Membership Policy

Clear terms for independent studio membership

Effective 12 September 2026

By purchasing or using a P4Pottery membership, you agree to the following terms and conditions.

P4Pottery is an inclusive and welcoming studio where people of all backgrounds, identities, abilities and levels of experience are treated with dignity and respect. We welcome people regardless of race, culture, nationality, religion, age, disability, sex, sexual orientation, gender identity or gender expression.

Discrimination, harassment, bullying, threatening behaviour and disrespectful conduct are not accepted. Everyone who uses the studio is expected to help maintain a safe, supportive and respectful environment where all members can feel comfortable, create freely and enjoy being part of the P4Pottery community.

1. Membership eligibility

P4Pottery memberships are designed for people who have enough previous pottery experience to work safely and independently in a shared studio.

Membership sessions are for independent practice and do not include structured tuition. Members must follow studio procedures and any safety directions provided by P4Pottery.

All new members must complete a studio orientation with the Studio Manager during their first session before using the facilities independently.

2. Membership plans and access

Membership access is determined by the plan purchased:

Plan	Weekly allowance	Access window
Weekday Basic	1 × 3-hour session	Mon–Fri, 10:00 am–5:00 pm

Plan	Weekly allowance	Access window
Weekday Plus	2 × 3-hour sessions	Mon–Fri, 10:00 am–5:00 pm
Anytime Basic	1 × 3-hour session	Mon–Fri, 10:00 am–9:00 pm; Sat, 12:00–6:00 pm
Anytime Plus	2 × 3-hour sessions	Mon–Fri, 10:00 am–9:00 pm; Sat, 12:00–6:00 pm
Frequent Makers	4 × 3-hour sessions	Mon–Fri, 10:00 am–9:00 pm; Sat, 12:00–6:00 pm

The studio is closed on Sundays and ACT public holidays.

3. Wheel and handbuilding – area access

P4Pottery has 17 pottery wheels: 10 in the members' area and seven in the teaching area, including one designated teacher's wheel. Wheels are available on a first-come, first-served basis and cannot be reserved individually. Members should use the wheels in the members' area first. When no class is running and all 10 members' wheels are in use, members are welcome to use an available wheel in the teaching area. Teaching area wheels remain reserved for classes while teaching is in progress.

The shared handbuilding area contains three large tables and can seat up to 24 makers. Table spaces are available on a first-come, first-served basis and must be shared considerately. Parts of the handbuilding area may be reserved for scheduled workshops or private events. When the members' handbuilding tables are fully occupied and no classes are running, you are welcome to use the handbuilding tables in the teaching area. Please leave the space clean and ready for the next class.

P4Pottery also has a dedicated, well-lit social media corner where members may photograph finished pieces and works in progress during their booked sessions. Members must handle the setup carefully, keep clay and wet materials away from photography equipment, and leave the area clean and ready for the next maker. When sharing their work online, members are warmly encouraged to tag @p4pottery and use #p4potterystudio so we can celebrate and share their creations too.

Access is subject to studio capacity and the availability of bookable sessions. Membership does not guarantee a particular day or time.

4. Weekly session allowance

For membership booking purposes, each week runs from Monday to Saturday.

Members may book only the number of weekly sessions included in their plan. Unused sessions do not roll over, accumulate, convert to credit or transfer to another person.

Memberships and session allowances are personal and non-transferable. A member may not give, sell or share a session with another person.

5. Booking studio sessions

All studio sessions must be booked in advance through the member dashboard.

Members may book sessions for the current week and the following week. New bookings may be made until the scheduled session begins, provided a place remains available.

Each booking provides up to three hours of studio access. Members must allow approximately 15 minutes at the end of every session to clean their workspace, tools and equipment.

Members must arrive and leave within their booked session time. Booking a session does not provide access outside the hours included in the member's plan.

6. Cancelling or rescheduling a studio session

A booked studio session may be cancelled or rescheduled through the member dashboard up to one hour before its scheduled start time.

Cancellations or rescheduling attempted less than one hour before the session start time may not be accepted. Late cancellations and missed sessions count as used sessions and will not be reinstated, credited or carried forward.

7. Membership payments

Membership payments recur automatically each month on the member's billing date and continue until the membership is cancelled.

Members are responsible for ensuring that their payment information remains current and that payments can be processed when due.

If a payment cannot be processed, P4Pottery may suspend studio access until the outstanding payment has been resolved.

8. Cancelling a membership

Members cannot cancel their membership through the member dashboard.

To cancel a membership, the member must send a written request to hello@p4pottery.au before their next billing date.

Once a cancellation request has been processed, P4Pottery will send an email confirming that the cancellation has been accepted. If the member does not receive confirmation within seven days of submitting the request, they must contact P4Pottery.

It is the member's responsibility to request cancellation and ensure that confirmation has been received. Non-attendance does not automatically cancel a membership.

Payments already processed are non-refundable, except where a refund or other remedy is required under the Australian Consumer Law.

