

Kugi Hub's Rug Tufting Workshop Terms & Conditions

1. Booking Confirmation

- Your slot is only confirmed once full payment has been received.
- We do not reserve slots without payment.
- All bookings are subject to availability.

2. Design Submission

- Your design must be submitted within **24–48 hours** after your booking is confirmed.
- Please submit your design as instructed during the booking process.
- If your design is not submitted within the required timeframe, you will need to draw your design by hand on-site before you can begin tufting.
- Please expect that drawing your design on the cloth may take approximately **30 minutes or more**, depending on the complexity of your design. This time will be deducted from your 3-hour session.

3. Design Guidelines

- We highly recommend simple designs, especially for first-time tufters.
- Designs with **2–3 colors**, larger shapes, straight edges, and minimal curves generally produce the best results.
- Designs with many colors, small details, thin lines, text, circles, or tight curves require significantly more control of the tufting gun and may be difficult for beginners to complete.
- Our team may recommend modifications to your design before your session if we believe it is too detailed, too small, or unsuitable for beginner tufting.
- These recommendations are intended to help you have a better experience and increase the likelihood of completing your project within your session.
- You may still proceed with your original design if you choose to do so. However, by proceeding, you acknowledge that the quality and completion of your rug may be affected by the complexity of your chosen design.

4. Design Policy

- One booking includes **one (1) frame**.
- **One booking = One frame = One design.**
- Only **one design** may be submitted for each booking.
- Please submit your design as a **single PDF file** within the required submission period.
- The design will be resized and positioned by our team to fit the usable tufting area of the frame.
- Please note that while the frame measures **25 × 25 cm** or **50 × 50 cm**, the entire frame is **not tuftable**. We need to account for the wooden border that the tufting gun cannot reach, as well as the allowance needed for the backing and finishing of your rug.
- If your submitted file contains multiple separate designs intended to become separate finished pieces (e.g. multiple coasters, keychains, or rugs), you will be asked to choose one design only.
- We may recommend modifications to simplify your design if it is too detailed or not suitable for beginner tufting.

5. Session Duration

- Each booking includes **3 hours** of studio time.
- Your session includes:
 - Safety briefing
 - Introduction to the tufting process
 - Practice using the tufting gun
 - Actual tufting
 - Basic finishing of your rug
- The 3-hour session starts at your scheduled booking time.

6. Session Completion

- Completion of your rug is **not guaranteed**.
- Every participant works at a different pace.
- The amount completed during your session depends on several factors, including:
 - Your familiarity with the tufting gun
 - The complexity of your design
 - The number of colors used
 - The amount of detailed areas within the design
 - The time spent practicing before starting the final piece
- We encourage guests to choose beginner-friendly designs to maximize the chances of completing their project during the allotted session.

7. Extension Time

- If you require additional time, you may request an extension for **₱200 per hour**.
- **Extensions are subject to instructor availability and studio availability.**
- We cannot guarantee that an extension will always be available, especially if another booking is scheduled immediately after your session.
- If you think your design may require additional time, we encourage you to inform your instructor as early as possible during your session.
- Extension fees must be settled before the extension begins.

8. Finished Output

- If you complete your rug during your session, our team will trim, finish, and prepare it for release on the same day.
- If your rug is not completed during your booked session and no extension is available or purchased, we will trim and apply the backing only to the portion that has been completed.
- The unfinished areas will remain unfinished.
- We are not responsible for incomplete rugs resulting from highly detailed designs or projects that exceed the allotted session time.

9. Arriving Late

- Please arrive **10–15 minutes before** your scheduled session.
- Late arrivals will still end at the originally scheduled end time.

- We are unable to extend sessions due to late arrival, as subsequent bookings may already be scheduled.

10. Rescheduling, Cancellations & Refunds

- All bookings are **non-refundable**.
- Rescheduling is allowed **once only**.
- Requests must be made within **2 weeks** from your original booking date.
- A **£500 rescheduling fee** applies.
- Failure to reschedule within the allowed period will result in the booking being considered used and forfeited.
- Missed sessions ("no-shows") are considered completed bookings and are non-refundable.

11. Safety

- Participants must follow all instructions provided by the instructor throughout the session.
- The tufting gun is a powered tool and must be handled responsibly.
- For safety reasons, instructors may stop the session at any time if unsafe use of the equipment is observed.
- We do not recommend this activity for children under **15 years old**.

12. Shared Bookings

- One booking is valid for **one frame**, which may be shared by **up to two (2) people**.
- Shared bookings include one tufting gun.
- Both participants will take turns using the same tufting gun and work together on the same frame.

13. Food & Drinks

- Outside food and drinks are permitted.
- Please help us keep the workspace clean and avoid placing food or drinks near tufting equipment and yarn whenever possible.

14. Parking

- Parking is available on a **first come, first served** basis.
- We cannot guarantee parking availability during your visit.

15. Photography & Social Media

- Photos and videos may be taken during workshops for documentation and marketing purposes.
- If you do not wish to appear in photos or videos, please inform your instructor before your session begins.

16. Acceptance

- By confirming your booking, you acknowledge that you have read, understood, and agreed to these Terms & Conditions.