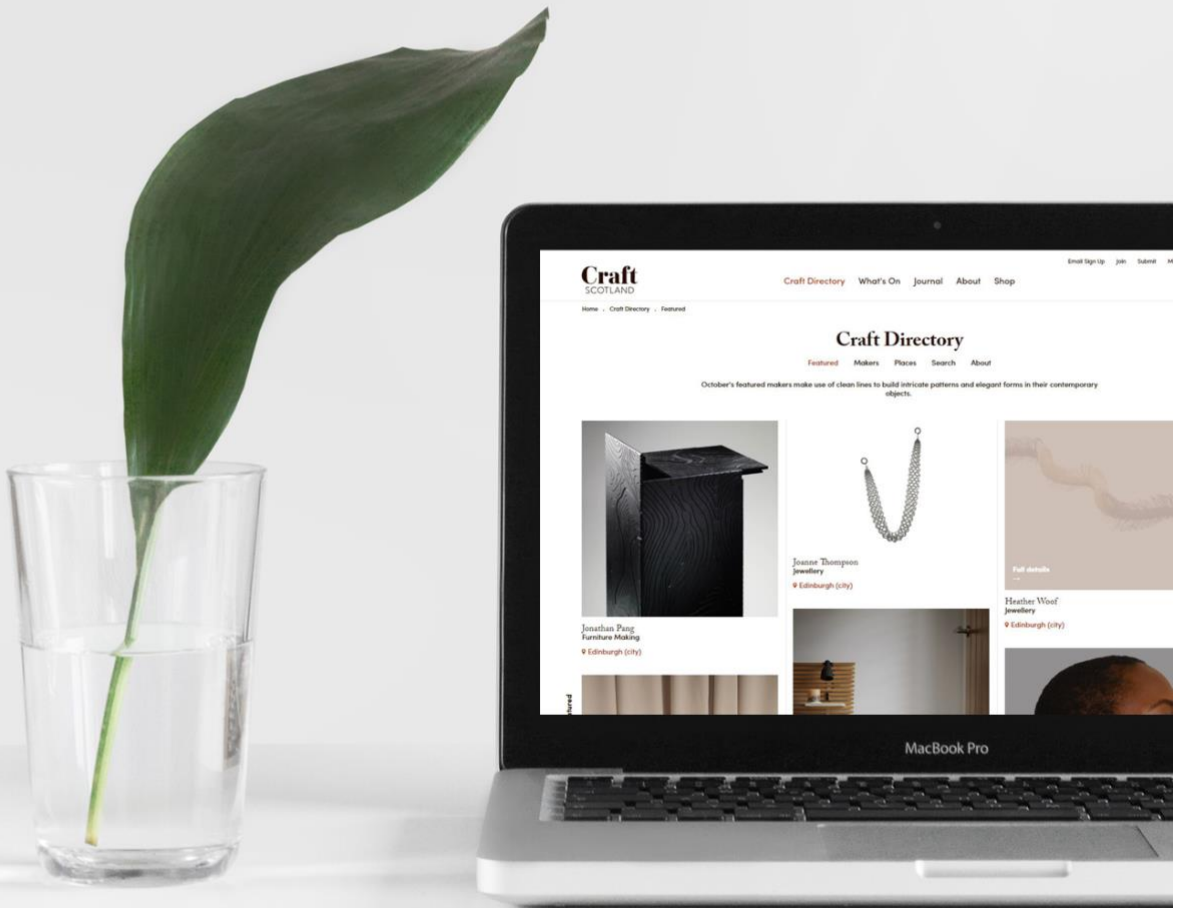


Craft SCOTLAND



Craft Directory Places

Contents

Introduction	3
Benefits	4
Your Profile	5
Who Can Apply?	6
Criteria	6
Guidelines	7
Submission Process	8
Application Statuses	8
FAQs	9
Terms & Conditions	11

About Craft Scotland

Craft Scotland is the national development agency for craft. We put makers at the heart of all we do, championing diverse and high-quality contemporary craft. We help people learn about, appreciate and buy craft, promoting the contribution of craft to Scotland's cultural, economic and social well-being.

Through our exhibitions and events programmes, digital platforms and strategic partnerships, we provide leadership for the sector. We create opportunities for makers to develop their creative and business practice, and to exhibit and sell work in Scotland and beyond.

We are a registered charity supported by Creative Scotland.

