KERA

STUDIO RULES

KERA studio s.r.o.

1. GENERAL STUDIO RULES

1.1 These rules of the studio operated by our company KERA studio s.r.o., with its registered office at Nové Sady 988/2, 602 00 Brno, registered under file no. C 140870 kept by the Regional Court in Brno, Company ID (IČO) 220 10 912, e-mail: info@kerastudio.cz, tel: (+420) 730 600 980, set out binding rules for the use of the studio premises and conduct within them.

1.2 These studio rules are binding on all persons entering the studio premises, regardless of whether they have the status of a buyer within the meaning of our general terms and conditions available at the internet address https://www.kerastudio.cz/kera-studio_business-terms_en.pdf. By entering the studio, every entering person undertakes to comply with these rules.

1.3 The studio is self-service. There is no instructor to help you while creating. If you need a consultation, use the consultation hours: Brno – MON 16:00–20:00 / Prague – MON 18:00–21:00. (If you are a complete beginner, we recommend attending a modelling workshop first. There you will learn the basics as well as more advanced techniques of working with clay, engobes and glazes.)

1.4 We trust you to follow all the rules; trust us that we always strive to keep the studio running as simply as possible.

1.5 Visiting the studio is at your own risk. So please take care of your personal safety and follow these rules. Keep an eye on your personal belongings. We are not liable for any damage to health or property.

1.6 The studio is not intended for production for the purpose of commercial activity.

1.7 The studio is not suitable for children under 10 years of age; it is intended for the leisure relaxation of adults.

1.8 The studio has a limited capacity; please do not come to the studio with accompanying persons beyond this capacity.

1.9 Every visitor to the studio must have their own valid reservation – they must be registered in the reservation system, so that they can sign their products with their customer number.

1.10 If a visitor does not have their own reservation – i.e. they visit the studio on someone else's reservation – we may ask them to pay the full price of the reservation.

1.11 The studio space is monitored by cameras for your safety and the safety of our movable property. More information about the cameras and the processing of personal data can be found in the Privacy Policy available at the internet address https://www.kerastudio.cz/kera-studio_privacy-policy_en.pdf.

1.12 Only take finished products that you know are yours, to avoid mix-ups.

1.13 Please do not touch other people's products or move them to other shelves; they may get damaged.

1.14 If there is a ceramic kiln in the studio, do not touch it, do not handle it in any way and DO NOT PLACE ANYTHING ON THE KILN; the kiln heats up to high temperatures during firing and there is a risk of ignition.

1.15 Please note that if you cause demonstrable damage in the studio, you are obliged to compensate for it.

2. PRACTICAL RULES

2.1 Refreshments are available in the studio; please pay for them cashlessly via the tablet in the Sumup app.

2.2 Keep the studio door closed; all visitors enter using a unique access code.

2.3 BRNO – Use the toilets in the Mezzanine café at Údolní 15 during MON-FRI 8:00–22:00, SAT-SUN 10:00–22:00, or in the Kvítka studio in the apartment on WED and FRI 11:00–18:00.

3. RESERVATIONS AND ENTRY TO THE STUDIO

3.1 Create your studio reservation through the reservation system, where you choose the type of activity and the date on which you want to visit the studio.

3.2 You can pay for the reservation by card through the payment gateway or with a preloaded deposit. In the case of a gift voucher, we will load a deposit onto your customer profile, which you will use to book visits/workshops. (If you want to redeem a gift voucher, send us a photo of it or a link by e-mail together with your KERA customer account number. We will load the voucher onto your KERA account.)

3.3 After making the reservation, you will receive a unique code by e-mail, which you enter on the numeric keypad at the entrance to get inside.

3.4 The code is valid for the entire duration of the reserved visit, with a tolerance of 10 minutes before the start and after the end of the visit. However, this tolerance is not intended for cleaning up or for arriving before the scheduled reservation. Do your cleaning during the reservation so that you do not hold up visitors who have a reservation right after you.

