



Kiln Hire Terms & Conditions:

What is Included:

- Your kiln hire payment includes 30 minutes upon drop off to touch up any glazes that may need it.
- The kiln will be loaded for you by a trained technician.
- Your work will be stored at SET Ceramics for up to 4 days after it has been fired.

Type of Work:

- Bisque work must be bone dry. We will not slow fire work that is still wet.
- We do not fire combustible materials, raw glazed works or found clay (there are too many variables, and rigorous testing is needed)
- No oxides or stains on the base of the work (or supply a kiln cookie for it to sit on)

Your Responsibilities

- You must arrive on time for your booking. Arrival 30 minutes late or more without communication may result in cancellation of your booking without refund.
- It is your responsibility to supply prepared kiln cookies, sand, props or any other support the work needs inside the kiln and to inform us prior to delivering the work of this.
- It is your responsibility to look at our shelf measurements and work out how much space you will need. If you hire a single shelf and your work spills over onto another shelf, we will charge for 2 shelves worth.

Firing & Damages:

- Although every care is taken with your work, the technician is not liable for any damage caused to the work during the firing; explosions due to wet clay, cracking, warping or improper glaze fit. It is your responsibility to determine if your work is dry enough, and if it suits our kiln firings. You are welcome to check with the technician via email before confirming your booking.
- Any damage to kiln equipment caused by clay explosions, glaze runs or oxide stains will incur a repair or replacement charge at the studio's discretion.

Firing Times & Storage:

- Your work will go into the kiln on the day of drop off, unless stated otherwise during busy periods.

- We are unable to store fired works for **more than 4 days**. You must arrange your kiln hire date bearing in mind it takes 2 full days to complete the firing. Any work not collected within 4 days after a collection email has been sent will incur a charge of £5 per extra day.

Collection:

- We will inform you by email when your work is ready to be collected.
- You must arrange the collection time & date with the technician. The studio is not open to the public, and the technician is not always on site.
- Please provide your own packaging to take your work with you.

Bookings & Payment:

- We require full payment upfront before a booking can be confirmed.
- No refunds or exchanges will be made if you do not show up to your booking, unless pre-agreed changes have been made with the technician.
- Cancellations must be made no less than 48 hours before the booked date
- Cancellations made within 48 hours of the booking will not be refunded or rescheduled.
- We reserve the right to cancel or postpone a booking due to kiln failure, kiln repair or building issues. We will rearrange this with you directly when possible.