

Frequently Asked Questions

1) I would like to sign up for open studios, how do I do this?

First you need to be an artist member, <https://surreyopenstudios.org.uk/product/artist-membership/>

If you are already a member please login to the website

Once you are logged in go to the artist dashboard and select 'purchase an open studio listing'. Once you have paid you can update your artist profile and your open studio listing by going to edit open studio entry.

2) How much are membership fees?

A standard membership fee is £65, if you are under 30 or in receipt of universal credit you can select the £50 option. This is valid for one calendar year. (Please provide confirmation of your age or benefit to info@surreyopenstudios.org.uk).

3) A group of us would like to take part in open studios, do we all have to be artist members?

Yes you would all need to be members.

The other option would be to take an advert out in the brochure rates are here for non-members please note you would not receive other publicity materials or be included in the maps, or listings in the brochure:

<https://surreyopenstudios.org.uk/publicity/advertising/>

4) I'm having trouble logging in?

You can reset your password, please check your junk/spam folders for any emails marked Surrey Artists Open Studios and mark as safe to avoid this happening.

5) I still haven't received the new password?

Please email info@surreyopenstudios.org.uk your password can be reset and sent to you via email (please mark info@surreyopenstudios.org.uk as safe to avoid going to your junk mail). You can then reset the password personally.

6) I am having difficulty uploading my images?

Please ensure your images are saved as .jpg that they are 600cm x 600 cm and not more than 1-2 mb. Please upload 2 or 3 at a time rather than 12 altogether, especially if you are unsure of the size. Please note that images don't appear straight away on the dashboard. Save changes and then go to <https://surreyopenstudios.org.uk/open-studios/> studios are visible straight away so you can check whether it has worked instantly.

7) I am trying to upload images from my phone or iPad and I can't upload them?

The issue is likely that the original images are not actually JPGs, they will be HEIC, which is:

- a) an image format Apple started using by default in the iOS Photos app
- b) not web-friendly

The solution (for future photos) is to change the default format used by the iOS device to save photos:

<https://www.macobserver.com/tips/how-to/how-to-convert-iphone-photos-jpg-format/>

In the Notes section of that article are some tips for converting *existing* HEICs on an iPhone/iPad to JPG.

8) What are your refund policies for memberships and open studios?

Our Refund Policy

There is a 14-day limit for a refund of both SAOS membership and Open Studios fees from the date of purchase.

If you pay for SAOS membership and decide to withdraw your membership, you are entitled to a refund of 75% within 14-days from the date you paid your membership fee.

If you pay for Open Studios registration and decide to withdraw your application, you are entitled to a refund of 75% of your Open Studios fee within a 14-days from the date you paid your registration fee.

9) Artist Trails

a,I'd like to be part of an artist trail can you help?

Yes I can put you in touch with nearby artists, it is a great way to build a nearby network of artists. You need to agree on dates when you are all open and then you can create your artist trail on the website.

Artist trails should be set up by **26 Jan 2024 deadline.**

10) I would like to be part of open studios but I don't have a studio space-do you know of any?

I will keep details of anyone willing to share spaces or put you in touch with artists. Please remember it is the artist's responsibility to find a studio.

11) I want to take part in open studios but I don't live in Surrey.

This is fine we accept memberships nationally and venues can be located across Surrey/Kingston/Hampshire/Sussex. It's a great idea to get nearby artist friends to take part if you are slightly outside of Surrey county.

12) I have paid my membership fee does that mean I have signed up for open studios as well? No

The membership fee gives you:

Artist profile with 12 images on the SAOS website

Opportunity to create a shop page

List your events and workshops year round

Social media promotion of events

Monthly opportunity newsletters

Networking and professional development events which are either free or low cost

You need a membership as well as a separate open studio listing, which you buy separately via your artist dashboard. Prices start from £110.

Deadline this year to register and UPLOAD all of your images and text is by 26 Jan 2024.

13) SAOS holds public liability insurance, however, we do advise that all artists have their own public liability insurance. Lots of great options are out there but a-n.co.uk have

public liability insurance for £38 per year (for year round exhibitions and events and if you run workshops).