3.5 Within one hour you can use up to 1.5 kg of clay for modelling, or up to 2.5 kg of clay for the wheel. Use the scale in the studio to weigh the material.

3.6 If you need more clay during one visit, you can buy additional material and pay cashlessly via the Sumup app. The price of 1 kg of clay is CZK 40.

3.7 Always take clay from opened packages first. Wrap the clay package carefully and seal it with tape so that the clay does not dry out. Throw unused clay scraps, failed products and leftover mixed slip into the box designated for recycling the corresponding type of clay. We will then process the clay and reuse it.

3.8 Carefully mark your products on the underside – i.e. where the product stands and is not covered with glaze – with your customer number. Use a stylus, a stamp or an UNDERGLAZE pencil when glazing a bisque piece. We cannot identify unsigned products, nor process them further. Unsigned products will be recycled, dismantled or designated for charity sale.

3.9 Wrap unfinished products and products awaiting trimming in plastic, seal them with tape and sign them with your number and the date of production so that they do not dry out. Then place them on the shelf. We recommend booking your next studio visit within 7 days right away to finish your product.

3.10 Finish your items within 4 days. After that, they will be recycled. Dry items will be automatically recycled. If you need more time, please let us know.

3.11 We consider unwrapped and signed products to be finished; once dry, they will be fired.

3.12 Place finished and trimmed signed products on the appropriate rack. Please do not wrap finished products in plastic any more; they must dry out before firing.

3.13 After working, clean your workspace and the pottery wheel. Wash the tools you used, dry them and return them to their original place. Likewise, clean up the dishes and any washing trough after yourself.

3.14 Please note that in the event of a serious or repeated breach of these rules, we may cancel your reservation without any right to a refund of the amount paid and, where applicable, refuse further entry to the studio.

4. LEAVING THE STUDIO

4.1 Make sure the clay packages are closed and sealed so that they do not dry out.

4.2 Make sure you have taken all your personal belongings from the studio.

4.3 Make sure you clean up your workspace, return clean and dry tools to their place, and that the sink is clean after you leave.

4.4 If you are the last one to leave and no one else is in the studio, turn off the ceiling lights.

4.5 When leaving the studio, make sure the door is closed behind you.

5. GLAZING FIRED PRODUCTS AFTER THE 1ST FIRING (AFTER BISQUE FIRING)

5.1 We will invite you to glaze your products by e-mail. Please book a glazing session within the following 14 days. You will find your products for glazing on the shelf in the studio under your customer number. You will find the glazing rules below in these rules.

5.2 If unglazed products remain in the studio even after 14 days, we will send you a reminder e-mail. If you do not glaze them even after the reminder and do not collect them without excuse within a further 14 days, the products will be designated for disposal, dismantling or charity sale.

6. RULES FOR GLAZING AND DECORATING PRODUCTS

6.1 Glazes

6.1.1 Glaze using the pouring, draining or dipping techniques.

6.1.2 Before glazing, always thoroughly stir the glaze settled at the bottom of the container. The glaze must not contain lumps or chunks. (You can check proper mixing by dipping a clean finger into the glaze.)

6.1.3 If you want to apply glaze with a brush, please note that we do not guarantee the final appearance of the product. The glazes are primarily intended for pouring, draining or dipping. A brush is best used with glaze for decorative purposes, for example strokes, splattering or dotting.

6.1.4 Carefully clean the surface on which the glazed products will stand in the kiln with a damp sponge to remove excess glaze. This will prevent the product from sticking to the kiln shelf and protect both the kiln and the products of other visitors.

6.1.5 When dipping a product into glaze, follow the three-second rule so that the glaze is absorbed properly. Do not overdo it, however; pouring or dipping for too long creates a thick layer of glaze that may run, bubble or crack during firing. Such a layer can damage the kiln shelves as well as other people's products. If your product causes damage to a shelf or someone else's product, we will require compensation of CZK 500–1,000 depending on the extent of the damage.