SUPPORTING MAKERS, PROMOTING CRAFT

Craft Scotland, 15 Coburg Street, Edinburgh EH6 6ET

www.craftscotland.org / hello@craftscotland.org / @craftscotland on social media

Craft Scotland is a company limited by guarantee registered in Scotland no. SC 270245. A registered Scottish Charity no. SC 039491



ALBA | CHRUTHACHAIL

Craft Directory

Featured Makers Places Search About

Find destinations across Scotland where you can learn about, enjoy and shop contemporary, design-led craft. Stay tuned for more craft destinations for you to explore.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z ALL



Archipelago Folkschool
Further Education
📍 Argyll & Bute



Brazen Studios
Studio
📍 Glasgow (city)



Cabinet Ullapool
Independent Retailer
📍 Highlands (including Inverness and Skye)



Coburg House
Studio
📍 Edinburgh (city)



Craft Directory: Places landing page

Introduction

In September 2017, Craft Scotland launched its improved [Craft Directory](#), showcasing the best in contemporary, design-led craft makers and places in Scotland.

One of Craft Scotland's aims is to promote high-quality contemporary craft locally, nationally and internationally. Our Craft Directory (formerly known as Find Craft) has always been a part of this aim to connect audiences with places promoting high-quality craft in Scotland. It is a popular online platform to discover and explore Scottish craft for consumers, tourists, press, makers and other industry contacts.

The Craft Directory enables audiences to search and connect with places who promote craft within Scotland. Places include independent retailers, galleries and museums with a craft focus, as well as open studios and collectives.

The Craft Directory Place profiles are visually striking with detailed information and an improved search functionality. Your profile will allow you to share your craft business with an engaged and growing audience as well as connect with talented makers throughout Scotland. The functionality of the Craft Directory means that your profile is prominently tied into the rest of the website including the Craft Scotland homepage at www.craftscotland.org and our popular What's On section.

Scotland is renowned for the quality and innovation of its craft – join the best of Scottish craft with the Craft Directory.

Place

Dovecot Studios

Profile Venue Information Events & Exhibitions Makers Images



Previous Place

Mike Wilkinson

Disciplines

Textiles

Materials

Textiles

Type of venue

Gallery

Articles

[Articles at Dovecot Studios](#)



Dovecot Tapestry Studio continues a century long heritage of collaborating with leading international artists. In support of this mission, Dovecot Gallery programmes exhibitions and events for those who share our passion for making and the creative arts.

Dovecot is housed within a converted Victorian swimming baths building in the centre of Edinburgh, where visitors can view progress on current rug and tapestry projects and be inspired by the work of artists and makers working cross-media.

Dovecot Gallery is an accessible space with a café and shop.

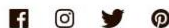
Workshops are often arranged as part of the exhibition support programme and to highlight the skills and processes used by the weavers and rug tufters of Dovecot Tapestry Studio.

Lectures and talks are programmed to provide deeper insight to studio projects and the exhibitions programme, as well as group visits and accessible tours.

Dovecot Gallery curates exhibitions and also works with independent curators to deliver a programme focused on creative arts and craftsmanship.

Next Place

Connect with Dovecot Studios



Craft Directory: Dovecot Studios profile

Benefits

Share your unique craft destination with the world through our Craft Directory.

This is your opportunity to promote yourself as an important destination for the discovery of contemporary Scottish craft to a growing online audience which includes craft enthusiasts, consumers, collectors, makers and other industry contacts. With prominent links to your own website and social media you can increase your own online following and translate this into footfall, sales and commissions.

You will benefit from:

- A visually enhanced profile on the Craft Directory on www.craftscotland.org, a website that gets over 28,000+ hits per month
- Promotion from a Craft Scotland digital marketing and PR campaign
- The ability to tap into our social media network that has collective audience of 45,000+
- Prominent links to your website and social media to increase our online following
- Unlimited free listings on our What's On and Opportunities so you can advertise upcoming craft events, exhibitions and workshops
- Your own Craft Scotland user account where you can easily access and update your profile at any time

Costs (2017/18)

The annual fee for a Craft Place profile on the Craft Directory is £79 (including VAT), approximately £6.60 per month.

