

# CLAY TEMPLES.co

Tamborine Mountain, QLD  
A gentle guide to how we work.





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*Part One*

# The Clay Temple Way

How we welcome, teach, and care for every student.





## Module 1

# The Clay Temple Way

*Why we go slowly, and what that really means.*

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Clay Temple is a small studio. Students walk through our door to slow down — not to be reminded of a busy life. Everything we do, from how we greet a student to how we tidy a wheel, should feel unhurried.

*Our #1 rule: never rush. Not the class, not the student, not yourself. Slow is the product.*

### We work with living things

We don't just work with pottery — we work with people, clay, water, fire, and weather. Every piece is unique. Every day is different. Because we work with natural materials and the elements, some things are simply outside of our control.

### Your role in one sentence

Create the best possible experience for every student, while always working within our Terms & Conditions.

## A gentle check-in

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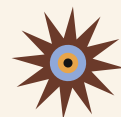
### 1. A student arrives five minutes late and has missed the first few steps of wheel throwing. What do you do?

- a) Stop the class and redo every step so the latecomer doesn't miss out
  - ✓ b) Calmly catch them up one-on-one — the rest of the class shouldn't have to stop
  - c) Tell them they'll have to wait until the next class
- *Late students are caught up quietly and individually. The students who arrived on time shouldn't lose their flow.*

### 2. Why can't we promise a fixed collection date?

- a) We're disorganised on purpose
  - ✓ b) We work with natural materials — weather, drying and firing vary
  - c) Because management says so
- *Clay, water, fire and weather all decide the timeline with us.*





## Module 2

# Be Kind First

*People remember how we made them feel.*

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Kindness isn't a soft skill here — it's the whole job. Every interaction, even a difficult one, is an invitation to make someone's day gentler.

### Always

- Smile.
- Stay calm.
- Listen before responding.
- Be patient.
- Never argue or become defensive.
- If you don't know the answer, ask.

*Our goal isn't to win conversations. Our goal is to help people enjoy their Clay Temple experience.*

## A gentle check-in

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### **1. A student insists their pot should have been ready last week and is getting frustrated. What's your first move?**

- a) Explain why they're wrong
  - ✓ b) Listen fully, stay calm, then explain the process
  - c) Promise to have it ready tomorrow
- *Listen first. Never promise timeframes we can't control.*

### **2. A student asks a question and you genuinely don't know the answer. You should...**

- a) Make a best guess so you sound confident
  - ✓ b) Ask a senior team member — or if they're busy, take the student's email and send the enquiry through so we can follow up
  - c) Tell them to check the website when they get home
- *We never guess. If we're unsure, we ask — and if no one's free, we make sure the student is followed up by email, not left hanging.*





## Module 3

# Follow the Process

*Our Terms & Conditions protect students and the studio.*

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Consistency is more important than speed. Every student should get the same clear answer from every teacher.

### Never promise (without management approval)

- Refunds
- Free classes
- Replacement pottery
- Compensation of any kind

*If you're unsure — stop and ask. It's always the right move.*

## A gentle check-in

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### 1. A student's mug cracked in the kiln and they'd like it replaced. You should...

- a) Offer a free replacement pot on the spot
  - ✓ b) Apologise, explain firing is unpredictable, and check with management before promising anything
  - c) Tell them all sales are final and move on
- *Educate before you apologise. Explain before you promise.*

### 2. Consistency vs speed — which wins at Clay Temple?

- a) Speed
  - ✓ b) Consistency
  - c) Whichever the student prefers
- *Consistency across the team is what protects everyone.*





## Module 4

# Set Clear Expectations

*Most enquiries can be prevented by explaining early.*

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### Always remind students

- Pottery generally takes 4–8 weeks.
- Weather and humidity affect drying times.
- Kilns are loaded when pottery is ready — not on a fixed date.
- Pottery is handmade and every firing is different.
- Students can track their pottery through our Track Your Pot App.

*When students understand the process, they're much more relaxed and confident — and we get far fewer worried emails.*

## A gentle check-in

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### 1. What is the general turnaround for finished pottery?

