



Booking Terms and Conditions

The Booking Terms and Conditions detailed below provides information about:

- ❖ Tickets for Edge workshops: free and paid workshops, events and inductions
- ❖ Bookings for Edge resources: computers, spaces and equipment

Tickets for Edge workshops: free and paid, workshops events and inductions

- **Payments**

Payments can be made with cash or debit/credit card.

Credit card payments are managed through Eventbrite, which accepts all major credit cards.

Cash is accepted in person at The Edge reception desk. However, we can only secure your seat once payment is received, so please call ahead on 07 3842 9400 or email book.it@slq.qld.gov.au if you plan to pay with cash.

EFTPOS facilities ARE NOT available onsite or online for event payments.

- **Tax Receipts**

Our EventBrite account automatically issues tax receipts. For further information, please contact book.it@slq.qld.gov.au or phone 07 3842 9400.

- **Refunds**

Refunds for paid workshops require a minimum of seven days notice. To request a refund please email book.it@slq.qld.gov.au or phone 07 3842 9400.

Refunds for credit card payments are processed by Eventbrite, unless requested more than 7 days after an event.

Refunds for cash payments and all requests more than 7 days after a workshop are issued via direct transfer or cheque only (no cash refunds). You will be asked to supply your account details for the transfer to take place/cheque to be issued.

- **Extenuating circumstances:** In extenuating circumstances you can request a refund within the seven day period. Please email book.it@slq.qld.gov.au. Your request will be referred to the workshop or event organiser who will review and respond within two business days.
- **Early Bird tickets, Courses or Event Series:** Refunds for workshops or workshop series with a one-off fee (e.g. Early bird tickets) must be requested seven days prior to the first workshop. Part refunds are not available.

Need further information?

(07) 3840 7810 | www.slq.qld.gov.au



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- Exchanges**

For a one-off workshop, an exchange is only possible if you cancel the original booking (with at least 7 days notice), and rebook the next available session. We are unable to exchange individual dates within a workshop or series of workshops with a one-off fee (e.g. early bird tickets).
- Credits**

Unfortunately we are unable to offer credits for unattended workshops, or in place of a refund.
- Cancellations**

If you have booked a ticket for a free workshop or event but cannot attend, please let us know. You can email book.it@slq.qld.gov.au or phone 07 3842 9400 anytime up until the event starts.
- Late Arrivals**

For free workshops and events, we will hold booked spaces until the start of the event. If we have not heard from you, we may give your place to another person who is already onsite. Please be aware for our inductions, for safety reasons, we do not allow participation if you are more than 15 minutes late. If you are running late, please let us know by emailing book.it@slq.qld.gov.au or phoning 07 3842 9400.
- Groups**

If you have a group of 5 or more people interested in attending one (or several) of our workshops, please contact us on 07 3842 9400 or email book.it@slq.qld.gov.au. For our smaller capacity workshops, we can arrange a custom delivery at a time that suits you. A custom session can also be tailored to your interests and requirements.
- Specific Needs**

If you have any specific needs in order to participate in this workshop please contact us at book.it@edgeqld.org.au, and we will contact you to discuss your requirements further.
- Waitlists**

We do not offer waitlists for our courses and workshops. However, our [Weekly Scoop](#) subscription does at times offer last minute spaces and opportunities for those looking to secure a space in our popular offerings.

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Bookings for Edge resources: computers, spaces, equipment and resources

Fabrication Lab

In order to book and use the resources in the Fabrication Lab, Edge customers must:

- ❖ Agree to The Edge Booking Terms and Conditions
- ❖ Become a State Library member
- ❖ Attend the relevant induction
- ❖ Complete and sign all paperwork

The Edge is committed health and safety of its communities.

- Individuals are prohibited to use Fabrication Lab Equipment while under the influence of alcohol or any other substance.
- Enclosed shoes must be worn in the Fabrication Lab at all times.

Age requirements to complete induction and use resources

- 18+ years: may complete an induction and book and use equipment.
- 16-17 years: may complete induction and book and use equipment only with parent/guardian permission. Paperwork will be supplied during the induction.

Age requirements for Open Lab

- 16+ years: may visit the Fabrication Lab during Open Lab without parent/guardian permission; but must complete an induction before using the equipment.
- 12-15 years: may visit the Fabrication Lab during Open Lab *only* with [parent/guardian permission](#); cannot use machinery.

Please Note: Repeated failure to follow safety procedures or the directions of the Fabrication Lab Supervisor/ Facilitators will lead to temporary suspension of booking privileges.

- **Cancellations**
Customers can manage their own bookings. Advanced notice will be required to cancel bookings, detailed below. Alternatively you can phone 07 3840 7666 or email appliedcreativity@slq.qld.gov.
- **Late Arrivals**
If you are running late for a booked session please let us know in advance, by phoning 07 3840 7666 or email appliedcreativity@slq.qld.gov.au. If we do not hear from you within 15 mins after the start time, your booking will be cancelled to allow others to use the equipment. Repeated “no shows” will lead to temporary suspension of booking privileges.
- **Daily Flexibility**
We restrict advance bookings to make sure everyone has the opportunity to access the facilities. If resources are not in high demand, the Fabrication Lab Supervisor may extend bookings or make the resources available to other people, depending on the circumstances.