Place

Dovecot Studios

Profile Venue Information Events & Exhibitions Makers Images



Previous Place

Next Place

Opening Times

Monday	10:30am - 5:30pm
Tuesday	10:30am - 5:30pm
Wednesday	10:30am - 5:30pm
Thursday	10:30am - 5:30pm
Friday	10:30am - 5:30pm
Saturday	10:30am - 5:30pm
Sunday	Closed

Facilities

- ✓ Level Access
- ✓ Cafe
- ✓ Child-friendly

Additional Information

Dovecot Tapestry Studio is open:
Monday - Friday: 12pm - 3pm
Saturday: 10:30am - 5:30pm

Please check the Dovecot website for exhibition opening times.

Address

Dovecot Studios
10 Infirmity Street
Edinburgh
EH1 1LT

Contact

0131 550 3660
info@dovecotstudios.com
dovecotstudios.com

Place

The Scottish Gallery

Profile Venue Information Events & Exhibitions Makers Images



Amelia Simons
Glass Working
Dumfries and Galloway



Andrew Lamb
Jewellery, Silversmithing & Goldsmithing
Aberdeen (city)

Contact with The Scottish Gallery



Previous Place

Next Place

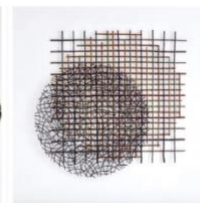
Place

The Scottish Gallery

Profile Venue Information Events & Exhibitions Makers Images



View



Loisie Ferry Concrete



View

Craft Directory portfolio: example content

Your Profile

- Create an extensive portfolio with up to 10 images
- Tell your craft story with a place statement and video functionality
- Highlight your featured disciplines and materials
- Grow your online following with prominent website and social media links
- Advertise your upcoming events and exhibitions
- Promote any workshops, tourism offerings and other services
- Highlight your featured makers and link to their Craft Directory profile
- Contact details, opening times and facilities information with Google Maps

Who Can Apply?

The Craft Directory features professional business and venues in Scotland who are showcasing the best in design-led, contemporary Scottish craft. We want audiences to appreciate craft both in creation and its finished form and places should provide visitors with the opportunity to get involved.

To apply you will need to meet The Places and Quality Criteria (below), complete an Online Form (page 7) and send-in quality images of your business. Craft Scotland will then review your application to ensure it meets our curatorial conditions of the best in contemporary, design-led craft from Scotland.

Place Criteria

- Craft Places should be professional businesses who operate in Scotland and are promoting craft
- Craft Places should be endorsing at least two of the accepted disciplines (see page 7) within their annual calander
- Craft Places should fall into at least one of the Places Categories (see page 7)

If you feel your craft business does not fit into one of these specific categories please contact Craft Scotland via email at shop@craftscotland.org or call us on 0131 466 3870 and we can discuss your suitability.

Quality Criteria

- Craft Places should promote contemporary, design-led Scottish craft and showcase a degree of innovation
- Craft Places should provide visitors with a quality craft experience
- Where applicable, Craft Places should engage with professional craft makers

Guidelines

You can apply quickly and easily online to the Craft Directory using our [online form](#). You will be asked to provide details of your business and credentials to support your application, including images.

Section A: Categories - you must fall into at least one of these Craft Place categories

- Independent retailer with a craft focus
- Gallery
- Museum
- Open Studio/Collective
- Online Destination with a craft focus

Section B: You must be able to say yes to at least one of the following statements

1. Your Craft Place promotes/sells high-quality, contemporary, design-led craft produced by makers in Scotland
2. Your Craft Place holds exhibitions or events which promote high-quality craft
3. Your Craft Place provides classes/activities run by professional craft makers catering for audiences who are keen to develop a deeper level of engagement with craft
4. Your Craft Place actively promotes the development of contemporary craft in Scotland

Section C: Disciplines – you must select at least two disciplines

- Basketry & Willow Weaving
- Bookbinding
- Ceramics
- Furniture Making (furniture, lighting)
- Glass Working
- Jewellery
- Metal Working (blacksmithing, large scale)
- Millinery
- Mosaics
- Paper Making (paperworks, wallpaper)
- Silversmithing/goldsmithing
- Stone Working (carving, lettering, sculpture, dry stone walling)
- Textiles (weaving, knitting, crochet, printed, embroidery, leather, tapestry, felting, quilting, tufting, lace)
- Wood Working

Section D: Materials - you can select up to five materials

- Ceramics
- Glass
- Leather
- Metal
- Paper
- Plant Fibres
- Plastic & Synthetics
- Precious Metals
- Stone
- Textiles
- Wood

