



# Membership Handbook & Agreement



# Welcome to The Factory



## Welcome to South Bristol's Community Makerspace

The Factory is a makerspace in the heart of South Bristol, offering access to facilities and expertise for design, prototyping and fabrication. Our small team works closely with a diverse community of creative practitioners, and local residents to support skills and enterprise development for the local and wider communities of Bristol.

We encourage people of all abilities and experience to explore their creativity through our membership programme, which is your route to independent making at The Factory. Our membership base is broad and includes first-time makers, hobbyists, maker-businesses, product designers, researchers and students.

In this booklet, you will find the information you need to getting started here. We also update our website with our available kit and opportunities.

Our team are happy to answer your questions so get in touch at [factory@kwmc.org.uk](mailto:factory@kwmc.org.uk).

Happy making!

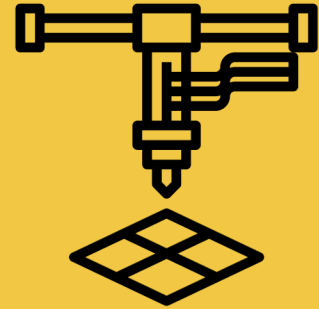
The Factory Team

# Member benefits



## KIT INDUCTIONS

You must be a Member to be inducted on our extensive range of digital fabrication equipment. Inductions take place in 2 stages, online (through the Factory Learning Portal) and in person.



## KIT HIRE AND WORK SPACE

Once inducted, you will be able to book slots on our kit using our management system **Fabman**. Our kit list and prices are also listed within Fabman.



## COMMUNITY

A key benefit of membership is being part of our vibrant, growing **community!**

We share news, opportunities and tips through socials, bulletins and our programmed activities and workshops.



## WORKSHOPS AND EVENTS

Factory Members will also be invited to events with discounts on our paid workshops.

Got an idea for a workshop you want to run here? Let us know!

# How to join

## 1 JOIN A TOUR

Give us a call on 0117 403 2306 or email us on [factory@kwmc.org.uk](mailto:factory@kwmc.org.uk) to arrange a tour of the space at a time that suits you. Come along, find out more about what we do and decide if you want to sign up!

## 2 READ OUR MEMBERSHIP HANDBOOK & AGREEMENT

To keep our community, staff and spaces safe and happy, we ask you to read our Membership Handbook and agree to the terms of our Membership Agreement. Grab a coffee, have a read. Please ask questions if anything is unclear.

You've decided to join us - great!

## 3 COMPLETE A REGISTRATION FORM & PERSONALISE YOUR PROFILES

You will now complete an online registration form. From this, we can set you up as a Member and also create profiles for you on Fabman (for access, bookings and payments) and our Learning Portal. (for training) giving you full control of your account.

You will receive emails from each asking you to complete your profile and change your passwords. It is very important you add your payment details to Fabman at this time as instructed in your welcome email.




# Welcome

## Completed the steps above?

You are now a Factory Member and free to commence inductions on our kit. To get you started, please complete the Health and Safety course in the Learning Portal.

You will receive regular updates from us about what is going on and we hope to see you here soon.



# How to.... Get inducted on kit



Inductions start in the **Factory Learning Portal**.

You can revisit these materials any time to refresh your memory.

You will be set up with an account for the learning portal once you have completed your membership registration form.

Once set up, you will be emailed instructions to update this account with a new password. You will first be asked to complete the Factory Health and Safety course and then you are good to go!

## Step 1 - Complete the relevant Learning Portal Course

- Login to the Online Learning Portal > [factory.kwmc.org.uk](https://factory.kwmc.org.uk) .
- Go to **My Profile**.
- Select **Course**.
- Work through all **Lessons** and **Topics** for the course (click **Mark Complete** to be taken to next section).
- Complete all **Quizzes** for the course. (You need to score 100% but you can repeat the quiz as many times as needed).
- Please get in touch if you need any support.
- Once complete - book your '**In-person Induction**'.

## Step 2 - Book In-Person Induction

- Click on the link given at the end of your quiz (you will be emailed this too) and complete the form to book your slot.
- Induction fees are added to your Fabman account automatically and paid monthly.