- a) 1–2 weeks
  - ✓ b) 4–8 weeks
  - c) Whenever the kiln feels like it
- *4–8 weeks is the honest, standard timeframe to give every student.*

### 2. Kilns are loaded when...

- a) The calendar says so
  - ✓ b) The pottery is completely dry and ready
  - c) There are enough bookings
- *Never on a fixed date. Always when the work is ready.*





## Module 5

# Leave Every Student Better Informed

*No student should leave wondering 'what happens now?'*

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### Before ending any conversation, ask yourself:

- Does the student know what to do next?
- Have I explained the process clearly?
- Have I answered their question?
- Have I stayed within our studio policies?

*If all four are yes — you've communicated the Clay Temple way.*

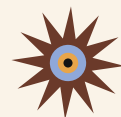
## A gentle check-in

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### 1. Which of these is NOT part of the end-of-conversation check?

- a) Have I answered their question?
  - b) Have I stayed within our policies?
  - ✓ c) Have I offered them a discount?
- *We never offer discounts or compensation without management approval.*





## Module 6

# Before Every Student Leaves

*The best customer service happens before a question is even asked.*

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Every teacher must complete this checklist before students leave the studio. Take your time — this is the moment that prevents 90% of future confusion.

### ✓ Confirm contact details

- Mobile number
- Email address

If these are incorrect, students won't receive updates.

### ✓ Every student leaves with their unique pottery code

Examples: H45, O97, M53. Encourage every student to take a photo of their code before leaving. The code is required for tracking, glaze classes, collection, and any future enquiry. Without it, finding their pottery becomes much harder for everyone.

### ✓ Help them sign up to the Track Your Pot App

Show them where to sign up, how to enter their code, and how to track progress. This dramatically reduces future emails and phone calls — and gives students confidence.

### ✓ Explain what happens next

- Pottery generally takes 4–8 weeks
- Weather may affect drying and firing times
- Kilns are loaded when pottery is completely dry
- They can track progress through the app
- Including their pottery code in any message helps us help them faster

*No student should ever leave wondering: 'What happens now?'*

## A gentle check-in

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### 1. A student is about to leave and hasn't written down their pottery code. You should...

- a) Let them go — they can email us later
- ✓ b) Encourage them to take a photo of the code before leaving
- c) Write it on their pot

→ *A photo of the code saves everyone future stress.*





## **2. Why do we help students sign up to the Track Your Pot App in the studio?**

- a) It's a legal requirement
  - ✓ b) It reduces future emails and gives students confidence
  - c) So we can market to them
- *The app is our best tool for keeping students calm and informed.*

## **3. Which is NOT on the leaving checklist?**

- a) Confirm mobile and email
  - ✓ b) Give them a firm collection date
  - c) Explain the 4–8 week turnaround
- *We never give a firm date — kilns run when pottery is ready.*





## Module 7

# The Clay Temple Standard

*The six lines to carry with you every shift.*

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- We educate before we apologise.
- We explain before we promise.
- We stay calm when others don't.
- We follow our process every time.
- We never guess — if we're unsure, we ask.
- We always leave students feeling informed, welcomed, and excited to come back.

*Because great communication starts long before the pottery is ready.*

## A gentle check-in

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### 1. Complete the standard: 'We educate before we \_\_\_'

- ✓ a) apologise
- b) promise
- c) charge

→ *Educate first. Apologies come after understanding.*

### 2. 'We explain before we \_\_\_'

- a) leave
- ✓ b) promise
- c) argue

→ *Explanations prevent promises we can't keep.*





*Part Two*

# Terms & Conditions

The full Clay Temple.co studio policies — your reference for every scenario.





# Terms & Conditions

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These are the full studio policies. Use this section as your reference whenever a student asks about rescheduling, refunds, shipping, holding fees, breakages, or media use. When in doubt, quote the policy.

## 1. Introduction

Welcome to Clay Temple.co. These Terms of Service (the "Terms") govern your use of our website <https://claytemplepottery.com/> (the "Site") and any services, products, or content provided by Clay Temple Pottery (collectively, the "Services"). By accessing or using our Site, you agree to be bound by these Terms. If you do not agree, please do not use our Site.

## 2. Changes to Terms

We reserve the right to modify these Terms at any time. Changes will be posted on this page with an updated effective date. Your continued use of the Site after any such changes constitutes your acceptance of the new Terms.

## 3. Use of the Site

### Eligibility

You must be at least 18 years old or have the consent of a parent or guardian to use our Site and Services.