Section E: Content

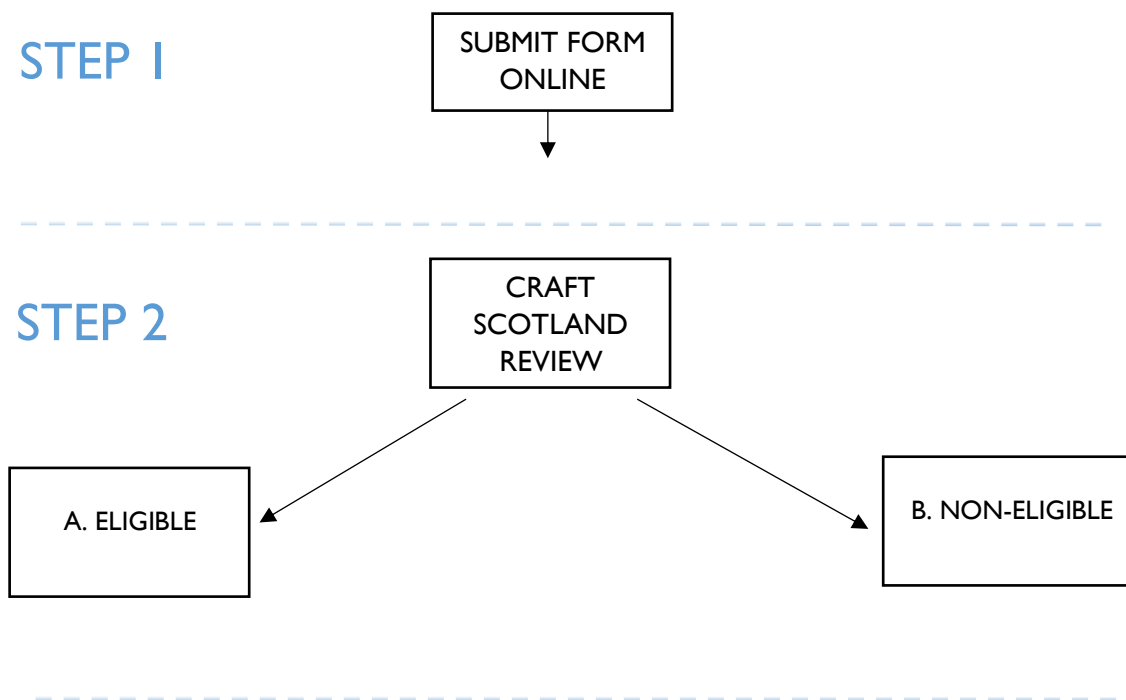
- High-quality photography is a must for online audiences. It allows them to see the professionalism of your business. You will be required to submit high-quality photographs of your Craft Place.
- Well written place statements should be clear, concise and engaging.

Disclaimer

Due to our funding remit, Craft Scotland does not represent fine art, painting, drawing, photography, printing on paper, stationery, taxidermy, candle, soap or cake making, nor jewellery made by assembling bought-in materials. However, Craft Scotland supports the work of Craft Places who incorporate an element of quality craft into their overall business/programme.

Submission Process

Craft Places can quickly and easily apply through the [Craft Scotland website](#). Once you have submitted your application through the website, the Craft Scotland team will review your application based on the Place and Quality Criteria (page 6).



Application Statuses

A. Eligible

The Craft Scotland team will initially assess all applications. If you meet all of the Craft Place and Quality Criteria and your online form supports your application you will be marked as eligible. You will then be sent your annual payment link. If there is any minor feedback the Craft Scotland team will contact you directly. After payment your profile will go live and you are then prompted to add more images and information.

B. Non-Eligible

If you cannot meet the majority of the criteria, your application will unfortunately not be eligible to move forward. Craft Scotland is committed to supporting the craft sector and we can support you in growing your business through our What's On listings and Resources pages.

Frequently Asked Questions

How will the new directory benefit Craft Places?

Craft Places can benefit from being able to upload multiple images of their business and tell their craft story to the fullest. This is your opportunity to present your business in the best light possible and promote yourself as a Craft Place to a growing audience. Being a part of the Craft Directory will increase the visibility of your local business and provide you with a targeted listing that will increase your online presence and subsequently your website traffic, footfall and sales.