## Step 3 - Complete In-Person Induction

- Complete your In-Person Induction at The Factory with a technician.
- Once complete, you are free to book kit and booking will be enabled on Fabman.

# Fabman

## Getting started...

You will be set up with an account in Fabman once you have completed your membership registration form (if you do not already have one). Once set up, you will be emailed instructions to update this account with a new password.

If you have had a Fabman account with us before, you will be asked to update your details.

[Don't forget to add your payment card details to Fabman right away](#)

## Navigating Fabman



- **Login** to your account at [www.fabman.io](http://www.fabman.io)
- **Equipment** - shows equipment available to you to hire. Click **'Book'** and select your slots from those available in the calendar. Bookings can be made up to 7 days in advance. All machine bookings should be a minimum of 30 minutes and can be extended beyond this in 15 minute increments.
- **My Bookings** - see bookings you've made, you can also cancel them here.
- **Billing** - shows all invoices and charges from the current month. Update payment details here if needed in the bottom right corner: "add/amend a card"
- **Your Initials** - takes you to your profile. View your membership details here and equipment you are trained on. Update address and personal details here, too.

## How and when do I pay?

- All charges will be added to your Fabman account, this will include your £5 a month membership subscription fee as well as any other chargeable items.
- At the end of each month, an invoice will be available to view in your Fabman account. 7 days after the invoice is generated, your card will automatically be charged with the total amount owed.
- If Fabman is unable to take payment, you can make a manual payment in Fabman yourself or by contacting us for our assistance. You have 30 days to settle your account before access to Fabman is restricted.
- If you are experiencing financial difficulty, please get in touch so we can talk about options.

# Finding your feet

## GETTING HERE

- Check our our website for information on finding us and making yourself at home: [kwmc.org.uk/thefactory](http://kwmc.org.uk/thefactory)
- Remember - We are not within the main KWMC building, we are at a completely separate site at Filwood Green Business Park

## ARRIVAL AT THE BUSINESS PARK

- Please park vehicles in marked bays.
- Parking is free
- Bike hoops are available, please bring a lock.
- We can reserve disabled parking spaces in advance.
- Electric car charging is available (£4 token).

## ARRIVAL AT THE FACTORY

- Enter through the door at Unit 24.
- You will be welcomed by our team and asked to sign-in.
- Please ring the bell for access if the door is closed.

## DURING YOUR STAY

- Help yourself to drinks and snacks (suggested donation of 50p per item).
- Take care of your belongings.
- Remember to follow all guidance and revisit the training materials if stuck.
- Ask questions if unsure.

## WHEN YOU LEAVE

- Take your belongings with you (including materials, projects and food).
- Remember to sign-out.

# The Factory Sustainability Pledge



**We aim to make The Factory as sustainable as possible through the actions we take and the choices we make.**

**We ask all Factory Members to join us in doing our very best to ...**

- Only use what we need.
- Recycle and reuse materials wherever possible, including offcuts, packaging and scraps.
- Experiment and share knowledge about recycled materials and working with waste (including making our waste recycling kit available to use).
- Consider waste reduction in our design and manufacture processes.
- Buy second hand and donate our old items to good causes.
- Choose sustainable materials wherever possible when these need to be purchased new.
- Monitor our energy consumption and take steps to reduce our carbon emissions.
- Encourage sustainable transport options to and from the Factory to limit vehicles on the road.
- Make sustainability a part of our decision making processes and every day life.





## **KWMC The Factory Membership Agreement**

Membership of KWMC The Factory is conditional upon safe and responsible behaviour and the following of measures which have been put in place to safely and fairly manage capacity and resource.