### Account Responsibilities

If you create an account, you are responsible for maintaining the confidentiality of your account information and for all activities that occur under your account. You agree to notify us immediately of any unauthorised use of your account.

### Prohibited Activities

Using the Site for any illegal or unauthorised purpose; harassing, threatening, or defaming others; interfering with or disrupting the Site or servers; attempting to gain unauthorised access to any part of the Site or its systems.

## 4. Orders and Payments

### Product Descriptions

We strive to provide accurate descriptions of our products. However, we do not warrant that product descriptions or other content on the Site is accurate, complete, reliable, or error-free.

### Pricing

Prices for products/classes are subject to change without notice. We reserve the right to correct any errors in pricing or product information.

### Payment

All payments are processed through secure third-party payment processors. You agree to provide accurate and complete payment information.

### Order Confirmation

After placing an order, you will receive an email confirmation. We reserve the right to cancel or modify orders if necessary.

## 5. Shipping and Delivery





### **Shipping**

We will make reasonable efforts to ship your order in a timely manner. Shipping costs and delivery times may vary based on your location and the shipping method selected. We charge a flat fee of \$80.00 to ship pots domestically.

### **Risk of Loss**

Risk of loss or damage to products passes to you upon delivery.

## **6. Returns and Refunds**

### **Returns**

Our return policy is outlined on our Site. Please review the policy before making a purchase. Return requests must be made within the specified period and in accordance with our return policy.

### **Refunds**

Refunds will be processed according to our return policy and may be subject to deductions for shipping and handling.

## **7. Intellectual Property**

### **Ownership**

All content on the Site, including text, images, logos, and graphics, is the property of Clay Temple.co or its licensors and is protected by intellectual property laws.

### **Usage**

You may not reproduce, distribute, or create derivative works from any content on the Site without our express written permission.

## **8. Disclaimers and Limitation of Liability**

### **Disclaimers**

The Site and Services are provided on an "as-is" and "as-available" basis. We make no warranties, express or implied, regarding the Site or the products and services offered.

### **Limitation of Liability**

To the maximum extent permitted by law, Clay Temple.co is not liable for any indirect, incidental, consequential, or punitive damages arising out of or related to your use of the Site or Services.

## **9. Indemnification**

You agree to indemnify and hold harmless Clay Temple.co and its affiliates, officers, directors, employees, and agents from any claims, liabilities, damages, losses, or expenses arising out of or related to your use of the Site or violation of these Terms.

## **10. Governing Law**

These Terms are governed by and construed in accordance with the laws of Queensland, Australia, without regard to its conflict of laws principles. Any disputes arising under these Terms will be resolved in the courts of Australia.

## **11. Contact Us**

Clay Temple.co

Email: [hello@claytempleco.com.au](mailto:hello@claytempleco.com.au)

Address: Shop 1, 161 'Gallery Walk' Long Road, Tamborine Mountain QLD 4272

## **12. General Conduct**

Any disruptive behaviour or actions that compromise the safety or well-being of others may result in removal from the studio without refund.





All students are expected to treat the studio, equipment, instructors, and fellow participants with respect.

### **13. Liability for Damaged Studio Pieces**

While our studio provides a creative space and guidance for all students, accidents can happen. In the event that you accidentally break or damage another student's pottery, or Clay Temple.co's pottery, the following conditions apply:

#### **Liability for Damaged Work**

If you break or damage another student's pottery piece, you will be required to reimburse the other student for the Class Cost of the damaged item. The labour cost includes the time and effort required to make and glaze the piece, as well as any potential material costs, booking fees, or in Clay Temple's pottery the cost of the item damaged/broken.

#### **Payment Due**

If you are responsible for breaking someone's pottery, payment for the class cost is due on the day of the accident to compensate the other student's experience.

### **14. Studio Responsibilities**

#### **Studio Provided Materials**

The studio is not responsible for any loss or damage to personal property or work left unattended in the studio.

#### **Instructor Supervision**

Instructors are present to guide and assist with the creative process but are not responsible for accidents or mishaps resulting from students' handling of materials or equipment.

### **15. Liability for Damaging or Breaking Pottery**

We understand accidents can happen, but we ask for your responsibility and respect for others' work, as well as studio property.