Our old site made finding places' contact information quite difficult, the new Craft Directory has prominent call-to-action boxes signposting visitors to your contact information, website and social media sites.

We have significantly improved the search and filter functionality so visitors can easily discover individual places for craft. This includes more comprehensive tags and filtering.

The Craft Directory is closely integrated with the rest of the website so that profiles are tied into workshops, events and projects. We also more prominently highlight different places and craft disciplines in a dedicated visual Craft Directory landing page.

How do I apply for a profile on the directory?

To join the enhanced Craft Directory there is an application process. You can apply by visiting the [Join page](#) on the Craft Scotland website. Once you have applied and your profile is successful, you will be subject to an annual fee. To be eligible for the new Craft Directory you must be a professional craft business operating in Scotland (see full criteria page 6).

Do I have to apply for a profile every year?

Craft Places will have to go through the selection process only once. The fee will be paid annually.

In the past, we have struggled to ensure that the current Directory has up-to-date information about Craft Places. This is a frustrating experience for website visitors searching for craft places. Profiles are monitored quarterly to ensure that content is kept up-to-date.

Why are you charging a fee?

After much deliberation, Craft Scotland made the decision to charge a fee for the Craft Directory in order to support the growth of this platform.

Craft Scotland is publicly funded through Creative Scotland. We use these funds to run a large programme of events in Scotland, the UK and beyond, which support makers in developing a sustainable practice and grows the audience for craft. Our digital communications are central to the support of these offline events. The Craft Directory is one of the most popular areas of our website and we have created an amazing user experience that showcases the quality of contemporary craft from Scotland to its fullest. Unfortunately, public funding is limited and our grant has stayed the same. Creative Scotland Regularly Funded Organisations like ourselves are required, as part of our grant, to find additional ways to provide our valuable services.

What is the fee?

The annual fee will be £79 (including VAT), which works out at approximately £6.60 a month.

Will charging a fee not exclude some places from your site?

Creative Scotland's 10 year Arts Strategy focuses on excellence and experimentation. In light of this the Craft Scotland board has made a strategic decision to focus on craft that reflects this vision.

This may mean that some Craft Places who were previously on our Directory (Find Craft) will no longer be eligible. Craft Scotland is committed to supporting craft places in their creative and business practice. All places will still be able to access our other services, including our online Resources for growing your business.

How will the new craft directory help me promote my craft place?

Your new profile will benefit from our increased digital marketing of the site in general. We will also launch specific campaigns to promote the new Craft Directory. To support these digital marketing campaigns we will also be running targeted pay-per-click advert campaigns to increase visitors. This update will also allow the Craft Directory to benefit from increased search engine optimisation.

How many visitors does your site currently get and do you have plans to grow this?

Our overall web traffic for 2016-2017 was 360,000 and with the new site changes we are expecting to grow this by 20%.

What will the referral rate to my website be from the new Directory?

Currently, our total Directory referral rate is 16% for 2016-2017. With the new site developments we anticipate referral growth closer to 20%.

Craft Scotland Directory User Terms & Conditions

Definitions

1. "Craft Directory User" refers to the user of the Craft Scotland Directory
2. "Craft Directory User Services" means the services that may be made available by Craft Scotland to Craft Directory Users, in relation to the Craft Directory, as detailed below and on the website.
3. These Craft Directory User Terms & Conditions set out the additional conditions (over and above the General Terms of Use and the Sales and Payment Terms) relating to joining the Craft Directory as a Craft Directory User and receiving Craft Directory User Services.

Craft Scotland Directory User Services

The Craft Directory allows you to promote yourself as a craft place. As a Craft Directory User you are provided with an online profile, and on occasion, at the discretion of Craft Scotland, inclusion of your details or Website content in any Craft Scotland print/digital publications, to promote yourself to the www.craftscotland.org online audience.

Your directory user profile

Your Craft Directory User online profile and inclusion of your details in any Craft Scotland print/digital editions, where available, are considered to be promotional tools for you, and a means for you to create awareness for your business.

Such details will be made available to the public through your online profile on the Craft Directory - showing your professional contact details (including place name, contact(s), photographs of your business, a written summary of your venue, and relevant tagging to facilitate searching.