This membership agreement pertains to general behaviour, health and safety and risk management at KWMC The Factory. Additional safety measures are identified in the induction materials for each item of kit or activity undertaken

### **As a member of KWMC The Factory, I agree to:**

#### **General**

- Treat everyone with respect and dignity
- Follow all instructions and guidance when using the space
- Be responsible for my own property and respect the property, space and ideas of others  
Sign in and out each time I visit
- Ask if I am unsure of anything

#### **Health and Safety**

- Complete the Factory Health and Safety course in the learning portal before any other induction or booking is scheduled
- Follow all machine specific health and safety rules as given in induction and by staff
- Follow all guidelines on materials, chemicals and solvents
- Wear appropriate clothing and closed-toed shoes when using equipment at KWMC The Factory and ensure any hair/ties/jewellery are tied back or removed before using kit
- Let Factory staff know immediately if I feel unwell or have an accident during my visit
- Not enter the space if I am under the influence of drink or illegal drugs or if I feel my judgment or behaviour is adversely affected by prescription medications or for any other reason
- Not eat in the workshop areas or around kit (you may however use the kitchen and adjoining seating areas for this)
- Not visit the KWMC The Factory if I feel unwell on the day of my visit
- Leave the space as I found it and take my property, food and materials home with me

#### **Fair, legal and equitable use**

- Ensure designs used or created in the space do not infringe upon copyright laws or replicate another's IP (intellectual property) without permission
- Not use Factory resources to design or create weapons, unauthorised replicas, or obscene or discriminatory items
- Not use Factory computers, WiFi or other means to research, view or download illegal, discriminatory or obscene materials

## Bookings

- Adhere to booked timeslot and make allowances for traffic, parking or settling in.
- A 24-hour cancellation period as a minimum for all bookings to avoid being charged for the full booking amount
- Make machine bookings of 30 minutes or more (and beyond this in increments of 15 minutes)
- If I share a booking with another, a lead booker will be decided upon between us and they will be responsible for booking, payment and assurance that the other party is an inducted member of The Factory.
- Extend my booking, using Fabman, if I overrun my pre-booked session (a technician can assist you with this if needed)

## Payment

- Add my payment details (an active credit or debit card, we cannot accept cash) to Fabman and keep my profile up to date
- Receive invoices from Fabman and accept that payment will be taken from my card 7 days after the date of issue (invoices are generated monthly and will include membership fee, machine hire, inductions/technician time or materials purchased in the previous month)
- Where payment is declined, pay my invoices within 30 days by using debit/credit card through Fabman or by bank transfer (KWMC bank details available on request)

## Data

- The use and storage of my data in accordance with the KWMC Privacy policy (<https://kwmc.org.uk/privacy>). I am aware this policy is updated as required by KWMC.
- Give KWMC and its staff permission to create a free account on my behalf in Fabman and have read and accept their terms of service, privacy policy and associated documents (<https://fabman.io/terms>).
- I acknowledge that Fabman is a third-party site and as such KWMC has no control over how it operates.
- I will receive functional emails relevant to membership at The Factory during my time as a Factory Member.

## Termination

- I can cancel my membership at the Factory at any time giving 30 days' notice by emailing [factory@kwmc.org.uk](mailto:factory@kwmc.org.uk). I will be charged membership fees until 30 days from the point of receiving the email
- Factory staff reserve the right to ask individuals to leave the space or terminate their membership if the terms of this agreement are disrespected. In severe cases this will be with immediate effect.

## Reviewing and changing the offer

- I understand that Knowle West Media Centre is a charity and will provide the best value service it can within its means.
- I understand that the membership benefits, handbook and the terms of this membership agreement may be changed or adjusted in future in line with the needs of the business. I will be updated in advance about any significant changes.

# FAQ's



## **When is The Factory open?**

Our standard opening hours are Monday - Friday, 9.30am to 5pm (except for public holidays and the Christmas - New Year break).

Please check Fabman or give us a call before 'popping in' just in case we are closed or delivering a programme which may prevent you from accessing the space.

If you have a booked a piece of equipment through Fabman or have an induction booked with us then we will be open!

## **What happened to 'Members Wednesdays'?**

We have had to take the difficult decision to pause Members Wednesdays for the meanwhile, in order to assure that we can remain sustainable and offer the best support to all of our members. We are exploring programming more targeted skills sessions/activities and working with local community groups (subject to funding), watch this space!

## **How much does membership cost?**

We ask all members to pay a monthly subscription of **£5** as a contribution to our costs. You will then be charged for use of kit, materials and inductions based on use. Full costs are listed in Fabman.