#### **Breakable Pots for Sale**

Our studio offers breakable pots and other items for sale around the workspace. These pots are for display or purchase by customers, and they are often fragile or decorative.

#### **Responsibility for Damaged Pots**

If you accidentally break or damage any of the pots on display that are for sale in the studio, you will be required to pay for the full price of the pot, as it is considered a sale item. This cost includes both the price of the pot itself and any associated labour or preparation costs involved in its creation.

#### **Pricing of Damaged Items**

The cost of the broken pot will be the retail price as marked on the item, and full payment will be expected immediately upon incident.

#### **Damage to Other Students' Work**

In the event that you break or damage another student's pottery, you will be required to cover the labour cost of the piece, which includes the time and effort it took to create, glaze, and finish the piece, as well as any relevant materials. The studio will provide an estimated labour cost for reimbursement.

### **16. Pottery Holding Fee Policy**

At Clay Temple Co., we're thrilled that you've chosen to create with us. As our studio space is small and we have a large number of students coming and going, we've implemented a Holding Fee to ensure we can continue providing space for all of our students' work.

#### **Fee Amount**





\$15.00 per person will apply to pottery left for pickup after more than 60 days from the completion of a class. Students who wish to attend their glaze class more than 60 days after text notification will also be liable to pay \$15.00 per person to attend that glaze class.

#### **Purpose**

This fee helps cover the cost of storing your items. Each shelf space is precious and in high demand, and the fee allows us to manage the limited storage and continue providing space for all students' pottery.

#### **Fee Application**

The holding fee will be added to the original cost of your pottery and must be paid before the release of your pieces.

#### **Timeframe**

If pottery is not picked up within 60 days, the holding fee will be charged. After 6 months from the completion of the class, Clay Temple Co. reserves the right to dispose of any uncollected items.

### **17. Overbooking / Minimum Booking Policy**

At Clay Temple.Co, we are committed to providing a calm, inspiring, and enjoyable creative experience. Occasionally, due to the nature of working with multiple booking platforms, our system may experience overbookings. While rare, we have a clear and fair process in place to resolve any issues.

#### **Bring a Friend**

Occasionally, another booking may change, leaving a single participant below our minimum requirement of two people. In these cases, students are welcome to invite a friend to join. We'll always do our best to help make the session work wherever possible.

#### **Reschedule Your Session**

We will offer to move the session to another available time on the same day or to another day that suits best.

#### **Credit Voucher**

If rescheduling is not convenient, we can issue a voucher equal to the full value of the original booking. Valid for 12 months and usable toward any future class.

#### **Partial Refund (up to 40%)**

In more severe or unavoidable cases, we may offer a partial refund of up to 40%, assessed on a case-by-case basis if the student does not wish to attend the class after communication about a possible same-day change. We will never cancel a class.

#### **Studio Rescheduling Rights / TBC Status**

Clay Temple.Co reserves the right to reschedule any class booking within a 24-hour window where necessary — teacher/staff unavailability, construction or building closures, studio maintenance or electrical issues, equipment malfunctions, or unforeseen safety concerns. Bookings placed into TBC status may be rescheduled within a 12-month period from the original booking date.

#### **Communication & Collaboration**

Our priority is always to work with the student to find the best possible solution first — rescheduling, vouchers, or alternative sessions. For any questions, contact [hello@claytempleco.com.au](mailto:hello@claytempleco.com.au).

### **18. Weather-related Closures / Force Majeure**

In severe weather events (cyclones, flash flooding, bush fires, etc.) we will always do our best to accommodate rescheduling of classes or pick-up times. Please keep an eye on our social media channels for weather-related updates.

#### **Severe Weather and Safety**

Clay Temple Co prioritises the safety of all students and staff. In the event of severe weather, classes may be rescheduled at the discretion of the studio.





### **No Refund Policy**

In accordance with our Terms and Conditions and Australian Consumer Law, fees paid for classes cannot be refunded due to severe weather, as significant portions of the fee are allocated to teacher wages, studio preparation, and materials in advance.

### **Rescheduling**

Students will be offered the opportunity to reschedule at the earliest safe and convenient date. Reschedule vouchers will be sent out valid for one year. Additional goodwill gestures may be offered at the studio's discretion.

