

# WELCOME TO PIE FACTORY MARGATE

Please spare a few minutes to read this information sheet. We want you to get the most out of our gallery space and have put together some essential points.

Please leave the hanging system as it was delivered to you – hooks in bags of 10 and wires coiled in sets of 10, held together with wire or string (not sticky tape, it's very sticky!) and leave them in the Pie Factory Margate Gallery.

The keys should be returned to Lombard Street Gallery by 4pm on your last day of hire.

All being well, the deposit will be ready for you to collect on the first Thursday after your hire.

## Things we have learnt

That the person opening up should hand the keys over to the person locking up and not head home to Maidenhead with them in their pocket

That the wind will always blow the gallery doors open, if they have been left with the bolts undone, in the middle of the night or on a Monday and set the alarm off when we don't have anyone on hand in Margate

That the wifi sometimes stops working – this can be fixed by turning the wifi box (the router), which is by the front doors, off and on at the switch

That we see Instagram and Facebook posts from exhibitors who include @piefactorymargate in their Instagram posts and Pie Factory Margate (make sure it highlights) in their Facebook posts – this means we can share them on to our 1,000 plus followers (as long as it's not a private Facebook page with stern privacy settings)

That exhibitors sending press releases in to us more than 3 weeks ahead of their event have a good chance of a mention in the local papers

That exhibitors who distribute cards/flyers to local cafes/hotels/galleries, businesses and Visitor Information Centre get more visitors

## Keys and alarm

There are two locks and two bolts on the front door – please take care to lock both and make sure the bolts are secure when you leave, there have been incidents where the alarm has gone off as a result of this not being done – if this happens £50 will be recovered from your deposit; the alarm is set using the fob provided which can be operated outside the building; please take care of this fob as it costs £50 and should it be lost or damaged we will have to recover this from your deposit. Be vigilant.

We have an arrangement with Lombard Street Gallery so that you can return the keys by 4pm on your final day of hire, any later than this (even 5 minutes) will incur an excess hourly charge of £20, to cover costs of overtime etc.

## Fire alarm

Should the alarm sound evacuate the building; please call the fire brigade on 999 if smoke or fire is apparent and alert the neighbouring properties; the assembly point for the building is on the pavement opposite; the alarm is linked to the workshops above and Gallery 7 next door and they will evacuate themselves; if it is clear that this is a false alarm the sounder may be cancelled by pressing the button on the front of the panel which is situated to the left of the front door.

## Fire escape and extinguishers

There is a second fire escape from the back gallery and portable extinguishers are located throughout the building; please keep access to both clear at all times.

## **WC facilities**

A fully accessible WC is provided and has an alarm cord to call assistance; the alarm may be cancelled using the push button within the compartment opposite the wash hand basin.

## **Lighting**

Track lighting is provided throughout the main galleries; a switch is provided on one side of the connector to turn the unit off or on; the lights may be repositioned but take care to make sure that the connections to the track are correctly aligned; the base is turned through ninety degrees to move them and when reconnecting the arrows on the lamp should face the line on one side of the track; please do not force the fitting into the track.

## **Power**

13amp sockets are provided throughout the building; should the circuit breaker trip this may be reset from the consumer unit located in the cupboard in the front gallery under the room heater; the key is kept on top of the fire alarm box.

## **Wireless IT Access**

Wireless broadband is available – look for flat 1 and use december as the password.

## **Heating**

Three room heaters are provided; the heater in the front gallery is controlled from the cupboard beneath it (the panel will be found at high level); the room heaters in the back gallery and brick paved gallery are controlled by a remote handset kept next to the kettle.

## **Catering and cleaning**

A kettle is provided in the store room together with some mugs – please wash up when you leave; please segregate your rubbish – we can recycle paper/card in the boxes provided in the store room and general waste in the bags provided, please take bottles away with you, we don't have a recycling facility for glass.

## **Hanging System**

These notes are to help you make the best use of the hanging system that has been provided around the gallery. We have added some tips that we have found useful. Please remember and respect our decision not to allow any drilling or mechanical fixing into the walls – we call it our No Nails policy. The cost of repairing any damaged walls will be deducted from your deposit.

The hanging system consists of J rails on the walls over which cylinder anchors hang: The anchors are attached to cords of varying length onto which hooks are fitted:

The maximum weight on each anchor and cord should be no more than 8kg or 17lbs

We supply 100 cords and hooks as standard – if you need more please tell us as soon as possible

When you arrive the hooks and cords will be neatly boxed – please return them as you find them – hooks in bags of 10 and wires coiled in sets of 10, held together with wire or string (not sticky tape, it's very sticky!); please count them as they cost £5 each and the cost of replacing any missing when you leave will be deducted from your deposit

The hooks are best attached to D rings; keep the D rings near the top to prevent the work hanging forwards, we recommend 5cm from the top of the frame

Lightweight items should be attached to boards with D rings fitted

Cord should be coiled up behind the work **not** knotted, cut or taped – the cost of replacing any cord will be deducted from your deposit

We have found that lightweight items such as cards can be hung on fishing line and secured with foldback paper clips; the line can be hung from the J rail with picture hooks; we don't supply these items and suggest you bring a selection of stationery to help you improvise. Please do not use Blu tak, or any similar product to attach items to the walls. We have found that self adhesive address-style labels work well for labelling your work, as they don't leave marks or take the paint off – if you use them in the tiled area you may need to dampen them with water to remove them.

And finally .... Please respect our No Nails policy; the hanging system does take a little time to get familiar with but does allow you to take down your work at the end with no making good to the wall; look after the cords and hooks as each cost £5 and if any are missing on completion we will have to deduct the cost from your deposit.

Our name is Pie Factory Margate  
and the gallery address is 5 Broad Street, Margate CT9 1EW  
[www.piefactorymargate.co.uk](http://www.piefactorymargate.co.uk)

All inquiries about your exhibition should be addressed to you, but for any info on Pie Factory Margate, please email [hello@piefactorymargate.co.uk](mailto:hello@piefactorymargate.co.uk) or telephone 01843 294175

Jenny works one day a week for Pie Factory Margate, which is usually a Thursday, so unless it is an emergency, this is when you can expect a reply

Emergency contacts

Pie Factory Margate (not manned 24 hours): 01843 294175  
Lombard Street Gallery, 2 Lombard Street, Margate CT9 1EJ, Tues to Sat 11am to 5pm,  
Sun 12 to 4pm, closed on Mondays  
burglar alarm: Eagle Alarms: 01843845 444  
Tim Williams: 07715 587703

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