



Frequently Asked Questions

Table of Contents

Booking Questions	2
How do I cancel or reschedule?	2
Should I book classes 7 days apart?	2
How do I remove one person from the booking?	2
The schedule shows no availability, can I bring a friend?	2
Can I book online and pay in cash?	2
Can you let me know when there is an opening?	2
I just booked but didn't get a confirmation email.	3
Curriculum Questions	3
What are those 3 basic stages and hand positions again?	3
What are the different types of classes?	4
Do you offer advanced programs?	4
Clay Tending Questions	4
Can I extend this 4 week limit with greenware?	4
Will you tend to my greenware projects?	4
How long will you keep my pottery?	5
Other Questions	5
I forgot to pay what shall I do?	5
Are my pieces fired?	5
Do you offer additional services?	5
Do you teach children?	5
Can I repeat a class?	5
Can I bring a group of people along for a lesson?	6
How do I purchase a 10-Pack, can I share it?	6
What is the parking like?	6

Booking Questions

How do I cancel or reschedule?

All booking management is handled through the email you receive for each class. In each email are two links for RESCHEDULING & CANCELLING. Clicking one before the 2-hour cutoff will present a list of new dates for you to choose and the other will cancel the booking all together. Cancellations will be fully refunded in 10-15 days.

The same link will reschedule that class again and again. You will not receive another booking confirmation.

Should I book classes 7 days apart?

Yes, generally a week is fine. The 1ST and 2ND classes can be less, even one day apart. There will need to be 7-10 days between the 2ND and 3RD classes. The Pottery Shed has a number of lovely pieces available for glazing which you may use for the lesson and keep if your own pot isn't out of the kiln or if it was damaged. As a rule, we recommend a week between each class and practice in-between classes with session to build on what you learn.

How do I remove one person from the booking?

There is no easy answer to this one. The best practice is to cancel and re-book it for the correct number in your group. A refund for your initial purchase will be made in approximately 10 days. If this creates a hardship, you may use the voucher option to repurchase your bookings and settle it with me later.

The schedule shows no availability, can I bring a friend?

No unfortunately not. The booking system reflects the exact number of available wheels for each student. Each student gets a wheel at the pottery shed.

Can I book online and pay in cash?

Yes use the voucher option and bring cash with you to your class where change can be provided. We can accept major cards and cash. Several ATMs are located nearby the studio on Crown Street. Please leave a note in the cookie jar that you have included the cash or made an online payment.

Can you let me know when there is an opening?

We don't have an active waiting list, please check regularly. Our online booking system controls bookings and allows students to self-manage their bookings 24 hours a day seven days a week.

I just booked but didn't get a confirmation email.

This usually happens when a typographical error occurs filling in the email address field. We receive these bounced emails and try to forward them using a best-guess address we can figure out. This email is the only way you can manage your bookings, so please if you don't receive the confirmation email, write to us and tell us your proper email address so that confirmation can be properly redirected.

Curriculum Questions

What are those 3 basic stages and hand positions again?

Centering. Video (coming soon)

The Ying. Coning the clay up starts with hand anchored arms and right palm at 6 o'clock, with right fingers wrapped around spinning clay ball. Left hand and fingers close the gap between right hand's fingers and palm. Squeezing the base in a cone shape leaves the base wide and forces the clay up. Relax, come up squeezing the middle and the top into a point.

The Yang. Coning down starts with the left base of thumb on top of the pointed clay. Wrapped left fingers are touching the right hand and fingers covering the lower section. Pressing clay down and away, never folding cone brings it back to an even clay ball. Only the right hand pinky finger restricts clay growth by scraping the wheel.

Repeat 3 times to mix clay.

Opening. Video (coming soon)

The "A" and "X". The "A" hand-formation splits the ball of clay and leaves 20mm thick base with \$0.05 coin sized inside bottom. The "X" hand-formation rests right wrist on stable left hand and allows index and middle fingers to reach inside to pot's floor without touching anything else. No thumbs used. Floor is flattened, widened and clay compressed. Base of inside wall gets a slight undercut. Check and correct if walls are wider than base.

