public health guidelines, and please email us at hello@mudlab.ca to let us know of your situation.
3. We take our studio seriously and have pride in the work we do and the space we've created for you. Please be respectful of all studio property, staff, and members. We have a **zero-tolerance policy** for rude, discriminatory, or hateful behavior/speech directed towards our staff or members. **Racism, sexism, homophobia, transphobia**, or any other humanphobia has no place in our studio and you will be required to **leave immediately with no refund** if you engage in them.
4. Please work hard to keep the studio **clean and organized**. We cannot operate without the cooperation and help of our members and students to ensure things run smoothly. Keep track of your tools and equipment to ensure you are aware of your own muddy mess and aren't leaving it for someone else. If you notice a member being consistently messy/forgetful, please kindly let our staff know and we will give them a friendly reminder to grab a mop!
5. Take initiative and pride in **your studio**. We want mudlab to feel like home. If you think there is something that can be improved on or changed for the better, please don't hesitate to get in touch with us either in person or by email.
6. If you ever see a member needing help or doing something incorrectly, please be a good friend and offer a hand. **Mudlab is a judgement free zone** and we all go through the steep pottery learning curve at our own pace. If you are unsure of how something works, where things are, how to do something, or anything at all, **please follow our most important rule:**

JUST ASK!! :)