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- **Consumable**
The Fabrication Lab has a limited amount of consumables, such as 3D printing plastic, available to buy for use in the Fabrication Lab. Check out our pricelist.
- **Materials**
Customers may only use materials (including filament) approved by The Edge. To use a new material, you must submit a request to the Creative Manager at least 14 days prior to your booking. Note that you may have to provide documentation regarding the source and attributes of the material and maybe asked to provide a sample of the material for testing. Please send your request to appliedcreativity@slq.qld.gov.au
- **Capacity & Booking Limits**
 - *UP Mini 2 3D Printer*: 1 person/printer. Maximum of one machine up to 6 hours per day during Open Lab, and two bookings per week. Job must be observed by the participant and complete by the end of the session.
 - *Larger Format 3D Printers*: Lulzbot Taz5 & 3DS Joey: Use of these printers is by appointment. Staff supervision of longer jobs will be approved according to the merit of the project.
 - *Laser Cutter*: 1 person at a time. Maximum of 2 hours per day during Open Lab, and 1 booking per week.
 - *Sewing Machine*: 1 person/machine. Maximum of one machine for up to 6 hours per day during Open Lab, no limit per week.
 - *Soldering Iron*: 1 person per iron. Maximum of one iron up to 4 hours per day during Open Lab, no limit per week
 - *Multicam CNC Router*: 1 person at a time. Maximum of 2 hours per day during Open Lab, and 1 booking per week.
- **Extended access**
If you have a large project and require extended access to any of our resources, you can request special access from the Creative Manager. Please send an email to what.the@edgeql.org.au

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Digital Media Lab

In order to book a production computer in the Digital Media Lab, Edge customers must:

- ❖ Agree to The Edge Booking Terms and Conditions
- ❖ Become a State Library member
- ❖ Complete the registration form with a verified project

- **Appropriate use guidelines**

Users of the Digital Media Lab must be taking full advantage of the specialist software available in the space.
Use of the Digital Media Lab must fall within the standards set by State Library policies.
Appropriate use of the space is determined by Edge staff in consideration of individual users' needs.
If you are found to be using the Digital Media Lab outside of these guidelines, your booking, and future bookings, may not be honoured.

- **Age requirements**

16+ years: no restrictions
12-15 years: [parent/guardian declaration](#) required before customers can use the Digital Media Lab unsupervised
11 and under: must be supervised by an adult at all times

- **Cancellations**

Customers can manage their own bookings. Advanced notice will be required to cancel bookings, detailed below. Alternatively you can phone 07 3840 7666 or email appliedcreativity@slq.qld.gov.au

- **Late Arrivals**

If you are running late for a booked session please let us know in advance, by phoning 07 3840 7666 or email appliedcreativity@slq.qld.gov.au . If we do not hear from you within 15 mins after the start time, your booking may be cancelled to allow others to use the facility. Repeated "no shows" will lead to temporary suspension of booking privileges.

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Recording Studio

In order to book and use the Recording Studio, Edge customers must:

- ❖ Agree to The Edge Booking Terms and Conditions
 - ❖ Become a State Library member
 - ❖ Complete an induction
 - ❖ Complete and sign all paperwork
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- **Age requirements**
16+ years: no restrictions
12-15 years: parent/guardian declaration required before customers can use the Recording Studio unsupervised
11 and under: must be supervised by an adult at all times
 - **Cancellations**
Users can cancel their bookings up to 24 hours prior. If within 24 hours of your booking, you are required to phone 07 3840 7666 or email book.it@slq.qld.gov.au to advise of your cancellation.
 - **No Shows**
Please be aware if you do not advise us of a cancellation of your booking, your access to the Recording Studio may be restricted.
 - **Late Arrivals**
If you are running late for a booked session please let us know in advance, by phoning 07 3842 9400 or email book.it@slq.qld.gov.au. If we do not hear from you within 15 mins after the start time, your booking may be cancelled to allow others to use the facility.
 - **Capacity & Booking Limits** *Updated April 2019*
Users are able to book 4 hours per week. Sessions are available in 2 hour blocks, although multiple or 'back to back' bookings are permitted to allow for longer session requirements.
Due to high demand and to further open up the booking calendar, users can now book the Recording Studio for 150 hours per year. If you reach the 150 hour threshold and would to request additional hours, please send an email with details of your proposed project to Applied.Creativity@slq.qld.gov.au.

The Recording Studio can accommodate up to 6 people.

Extended Access: If you have a large project and require extended access to the Recording Studio (e.g. more than 4 hours per week), you can request special access from the Applied Creativity team. Please send an email to Applied.Creativity@slq.qld.gov.au.

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