

# KLATCH STUDIO

## SPACE SAVERS SCHEME: FAQs



### 1. What is the scheme and who is it for?

The Space Savers scheme is designed to help creatives who find studio hire costs to be a barrier to access. It is aimed towards young people, aspiring creatives, charities, small companies or anyone who wants to make a creative project happen but can't find studio space within their budget.

As part of the scheme we will be offering large discounts on studio rates, on days where we have last minute availability.

### 2. How do I sign up to the scheme?

You can sign up for the scheme via the About Us page of the website, in the Space Savers Scheme section. You just need to fill in a form with your information and if approved you will be added to the mailing list. You can also email us directly for a link to the form, at [Hello@KlatchStudio.co.uk](mailto:Hello@KlatchStudio.co.uk).

### 3. How and when are discounted days announced?

Once you have signed up to the mailing list keep an eye out for emails from us, as we will announce discounted days at short notice when we have space available.

### 4. How do I book a day?

You can book the space saver days by replying to us over email - the days will be offered on a first come first served basis, whoever responds soonest and is able to pay within 2hrs of emailing us will be able to book the date. If payment cannot be made within that time we will offer the space to the next person in line.

### 5. What will the discount be?

The discount amount may vary per day but will be announced in each email.

### 6. How many times can I use the scheme?

We want everyone to have a chance to use the scheme so an individual/company can only book via the scheme one day per calendar month.

### 7. How many hours can I book?

You must book either a 6hr, 9hr or 11hr day.

### 8. Can I book any time slot during the day?

Your booking must be between the hours of 8am-8pm.

### 9. Which studios are applicable for the scheme?

All 3 of our studios can be booked via the scheme.

### 10. What is the cancellation policy?

Due to the short notice nature of this scheme, once you have paid for the space there is no option to receive a refund if you need to cancel. You can find the Terms & Conditions for using the scheme on our website on the 'About Us' page.

### 11. Where can I find out more?

If you have other questions please feel free to get in touch over email via [Hello@KlatchStudio.co.uk](mailto:Hello@KlatchStudio.co.uk).