

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, as this is a new website even if you took part last year you need to re-join: <https://surreyopenstudios.org.uk/product/artist-membership/>

Second you then need to select the open studios registration here: <https://surreyopenstudios.org.uk/product/open-studio-listing-summer-2021/>

2) How much are membership fees?

A standard membership fee is £60, if you are under 30 or in receipt of universal credit you can select the £45 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 was a member last year and I can't login?

All artists need to re-join from the beginning and buy an artist membership to begin with: <https://surreyopenstudios.org.uk/product/artist-membership/>

5) 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.

6) 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.

7) 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.

8) 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.

9) Will open studios still go ahead if Covid restrictions are still in place?

Under the members dashboard you will find our Covid-19 policy and disclaimer, please see below:

Covid-19 Disclaimer

In the event of a national lockdown in June or leading up to Open Studios where there is a threat to endanger the health of artists and visiting public, Surrey Artists Open Studios would aim to move the dates of open studios from June to later in the year (As we did in 2020).

If artists can no longer make those dates their fees will be carried over into 2022.

If some covid safety restrictions remain in place in June which mean that a studio is unable to open to the public, SAOS would carry forward their registration fees to 2022.

If an artist or group of artists decides to withdraw of their own accord our refunds policy is:

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

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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.