Craft Scotland Directory User selection criteria

Please note that in order to maintain a high standard of work and presentation on the Craft Directory, there is a submission process (see page 8 for full details). For instance, the quality of images, text and work of the applicant will be assessed by Craft Scotland. Your application for Craft Directory User may be refused based on the criteria set out (see page 7 for full details), in which case you will be notified and no payment link will be sent.

Craft Scotland Directory logo

Directory Users or their agent(s) may use the Craft Scotland Directory logo on their own website provided that:

- (a) It is a single instance of the Craft Scotland Directory logo used as a link to our website www.craftscotland.org
- (b) It is in the context of a factual correct reference to your involvement with the Craft Scotland Directory and the logo does not imply Craft Scotland's endorsement of any website or online service
- (c) You notify hello@craftscotland.org including the full web address of the page(s) where our logo is used
- (d) Where requested by Craft Scotland, you immediately remove such logo from your website.

Craft Directory publically accessible content

As our Craft Directory is a promotional tool, data included in these public profiles may be accessible by the public via wide circulation or redistribution, and via our historical archives. Therefore you should never include any data on your online public profile that you would wish to remain private.

Craft Scotland is not responsible for the content of the Craft Directory, or the actions of the public in relation to the available content.

Professional information you supply

You confirm that all information provided by you is truthful, honest and accurate. Craft Scotland reserves the right to edit the information you supply if Craft Scotland wishes to reduce the amount of information displayed or to amend, refuse or substitute any information tendered if Craft Scotland reasonably considers it unsuitable or inconsistent with the general standard, appearance or policy of Craft Scotland or the Craft Directory.

Your professional & personal contact details

Professional contact details

Please note that Craft Scotland may publish the business contact details you provide on our Site, the Craft Directory and in our other directories (where known to us as such).

Personal contact details

Your submission of personal information through the Website is governed by our Privacy Policy.

Craft Scotland will need to contact you from time to time with information relating to your Craft Directory Users, the Craft Directory and other publications. It is your responsibility to ensure that we have current and valid contact information for you, at all times, so that we can contact you with information about Craft Directory Users and, where Craft Scotland considers it appropriate and where you have agreed to this, so that you can receive information about opportunities from third parties.

Your email address

Craft Scotland uses email as a method of communicating with its Craft Directory Users. Information emailed to you may contain confidential information about you. It is your responsibility to keep Craft Scotland informed of your up to date email address, to keep such email address secure and ensure that the relevant logins are not known by anyone else.

Owing to the nature of email and the internet, Craft Scotland cannot take responsibility for the successful delivery of email to your chosen email provider. Please ensure that you set up your spam filter / junk mail folder correctly to ensure that emails from Craft Scotland (including automated emails) can be received.

You can update your contact preferences at any time by logging onto our Site.

Please see our Privacy Policy for further information relating to our use of your personal data and any other information that you provide.

Intellectual Property

Restrictions & responsibilities

The intellectual property rights in, or copyright over, the content and/or information sent or made available via the Craft Directory or otherwise on the Website should be the property of the relevant Craft Directory User who makes it available or, in the case that it is not provided by a Craft Directory User, the person who provides the content or information.

If the Craft Directory User or such other contributing person does not own the intellectual property rights or copyright, the Craft Directory User must obtain a licence or consent from the owner for such use in advance.

It is the responsibility of each Craft Directory User to ensure that they have full consent to the use of the copyright for all photography, voice-clips, video and any other content featured as part of their Craft Directory Users. You confirm that any such use, as set out in these Terms & Conditions, including the technical, development and research purposes set out below will not infringe the intellectual property rights of any third party.

It is the responsibility of each Craft Directory User to ensure they have any necessary consents from any relevant third party to list details of productions/projects they have been involved in, or will be involved in. You should confirm that any such list does not disclose any confidential information provided by you without you obtaining the relevant consent.

Photographs: further notes

You must provide us with the name of the photographer for all photographs submitted to the Website and the Craft Directory. Photographers must be credited, according to copyright law. We reserve the right to refuse any photograph which we consider unsuitable or inappropriate or should you fail to provide suitable crediting information through the online form.

As a Craft Directory User you agree to:

A. Grant to the Craft Scotland and its subsidiaries or agents a perpetual, royalty-free, irrevocable, non-exclusive licence (together with the right to sub-licence) in respect of any materials or content submitted to the Craft Directory or to Craft Scotland, its subsidiaries and/or its appointed publicity contractor(s) and/or publisher for the purposes of promoting and publicising Craft Scotland, the Craft Directory, Craft Directory Users or their materials and content, the artists whose work is exhibited, any events, fairs, or activities in which the Craft Scotland and its subsidiaries are involved, both nationally and internationally and any other use as set out in these Craft Directory Users Terms & Conditions.