## **Is there a contract?**

Members will need to sign a membership agreement and agree to the terms of this for the safe and happy use of the space. A copy of this is included in this document. You can cancel your membership at any time giving 30 days notice.

## **Can I share a membership/ booking?**

Memberships relate to individual people and each member will require their own membership, complete individual inductions and pay their own subscription. However, it is possible to make a machine booking as a pair provided both people are inducted members and one person takes responsibility for booking and paying (you can then work out the money between yourselves).

## **Can I use a desk or computer to do some work?**

Absolutely - The Factory has desk space and Mac computers which can be used by our members who are using kit or who would like to have a place to work on projects outside of kit bookings. All computers have Adobe Illustrator installed and access to the Internet..

You may also choose to do your design work or inductions here rather than at home.

This space is offered free of charge, but we do request that you book a 'hotdesk' on Fabman (so you can ensure we are open members and so we know when you are coming in)

## **How quickly can I get my hands on the kit?**

There is no set timeline for this. Once you have signed up, you can then start the process of being inducted on kit. The first part of this induction is online via our training portal and the time it takes to do this is dependent on your own learning style. There is no rush from us! Once you have completed this, you can then book to come in and have your in-person induction with one of our technicians.

## **I've used this kit before, do I still need to be inducted?**

Yes. We appreciate some members come to us with a wealth of experience but we must ensure the induction process is the same across all of our members. If you are returning to the Factory, you will need to have a re-induction. Returning members can access free re-inductions on kit that you were previously inducted on at The Factory.

## **I have now been inducted but I am not very confident.**

### **Can I get any additional support?**

One of the reasons we use our learning portal to deliver and store your training is so this can be revisited whenever you need a refresher. We also have a variety of practical worksheets covering illustrator skills in the learning portal too.

Our technicians are also available if you get stuck but please be aware our team is small and our membership is growing all the time so we must manage time and resource very carefully.

### **Still need help? Not a problem!**

Additional 1-2-1 technician support is available for more intensive assistance beyond this. Please ask a technician who can book that in for you. This additional support is charged for in 15 minute increments and prices are displayed on Fabman homepage.

## **Can I source materials through you?**

Yes! There is a materials price list in the Laser Workshop.

Speak to a technician if you wish to purchase materials from us or for information on suppliers. Please check for availability, as stocks may vary. Material costs are added to your Fabman account and paid monthly.

## **Do you offer any discounts?**

Our monthly membership subscription fee is priced low at a flat £5 a month. We charge for inductions, machine hire, etc on top of your membership fee based on your bookings to give you full control of how much you spend. We hope that by keeping our general costs as low as possible, our facilities are as financially accessible as possible to all (but as a charity we must make sure we cover our costs).

We continually seek funding to run support programmes and wherever possible will offer discounts or offers associated with these funds. These may be restricted by the terms of the fund to certain groups (i.e BS4 residents, start-up businesses).

We advertise all our programmes and opportunities on our website and share news of these with our members through our email updates.

## **Can I bring my child with me**

Factory membership is for people aged 18+. It is designed to allow independent use of kit (post-training) and as such is not suitable for children.

However, special allowances can be made for babes in arms (or slings or prams) who cannot be reasonably parted from their parent for certain events. It is however not possible for any children or babies to accompany you when using machinery.

However, KWMC runs a fantastic range of dedicated activity for Young People through Jump Studios, including Maker City for budding creators. See the Jump Studios website for more information.

Outside of Membership. The Factory also run open days and events throughout the year which will state the policy for children in their materials.

## **I have more questions, where shall I send them?**

Just drop us an email at [factory@kwmc.org.uk](mailto:factory@kwmc.org.uk) or give us a call on 0117 403 2306. We welcome your questions and will get back to you as soon as possible.

# See you soon!

## FIND US

KWMC: The Factory  
Units 24 & 25  
Filwood Park Lane  
Bristol  
BS4 1ET

For transport links  
please visit our website

## CONTACT US

factory@kwmc.org.uk  
0117 403 2306

## FOLLOW US AND SHARE

Find us on social media  
@kwmcthefactory



**KWMC The Factory is part of Knowle West Media Centre**



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