9. Clay, tools, glazes and firing

Use of shared studio tools and selected studio glazes is included in the membership.

Members must purchase clay from P4Pottery unless another clay body has been approved in advance. Member clay is available at a discounted price.

Firing is not included in the monthly membership fee and is charged separately at the member rates shown on P4Pottery's current firing price list, available in the studio and online.

The standard combined firing fee covers one bisque firing and one glaze firing. It is calculated using the finished weight of the pieces after glaze firing. Studio staff will weigh and record the work, and payment must be made before collection.

Bisque-only work is weighed and charged after bisque firing, before collection. Additional firings (a second glaze firing to adjust the finish or try to correct a glaze issue, decorative firing for lustre or gold) are charged separately. Oversized or unusually space-consuming pieces may require a separate quote, agreed before firing.

Only work made from approved clay and materials may be submitted for firing. P4Pottery may refuse to fire work that is unsuitable, unsafe, improperly prepared or made from unidentified materials.

Ceramics can crack, warp, break, discolour or be otherwise affected during drying and firing. Although reasonable care will be taken, successful results cannot be guaranteed.

Members must not operate kilns or enter restricted kiln areas unless expressly authorised by P4Pottery.

10. Storage and personal belongings

Weekday Basic, Weekday Plus, Anytime Basic and Anytime Plus memberships each include one allocated 30-litre plastic storage tub. The tub may be used to store the member's approved clay, personal tools and works in progress.
Frequent Makers membership includes one allocated 30-litre plastic storage tub, together with the remaining space on one full storage shelf for additional clay, tools and works in progress.

All items must fit safely within the member's allocated storage space and be clearly labelled where required. Members remain responsible for their tools, materials, works in progress and other personal belongings.

Items must not obstruct shared spaces, walkways, equipment or other members' storage.

11. Clay recycling and reclaim

Members are responsible for recycling and reclaiming their own clay. Personal reclaim must be stored within the member's allocated storage space, clearly labelled and managed in accordance with studio procedures.

Members who do not wish to reclaim their own clay may place suitable clay in the designated studio reclaim container or ask P4Pottery staff for assistance. Clay contributed to the studio reclaim becomes part of P4Pottery's shared recycling system and will not be processed or returned to the member separately.

Different or unidentified clay bodies, contaminated clay, plaster-contaminated clay and other unsuitable materials must not be added to the studio reclaim. Members should ask before disposing of anything they are unsure about.

12. Cleaning and studio care

Members must clean all wheels, tables, tools, equipment, sinks and surrounding work areas used during their session.

Clay must not be washed directly into ordinary sinks. Members must follow the studio's clay-water, recycling and waste procedures.

Shared tools and equipment must be returned clean and to their designated places before the member leaves.

Members may be charged for deliberate or negligent damage to studio equipment or property.

13. Safety and conduct

Members must:

- follow all studio safety procedures and reasonable staff directions;
- use equipment only for its intended purpose;
- wear appropriate clothing, footwear and protective equipment where required;
- not attend the studio when unwell, experiencing symptoms of a potentially infectious illness or likely to place others at risk;
- treat staff, visitors and other members respectfully;
- avoid behaviour that is unsafe, disruptive, discriminatory, threatening or damaging;
- report accidents, breakages, hazards and equipment faults promptly; and
- leave the studio secure when required.

Membership access is for the registered member only. Guests may not participate in a member's studio session unless they have a separate valid booking or prior approval from P4Pottery.

14. Suspension or termination by P4Pottery

P4Pottery may temporarily suspend or terminate a membership where a member:

- repeatedly disregards studio procedures or safety directions;
- behaves in a way that places people, property or equipment at risk;
- misuses their membership or allows another person to use it;
- repeatedly leaves work areas or equipment unclean;
- causes deliberate or negligent damage;
- behaves abusively, threateningly or disruptively; or
- fails to pay membership fees when due.

Where appropriate, P4Pottery will contact the member and provide an opportunity to address the issue before terminating the membership. Immediate suspension may be necessary where there is a serious safety or conduct concern.

15. Studio availability and closures

The studio is closed on Sundays and ACT public holidays.

P4Pottery may also occasionally adjust session availability or close the studio for maintenance, holiday periods, emergencies, safety concerns or circumstances outside its reasonable control.

Where reasonably possible, members will be given advance notice of planned closures or significant changes affecting studio access.

16. Member Handbook

Members must also follow the operational, safety, equipment, cleaning and firing procedures contained in the current P4Pottery Member Handbook.

The Member Handbook supports this policy and explains how to use the studio safely and respectfully. If there is an inconsistency between the handbook and this Membership Policy, this policy will take precedence.

17. Australian Consumer Law

Nothing in this policy excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded under the Australian Consumer Law.

18. Acceptance

By purchasing or continuing to use a P4Pottery membership, the member confirms that they have read, understood and agreed to this Membership Policy and the P4Pottery Member Handbook.