B. To grant permission to the Craft Scotland and its subsidiaries or agents and/or its appointed publicity contractors and/or publishers to create its own images by taking photographs (in such form as the Craft Scotland and its subsidiaries determines) of any exhibit or stand at any event for the same purposes as are mentioned in (a).

The above licences include:

- (i) Permission to copy and hold any materials or content in any medium including but not limited to the use of the materials or content on the internet;
- (ii) The inclusion of the materials or content on the Craft Directory or Craft Scotland and its subsidiaries' electronic database(s) which may be available to the public
- (iii) The right to alter and/or crop any images in order to incorporate them into the overall design of any publicity, or other, material.

C. Agree to ensure your contact information and content is correct and up to date.

D. Agree to completing and submitting a periodical Craft Scotland's Directory User survey about the service, functionality and usability of the Website. This may include an equalities monitoring form.

Content: uploading material

You must not upload material that is unlawful, defamatory, abusive, obscene, discriminatory or otherwise inappropriate to the Website or the Craft Directory, or which you do not have the appropriate rights to use.

Craft Scotland reserves the right to suspend or withdraw Services and/or Craft Directory Users from Directory User Services who violate the Terms & Conditions and not to use, or make available, any material on the Site or Directory which it deems inappropriate, or to remove material from the Site or Directory which it considers to be in breach of these Terms & Conditions.

In the case of you being involved in a dispute between Craft Scotland and a Craft Directory User, between any two or more Craft Directory Users or between a Directory User and any third party, Craft Scotland reserves the right to remove your uploaded material or content from the online Craft Directory and the Website, at its discretion. On resolution of any dispute, Craft Scotland reserves the right to choose not to reinstate your uploaded material at its discretion.

Joining process

You can apply to become a Craft Directory User by following this link (to follow) to the joining instructions. Please note that the Sales and Payment Terms and the General Terms of Use will also apply to your use of the Site, the Directory and the purchase of Products and/or Services via the Site.

On being successful as a Craft Directory User, your details will go into our database and be made available on our Website at the earliest opportunity. You will then be sent an automated email (to the email address provided on your application) letting you know that your Craft Directory online profile is now live, and allowing you to review the details. Your unique login to the Directory website account page will give you the ability to make changes to your online profile.

It is your responsibility on your profile going live to check all your details are correct and uploaded further digital photographs of your materials and content, and all other required details. Failure to do so will cause delays to the upload of your details onto our Website.

If you have applied to be a Craft Directory User and you have not received an email confirming your successful application and requesting payment within ten working days of applying to the Craft Directory then please contact us immediately.

Website access information

To access the Craft Directory online services you will be provided with a login. The login is confidential, allowing live changes to your online profile and account administration access, and should never be shared.

You are responsible for all activities on your account/profile, whether carried out by you or someone else on your behalf. You must keep your login information secure and confidential. If you do share the login with an agent, be sure you authorise and instruct them appropriately.

Photograph upload

Craft Directory Users can add new collections and photographs or new photographs to existing collections to their online profiles at any time by logging into their account page and accessing the Craft Directory.

Craft Scotland will review all content on the Craft Directory on a quarterly basis. Craft Scotland reserves the right to delete all or some of a Craft Directory User's media on expiry of their Directory Users or for any other reason, including, but not limited to, withdrawal of media upload services for whatever reason.

Craft Scotland does not offer its Craft Directory Users the ability to download or otherwise recover media files in their original quality or format. Craft Scotland therefore strongly recommends that Craft Directory Users retain their original media files. Furthermore Craft Scotland cannot be held responsible for loss or corruption of data, including accidental or intentional deletion by either party.

Craft Directory Users Costs & Payment

The costs for Craft Directory User is £79 (including VAT)

Your Craft Directory Users is renewed manually by the user following a payment email. New Directory Users joining the Directory may cancel their Directory User Service at any time within 7 consecutive days, such time period beginning on the day after the application for Directory User Service is accepted, without incurring any fee or penalty. No refund is available on an annual Directory User Service after this period other than as set out in these Directory User Service Terms and Conditions.