Pulling. Video (coming soon)

Your two palms together with locked thumbs, then right arm anchored and left fingers inside with right fingers outside on the pot's right hand side. Get a light firm base pinch and slowly draw upwards. Left arm can be held higher. Keep your nose over the wall and over your hands. Pull straight up to your face.

Choking.

Equal pressure around the ring of clay that is squeezed will slowly reduce the opening size. Be sure to use equal points of pressure and reduce slowly, pulling between each choke.

What are the different types of classes?

Sessions and Classes are offered. Sessions are used as practice time when a teacher is available for support. Students are expected to work independently with available resources. Classes are structured into lecture, demonstration, walk through and practice time. Students have hands-on the clay starting with the walk-through and into practice.

Do you offer advanced programs?

Yes. From time to time we'll offer special classes in wheel-thrown alterations, ceramic jewellery, Korean style hand-built forms, Tea-pots. Check the "Book a Class" page to find offerings.

Clay Tending Questions

Can I extend this 4 week limit with greenware?

Yes. Greenware pottery can be extended 4 weeks if the student comes in and tends to the project by adding moisture, re-labeling the bag and moving the piece to another shelf. The process is

1. dunking the clay into fresh water,
2. shaking off excess water and
3. adding a moist sponge in a new bag, next to the piece. Then,
4. clearly changing the date or making a new label and
5. shelving it on This Week.
6. No bookings needed. Drop in during opening hours M-F 10a-2p & 5p-9p, S-S 10a-9pm

Will you tend to my greenware projects?

No sorry. Students who tend to their clay learn better skills.

How long will you keep my pottery?

Both unfired and fired projects are good for 4 weeks. Unfired pottery (Greenware) will be recycled when it dries out after 4 weeks. New clay material will be produced as a result of mixing water back into dry clay to produce a slurry which is air-dried and then a plastic clay body comes from pugging in the mill. Projects that are removed from the shelf will be noted as “recycled” in the database.

Fired pottery (Bisqueware or Glazeware) will be taken out of the general population and stored after 30 days. After 90 days, or 2 months before our annual charity fundraising sale, these pieces will then be finished and made available for sale. Proceeds after costs will be donated to a chosen charity. Details of previous donations are available upon request.

Other Questions

I forgot to pay what shall I do?

Send us a notification that you forgot and will be paying the money or adding your cash or voucher next week.

Are my pieces fired?

Yes. We have an online project management system that is based on the email address we have for you on record. A link to this system has been provided to you in your pottery shed confirmation emails and follow-up emails.

Do you offer additional services?

Yes we offer a completion service costing \$20 per piece plus shipping. We take your freshly thrown clay projects to dry, trim, bisque fire, glaze dip and glaze fire your work. The glaze colours are limited to clear, amber, blue and green. Cost of shipping is usually \$10 - \$20.

Do you teach children?

Yes. Children over 10 when accompanied by their parents can attend any of the classes or sessions. Groups of children of any age can be given a workshop when there are 12 or more.

Can I repeat a class?

Yes you can repeat the class with introduction, demonstration and the walk-through, but you might really just need to practice and so we recommend taking a Session. Sessions offer you time on the wheel immediately with minimal teacher intervention. A teacher is always available to answer a question and in evenings and weekends

a second teacher is dedicated to returning students. Returning students are expected to work independently.

Can I bring a group of people along for a lesson?

Yes. You will have to book that group into a class with enough open slots. Or for groups larger than 12 people a reservation can be made more than six weeks in advance with a refundable 100% deposit paid.

How do I purchase a 10-Pack, can I share it?

Bulk packs of Sessions are available for everyone. 10-packs are paid for at the studio and the sheet of paper with 10 vouchers will be stored in the alphabetical binder in the workshop. It is fine to book a voucher session and arrange the 10-pack at that time. Practice Sessions can be booked for anyone at anytime after the first class.

What is the parking like?

Traffic is bad and parking is bad around here now. 2P (2 hour) On-street parking exists on most streets except for Devonshire Street where construction is underway for the lightrail.