01 / QUICK REFERENCE

YOUR MEMBERSHIP.

Plans, benefits, booking and managing your account.

01

What is included?

50% off Studio A, Studio B and Full Studio rentals; free coworking with a booked day pass; admission to Department programming; select partner events; Creative Index opt-in and partner perks. Studio rental is paid separately. RSVP for each event.

Studio A / Studio B / Full Studio / Coworking / Events / My Creative Index / Membership plans

02

What does membership cost?

$30/month with a three-month minimum commitment ($90 minimum), or $300/year. The annual plan saves $60 compared with 12 monthly payments. Studio rentals and extras are paid separately.

Membership plans

03

How do I join and use my benefits?

Choose a plan on Membership plans and complete the signup/payment steps. Sign in with the same account, then check My membership. Reserve a studio or register for an event while signed in so eligible benefits apply.

Membership plans / Sign in / My membership / Compare spaces / Events

04

Where do I manage my plan?

Open My membership to check status and renewal details or choose Manage Membership. Open Billing for invoices and payment methods. If you have promotional or complimentary access, its specific dates and terms appear in your account.

My membership / Billing

05

How do I use coworking?

Coworking is free for members, but you must book a day pass. Sign in, open Coworking, select the date and reserve your arrival/departure between 9 a.m. and 6 p.m. Later stays are sometimes possible when management is present; confirm with management first. This does not reserve a studio.

Sign in / Coworking

06

Where are the Creative Index and partner perks?

Open My Creative Index to apply or manage your profile. Open Community Perks in your account for your membership card, available offers, remaining uses and partner instructions. Show-only offers: present the card. Punch offers: choose Redeem one use and confirm in front of staff. Follow any code, QR or link instructions shown; scanning a QR alone does not use a punch.

My Creative Index / Creative Index / Community Perks

07

My benefits are missing. What do I do?

Check My membership first. If it is missing or unexpectedly inactive, email your account email and purchase date or reference. Do not buy a duplicate membership.

My membership / Email the team

01 / PUT IT TO WORK

JOIN. SIGN IN. BOOK.

Membership benefits work through your account.



MEMBERSHIP / PUBLIC PLAN CARDS

01 / Check your status

Choose and purchase a plan, then sign in with the same account. Open My membership to confirm that it is active.

02 / Use each benefit in its own booking flow

Reserve studios while signed in; book a free coworking day pass; RSVP for Department programming.

03 / Manage your plan

Use My membership for status and renewal details. Use Billing for invoices and payment methods. Check event-date eligibility before assuming a discount.

My membership | **Coworking** | **Events** | **My Creative Index**

01 / COMMUNITY PARTNERS

USE YOUR PERK WALLET.

Your membership card, current offers and remaining uses in one place.

1 / Open Community Perks

Sign in, open your account dashboard and choose Community Perks. Check your membership card and the offers currently available to your plan. Offers may have dates, locations and limits.

2 / Read the partner instructions

For show-only offers, present the card to the partner. Use a promo code, QR code or website link only as directed on that offer. Scanning a QR code does not automatically use a punch.

3 / Redeem in front of staff

For a punch offer, choose Redeem one use. Review the confirmation, then Confirm redemption while staff are present. Opening the offer or cancelling the confirmation does not spend a use.

4 / Show the receipt and check remaining uses

Show the success screen promptly; it closes after one minute. Your remaining uses update in the wallet. Follow the stated offer reset or expiry. If there are no current offers, check back in the wallet.

Need a correction?

If you accidentally confirm a redemption, contact the Department. The team will review the redemption and follow up.

Community Perks | My membership | Email the team