Submission of your application amounts to an offer by you to purchase a Craft Directory User profile, and is subject to our acceptance. Your Craft Directory User Services starts on our acceptance of your application.

We only accept payments by credit or debit card via our payment system supplier(s). For your convenience and in order to safeguard your payment information all payments are transacted through the secure server of our on-line payment processing provider and once you have entered all relevant information correctly payments will be taken automatically. Invoices are immediately sent to you by e-mail and may be accessed at any time via your account. We take your personal privacy and financial security extremely seriously, please see our Privacy Policy for more information.

Where a payment is declined, our accounts department will contact you for immediate settlement. If the payment is outstanding after 7 working days following our attempts to take payment, we will suspend your online profile and / or access to the Directory. If payment continues to be outstanding after 14 working days following our attempts to take payment we will cancel your Craft Directory User and / or access to the Craft Directory and should you wish to continue with your Directory Users you will need to re-apply.

Please see also our Sales and Payment Terms for more specifics relating to the processing of your payments.

Termination

Any breach of these Craft Directory Users Terms & Conditions could cause inconvenience and loss to the sender or provider of information or other Craft Directory Users, and loss to Craft Scotland. In the event of a breach of these Directory Users Terms & Conditions, Craft Scotland reserves the right to terminate your Directory User Services, your access to the Craft Directory, and any other relevant Services without notice. Craft Scotland reserves the right to withdraw or withhold the Directory Users Services:

- a. Where it considers this to be commercially desirable;
- b. To ensure quality of service where we consider a Craft Directory User/(s) to lack the relevant credentials or professional experience;
- c. Where our staff or other persons are subjected to abusive, offensive or threatening behaviour by any Craft Directory User; or
- d. In any other circumstances at Craft Scotland's absolute discretion.

Directory user service cancellation

In the event that your Directory Users is cancelled or refused by Craft Scotland, a pro-rated refund for the relevant calendar year in which the annual users' fee has been paid will be given to you.

You will be contacted each year to confirm whether or not you wish your Craft Directory Users Service to continue. Should you decide to terminate your Craft Directory User Service then your previous print/digital entry and/or online profile entry will still run for the duration of time left of your annual Directory Users Service. Should your Craft Directory User Service lapse, we may offer you another chance to re-join before your details are removed from the Website. We may also contact you with one more opportunity to re-join the year after your Craft Directory User Services lapses. We do not guarantee to make these follow up offers. We cannot guarantee to retain any of your personal or professional information after your Craft Directory User Service has lapsed.

If you contact us and ask to cancel with immediate effect we will then remove your online profile (including any multimedia attached) immediately. You would not be eligible for a refund in these circumstances.

When a Craft Directory User cancels their Craft Directory User Service, to the extent we are allowed to do so by applicable law we will retain their contact details in our internal database for reference purposes, for the following reasons:

1. Some details are retained so that if you re-join the Craft Directory you are recognised as an approved former Directory User and your online profile can be activated as quickly as possible; or
2. To ascertain the previous user status of those applying for future Craft Directory User Services.

Please see our Privacy Policy for more information.

Disclaimers & liability

Due to the inherent nature of the internet, and other technology systems we use, errors, interruptions and delays may occur in the Craft Directory or Directory User Services at any time. Accordingly, the Craft Directory and Craft Directory User Services are provided without any warranties of any kind and we do not accept any liability arising from any inaccuracy or omission in the information or interruption in availability.

Craft Scotland, whilst using every endeavour to publish your profile punctually, will not be liable for any delay in publication.

Because of the promotional nature of your online profile, Craft Scotland cannot control the circulation of information within your online profile by other parties (whether in print/digital editions or online). We also cannot control disposal or re-distribution of our printed/digital products.

Security concerns

Should you believe that your Directory online profile is being linked, without your consent, to any other publicly available area, by an individual or organisation, other than your agent or representative, please inform us. If you have security concerns at any time you may request that Craft Scotland change your Directory password, login and/or URL.

We recommend that you do not list any personal contact details, or information that you wish to remain private, on your Craft Directory online profile. The Craft Directory is a promotional tool and may therefore be circulated widely by Craft Scotland, other Directory Users or third parties.

Status & role of Craft Scotland

Craft Scotland is not an agent, and Craft Scotland does not take commission on work opportunities, commissions or sales found for or by its Directory Users. It does not commission or sell Craft Directory User's work, material or content.