

# REPAIR CAFE

Dear Repair Café organiser,

In the starter kit that you have just downloaded, you'll find all the materials that the Repair Café International has made available for local organisers. With the manual and the folder with additional materials, you can organise the start of your Repair Café to the smallest details. These documents will also be useful to you in the following phases. Please read the tips below carefully. For each document, we describe how to use it.

**Is your Repair Café ready to start? Then let us know! We will then add your location to [our world map](#) and you will get your own page on our website [Repaircafe.org/en](https://repaircafe.org/en). Below in this letter you can read what you need to do to let us know.**

## Manual

In the tried and tested Repair Café manual you'll find everything you need to know to start your own local Repair Café. This step-by-step manual is based on our years of experience, and guides you through all the different stages. Read this document first.

## Additional materials

The additional materials will be useful when your Repair Café really kicks off. The folder with additional material contains a lot of extra documents: logos, posters, flyers, registration forms, and such. You can complete or modify many of the documents yourself.

In the folder **Poster general** you'll find documents with which you can create your own posters to hang on the wall. You can add relevant photos in these documents yourself. Subsequently, you can print and plasticise the posters. You can also adapt the **sign boards** - with texts like 'Electrical appliances', 'Textiles' and 'Furniture' – to the situation in your Repair Café. The same goes for the piggy bank poster which encourages visitors to make a **voluntary donation**. Add a photo of your choice and give this poster a prominent place near the tip jar.

The **registration form** is a two-sided document; on the back are the **house rules** that apply in the Repair Café. Print the forms double-sided and place them on the reception table. These forms are very useful in practice. The first questions (about the product) are filled in at the reception table, together with the visitor. The other questions (about the repair) are answered later, by the repair expert and the visitor together, or by the repair expert and the hostess. You can enter this data (during the Repair Café or afterwards) in our online RepairMonitor. This way you will always have a complete overview of what has been repaired during the Repair Café. You can request an account for the RepairMonitor via <https://repairmonitor.org/en>.

Don't forget to point out the house rules to the visitors and ask them to sign the form for agreement with these rules. This way, you can cover yourself against complaints afterwards.

It's a good idea to print the house rules not only on the back of the registration forms, but also, in a larger format, on a separate paper. Hang this paper prominently on the wall. This way, no-one can afterwards claim that they were not familiar with the house rules.

The document about **working safely** is very important! It contains all kinds of advice that will help you ensure that work at your Repair Café is done safely. Read this document through carefully, place printed copies of it in your Repair Café and regularly (for example, every three months) send it per email to all the repairers at your Repair Café. That way, you'll verifiably be working towards safe working conditions.

For filling in and adapting the **announcement poster and flyer** we have made a step-by-step guide, which you will find among the additional materials. The various steps in this manual also apply to the **donor recruitment flyer**. You can also fill in the ready-made **press release** and the **volunteer recruitment form** in this folder yourself. The **feedback form** enables you to collect valuable feedback from visitors.

Among the additional materials you'll also find a document with which you can create **badges** for all volunteers in your Repair Café. This way everyone gets a nice name tag. The document is based on badge holders that are 9 cm wide and 5.5 cm high.

Apart from that, we have added a document with which you can make your own **stickers**, with the text 'I was saved by Repair Café'. You can put these stickers on an object when it has been successfully repaired. The stickers will give the owner of the item a cheerful reminder of the Repair Café. Make sure you buy the right sheets to print the stickers on. The dimensions for sticker sheets are 38.1 x 21.1 mm; laser labels 65 on a sheet.

Among the additional materials you'll also find **logo files** in various formats. For digital use and print, choose the RGB logos. Choose the CMYK files for professional printing. If you want to add the name of your Repair Café to the logo, use the files in the '**Logo files editable**' folder. The editable logo guide explains how to adjust the files. The folder with **social media logo files** contains all kinds of logo files in various colors and formats for use on Instagram, Facebook and Twitter. Do you want to know more about the correct use of the logo and other house style documents? Then read the **identity guide**. This comprehensive manual was written by ARK Amsterdam, the studio that designed our house style.

When you start your own Repair Café, it's a good idea to not only set a date for the first meeting, but to set a couple of dates directly. This will enable you to advertise the next Repair Café meeting during the first one. We advise you to distribute the posters approximately two weeks in advance.

**Please let us know when you are ready to start!** We will literally put your Repair Café on the map and create a page for you on our website [Repaircafe.org/en](http://Repaircafe.org/en). That way everyone can always find your Repair Café. Besides that, as a member of our network, you will receive a number of **handy products** to use in your Repair Café - free or with discount. The name and address of your Repair Café location should be given to us **via your account**. From there we will assist you further:

## My account

Below you can (re)download the starter kit and other useful documents.

DOWNLOADS

Is your Repair Café ready to start or have you moved? Please provide us with the (new) name and/or (new) address of your location. There is no need to fill in any other data in the input box. If you have registered a new location, you will receive an email within a few days with more information about maintaining your own page on our website. Adjustments to existing Repair Cafés will be processed within a few days.

SUBMIT REPAIR CAFÉ NAME

REPORT/CHANGE ADDRESS

We wish you lots of luck and fun preparing your Repair Café!

Kind regards,

The Repair Café International team