6.1.6 If your customer signature inside the product gets covered with glaze (despite the rule that products should always be signed on the underside), the signature needs to be written again on the underside of the product using ceramic pencils marked UNDERGLAZE. Without a

legible signature, we unfortunately cannot match the product to its owner. We dispose of unsigned products or products with the customer number covered by glaze within 1 month, unless the customer claims them by e-mail.

6.2 Engobes

6.2.1 If you decide to decorate your products or bisque pieces with engobe, apply it to the product with a brush in three to four layers.

6.2.2 Always apply engobes and UNDERGLAZE pencils under the glaze. Do not use engobes on top of glaze.

6.2.3 Engobes do not serve as a glaze, so do not apply them over the entire surface. The product would be "suffocated" and could not absorb the transparent glaze. → If you are not sure about glazing, we will be happy to glaze your product with transparent glaze for you once the engobe has dried. Just let us know with a note next to the product or by e-mail at info@kerastudio.cz.

6.2.4 Engobes and UNDERGLAZE pencils stand out best under transparent glaze. Under other glazes, the colours of engobes and pencils will fade away.

6.2.5 You can mix engobes with each other to create new shades. Always use a palette with a smaller amount of engobe and add more gradually.

6.2.6 Return the material and washed tools, dry, to their place after decorating.

7. KERA BISQUE PIECES INTENDED FOR DECORATING AND GLAZING

7.1 You will find bisque pieces on the designated shelf in the studio. ATTENTION: always use our KERA bisque pieces for glazing. You can recognise them by the KERA logo on the underside of the piece and the price written on it, which disappears after firing in the kiln.

7.2 After paying by credit payment at the terminal, take the product from the shelf and sign it immediately with an UNDERGLAZE pencil with your customer number. If you forget, we will not be able to trace the owner of the piece. If you do not receive an e-mail with the message "YOU'RE DONE" within 14 days, you can contact us by e-mail, describe your glazed piece and ideally send us a photo of it. We will then find the product among the incorrectly signed products.

7.3 The studio also has bisque pieces intended for decorating with engobe. You can apply engobe to these pieces with a brush in three to four layers. Once the engobe has dried, you can dip the product in transparent glaze for three seconds, which will ensure the best result.

8. COLLECTING FIRED GLAZED PRODUCTS (AFTER THE 2ND FIRING):

8.1 BRNO – You can collect your finished products at the KERA store at Údolní 19 during opening hours: Wednesday 11:00–18:00, Friday 11:00–18:00. You will receive an e-mail entitled "YOU'RE DONE" informing you that your products are finished. The collection period is 14 days from the delivery of the e-mail.

8.2 PRAGUE – You can collect your finished products at the KERA studio at Veletržní 11 on Mondays 18:00–21:00 or by arrangement with our manager Simona at the Prague e-mail: praha@kerastudio.cz. The collection period is 7 days from the "YOU'RE DONE" e-mail being sent. Do not take products from the shelves yourself without our supervision. Please respect the opening hours. We cannot hand over products on other days. In urgent cases, arrange an alternative date by phone or e-mail.

8.3 Please collect your finished products regularly. We will always alert you to uncollected products with a reminder e-mail. If you do not collect your product within 14 days of the reminder and without excuse, the product will be designated for disposal, dismantling or charity sale.

9. CHANGES TO THE RULES

9.1 We reserve the right to reasonably change these rules at any time, in particular for operational, safety, technical or organisational reasons. A change takes effect on the day of its publication on our website or its posting in the studio. The current version of the studio rules is always available on our website and you are obliged to familiarise yourself with it before using the studio.

10. BREACH OF THE RULES

10.1 Please note that if you breach these rules, we reserve the right to terminate any contract with you or to deny you access to the studio. Likewise, if you cause any damage to us or to anyone else in the studio, we may claim such damage from you.

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