

FAQ

For participants

General information

What is the situation like now during the Coronavirus pandemic?

- During the lockdown, workshops will be held online. Otherwise, workshops can be realized in person as long as the distance between the participants can be maintained. Moreover, participants are obliged to wear masks during the workshops.

Motivation for participation

Why shouldn't I just buy a new device instead of coming to you?

- That is exactly our motivation as a company. We believe that it is necessary to start repairing more and throwing away less to reduce the massive waste of resources and to prevent the climate crisis. Everyone can contribute to this change in our society by acquiring the skills required to repair all of your possessions.
- We are going to enable you to learn these skills together with amazing like-minded people. Hereby, we can change the world for the better together.

Registration for the workshop

How can I join the workshop?

- You can join workshops via the scheduling tool on the website: www.circled.design. There you can also find the respective pricings and book sessions in your local community now!

What can I do if I am not able to register on the website?

- You can contact our help centre via:
Phone: +49157558854
Facebook page: <https://m.facebook.com/TransformRepairCorps/>
Instagram: <https://www.instagram.com/TransformRepairCorps/?hl=fr>
Twitter: <https://mobile.twitter.com/TransformRepairCorp1?lang=en>

What is the price per workshop?

- The standard price is 70€ per workshop. If your material costs exceed an amount over 200€, your expert will discuss the additional material costs with you.

Can I receive a discount?

- We offer discounts if you refer a friend to our workshop. Please contact us regarding this matter.

What is the information required about my product when I sign up for a workshop?

- We need to know the material, size, product name and category so that we can prepare the material selection for you accordingly.

How can I make a payment?

- You can pay through one of the following payment options: Credit card, PayPal and Circledpay.
- You can top up your Circledpay by using a credit/debit card, Giropay or a bank transfer. You can find the bank transfer information below:

Circledpay

IBAN: DE490678856864468855

BIC: WELBANBC1.

Name of payee: Circledpay Repairs

Bank of the payee: Sparkasse Bank, Germany

Please consider: The name of the bank account that you use for the transfer must be the same name as the one you used for your application on our website. It may take one or more business days for us to receive your payment due to the bank clearing procedure.

What happens if I am not able to attend even though I already paid?

- You can cancel your participation until 24 hours before the workshop starts. However, if we have already made investments to buy materials for you, you will have to pay for these materials. If you cancel after the 24 hours deadline you will have to pay 50% of your participation fee.

Preparation of the workshop

Do I need to know anything in advance?

- No, just be open-minded and respectful :)

Can I bring all my appliances?

- Yes, you can bring to the workshop whatever thing you would like to redesign or have fixed. Please just provide us with some basic information on your item (or several items if you wish) when signing up via the application form, so that we can prepare needed materials and tools for you in advance.

About the workshop itself

How long does the workshop take?

- Depending on the product you can choose between 3h workshops or daily events.

How many people participate in a workshop?

- A minimum of 10 and a maximum of 25 individuals will participate in a workshop.

Where are the workshops located?

- Check on the website to find workshop locations around you and sign up.

How do I indicate if my workshop will be online on the workshop website?

- We have created the workshop website template in a way that makes it easy for you to indicate if a workshop will be taught online or offline. In addition, you can customize your workshop website.

Can I participate online?

- Yes, during the current pandemic all workshops will be accessible online and transformed into step-by-step DIY-@home tutorials. You can sign up online via the website: www.circled.design.

Where are the experts from?

- Experts are your local heroes. We partner with individuals that live close to you and that have expertise in a certain tool, craft, or technology.

How many experts are joining an online session?

- Teaching online is quite challenging. Because of this we recommend having a minimum of two and a maximum of four instructors per session, including an assistant. The role of each instructor can be found on our website.

Can I become an expert myself?

- Sure, if you have valuable know-how in the currently running workshops just apply as an expert. If you believe there should be additional workshop topics you can get in touch with us via mail or phone.

I am afraid of working with tools, can I join anyways?

- Sure, in our workshops we are extremely careful that no one gets hurt and the experts are there for you all the time.

Is this going to be fun?

- Yes, it is going to be fun! And you can contribute to improve the experience by being open-minded, pro-active and curious!

Is there going to be food and drinks?

- Yes, there are going to be snacks and drinks available throughout each workshop.

Will there be a break for learners?

- Yes, there will be a break which will allow learners to work by themselves, ask questions or give feedback on their progress.

Am I permitted to record or take a video of the workshop?

- No, you cannot record or take a video. However, it would be helpful for you to write down the key points interesting to you. For more information see our note about [privacy concerns](#).

Following the workshop

Will I receive a certificate?

- Yes, if you participate in at least 5 workshops in one specific area you can receive a circled. degree (e.g., in carpentry).

Where can I share what I have created?

- You can either share a picture and a short description of your creation on our community page to inspire other motivated “Circlers” or share it on your social media account.
- You can also take a short survey to help us improve.

For stakeholders

What is the business model?

- We are charging a workshop fee to cover basic material costs and to compensate the experts for their time. Material costs that exceed 200€ will have to be covered by participants individually.
- Partnering with local shops allows them to position themselves from a different angle in the market, reaching a bigger audience and potentially cross- & upselling their existing products and services in the workshop space. Local shops can contribute by providing workshop material and will receive a 20% pay out from the workshop profits (e.g., from participation fees).
- We offer a licencing structure for individual cities to finance and support global communities. Within this structure, 10% of the local profit must be provided to the global team to finance overhead costs such as marketing, personal costs etc.
- The competitions are financed through an attendance fee. The prizes & awards are sponsored by partnering organizations pro bono.
- Public sponsorship (governmental or EU)
- Tapping into existing communities such as local Repair Café's
- Partnerships with organizations such as Refurbished, iFixit, Fixfirst, Fahrradwerkstatt München (Bicycle repair shop Munich) or Restado to tap into complementary resources (e.g., materials, technical equipment, expertise)

How do you reach the customers?

- Through a mix of product placement on SoMe, cooperation with (micro-) influencers, paid advertising, and strong, local word-of-mouth.