## **19. Policy for Students Who Can't Attend the Glaze Session**

For domestic (and international) students who cannot return to glaze their pottery, we are happy to have one of our experienced teachers hand-glaze pieces on the student's behalf. This service carries an additional charge.

### **Glazing Fee**

\$16.00 per person for a teacher to hand-glaze on the student's behalf.

### **Shipping Fee**

Flat \$80.00 domestic. For larger groups the fee depends on weight and numbers. International: speak to a teacher on the day.

### **Colour Selection**

Glaze colour is chosen at the discretion of both the student and the teacher based on available glazes. If no colour is requested, we typically finish with a translucent glaze or gloss white glaze.

### **Hand-Glazing Process**

Our teacher will carefully hand-glaze the pottery. Final glazing may vary slightly depending on the specific glazes used.

## **20. Rescheduling & Cancellation Policy (Pottery + Glaze Classes)**

### **Glaze Classes**

Rescheduling for glaze classes follows the same policy as regular pottery classes. Due to the time-sensitive nature of glaze sessions, students should notify us as early as possible.

### **Pottery Classes**

Cancellations made less than 24 hours before a scheduled class will incur a fee to cover preparation costs and the reserved spot.

### **Rescheduling Limit**

Students may reschedule as many times as needed; however, a rebooking/administration fee of \$20.00 per person applies to each reschedule.

### **No-Show Policy**

If a student fails to attend a scheduled class without prior notification, they may reschedule for a \$20.00 fee. It is the student's responsibility to reach out – Clay Temple.co will not contact students to initiate rescheduling.

### **Emergency Rescheduling**

In the event of an emergency (illness, family matters), we understand the situation may be beyond the student's control. To compensate our teachers for their time, a \$20.00 rebooking fee will still apply.

## **21. Medical Emergencies & Unexpected Interruptions**

The safety and wellbeing of our guests, staff, and visitors is our highest priority. If a class, workshop, or session is interrupted, postponed, or unable to continue due to a medical emergency, accident, safety incident, or other unforeseen circumstance, Clay Temple reserves the right to suspend or conclude the





session immediately.

Where reasonably possible, affected participants will be offered an opportunity to complete their project at a rescheduled session, alternative workshop, or suitable make-up arrangement. A rescheduled session or make-up booking will constitute fulfilment of Clay Temple's obligation to provide the purchased service. Refunds will not be provided where a reasonable opportunity to complete the workshop has been offered.

Participants are responsible for monitoring communications and ensuring their contact details are current. By booking, participants acknowledge that unforeseen circumstances — including medical emergencies affecting guests, staff, or visitors — may require modifications to the workshop schedule in the interests of health, safety, and wellbeing.

## 22. Point of Contact

At Clay Temple Co., we endeavour to communicate with students via text message where possible; however, the most reliable method of contact is by email at [hello@claytempleaus@gmail.com](mailto:hello@claytempleaus@gmail.com). We will endeavour to respond to all enquiries within 7–14 business days.

## 23. Student Responsibility

At Clay Temple Co., we acknowledge that it is the student's responsibility to ensure they have selected the correct pot during glazing and when collecting their finished work. We do not offer refunds for issues related to incorrect pot selection at either of these stages.

Please take care when checking that you have the correct pot. If unsure, you are welcome to ask a staff member to double-check for you.

Students are strongly encouraged to pick up their own pots. If someone else is collecting on their behalf, please notify us in advance.

Your unique code can be found on the day of your throwing session next to your name tag (e.g., Alex H45). We always encourage students to take a photo of their unique code to keep for future glazing classes or collection.

## 24. Media Release and Usage Policy

As part of our efforts to promote and share the creative energy of our community, we may capture photos and videos during classes and events for marketing materials, website content, social media, and promotional efforts.

### Consent for Media Use

By attending classes or events at ClayTemple.co, students grant us permission to photograph, record, and use their likeness, voice, and actions in photos, videos, and other digital media captured by ClayTemple.co's in-house photographer or any authorised representative.

### Opting Out

If you do not wish to have your image or video used, please notify us in writing by emailing Clay Temple.Co. We will always ask for explicit permission before capturing or using photos or videos, and will exclude anyone who prefers not to be photographed.

### Our Commitment

We value and prioritise the comfort of our students. If you have any concerns, please reach out — we are always happy to accommodate.

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Made slowly · with clay, water, fire & care

