

Application Process

Requirements

- Apply by sending a project proposal including (1) 500 word max description of proposed project. This should be the title of the work, the media, length, genre (non-fiction, experimental narrative, animation, 90- minute play, etc.); (2) level of community engagement desired.
- Send bio and resume/CV and references to hierloair@gmail.com.
- Upload 5-10 related media, such as sketches, video, audio, JPGs & PDFs files to Dropbox to share.

Process

Apply by sending the project proposal and remaining documents to hierloair@gmail.com at the time of submission. Applications without the supplementary documents will not be considered.

Part I: Before Your Arrival

Start Dates

Residencies start on the 1st weekday of the month and end on the last day of the month. We cannot receive AIRs during weekends or evenings. Arrival must be before 5 pm on weekdays.

Confirming Your Attendance

Once your application is accepted, HIELO will send you a residency offer and contract for the dates and open call to which you have applied. Your residency is not secured until we have received your written confirmation of attendance (this can be a short email), signed contract, and fee payment(s). Please return these materials via email at hierloair@gmail.com **within 2 weeks** of the offer. Placements at HIELO are competitive, particularly during certain months, so please plan ahead.

Payment Process

The HIELO Artist In Residence program relies almost exclusively on artist fees to operate. Every AIR must pay their fees before arriving. Sending the initial deposit of 1 month's rent (\$650 USD) is needed to secure your place and is required within 2 weeks of our offer. All remaining fees are due **no later than 1 week prior** to your residency start date.

Costs & Fees

Please see the website for current residency fees. All payments must be made in \$USD equivalent to the amount of your residency by Paypal or electronic bank transfer.

Funding & Payments

If you rely on grant money or funding to attend HIELO, please ensure that your stipend is secured 3 months prior to the commencement of your residency. A letter from your funding agency committing the funding for this specific residency can be submitted to us via email.

Funding Opportunities

HIELO is not a funding or grant body, and we do not offer grants to attend the residency. We recommend searching for grants online or checking with your country's government, arts councils, or philanthropic funding organizations. If any funds do become available to HIELO, this information will be included in our open call.

Payment Extensions

If, due to extenuating circumstances, you need an extension to pay your deposit, please contact us to discuss options. If you need to cancel your residency, please see our Cancellation Policy below. HIELO will be happy to assist in rescheduling when possible.

Cancellation Policy

If you need to cancel your residency for any reason, we must receive formal written notice of the cancellation by email. All cancellations will incur a \$35 USD administration fee plus any bank fees incurred by a payment refund. Our cancellation policy is as follows:

- Cancellations received 90 days in advance of residency start date will receive 100% refund.
- Cancellations received 60 days in advance of residency start date will receive 50% refund.
- Cancellations received less than 60 days in advance of residency start date will not receive a refund.

Rescheduling

HIELO is happy to reschedule placements if requested before the 3-month cancellation period and rescheduling must take place within 1 year of the original date of planned residency. Once rescheduled, the residency fee is no longer refundable.

Insurance & Liability

HIELO / Sofia's Studio holds no legal responsibility for AIRs and does not insure AIRs or their artwork. HIELO / Sofia's Studio does not administer insurance to AIRs and does not assume any legal responsibility for the AIRs, their work, their guests, or their travels, or any other activities while attending the HIELO Artist In Residence program. AIRs must make all claims to their private insurance, travel insurance, or workplace insurance (or any other applicable insurances). If required, please organize your own insurance before arriving at the residency. We strongly encourage AIRs to have travel insurance which covers emergency health and medical services.

Part II: Preparing For Your Trip To HIELO

What to Pack

Puerto Rico (PR) is a tropical island and is warm year-round so pack accordingly. Weather can often switch rapidly from rain to shine and back again, so having long pants available is never a bad idea. Especially since, being in the tropics, there are plenty of mosquitos.

There are art supply and hardware stores in town, so there is no express need to bring this type of supplies unless specialized. Please note again, we do not provide any materials for AIRs. If you'd like to ship items to HIELO, see the [Sending Supplies or Mail To HIELO](#) section of this guide. PR uses American power outlets, so bring a power adaptor if needed.

Passports & IDs

A valid passport is necessary for all non-US citizen visitors to Puerto Rico. If you are a US citizen, travel without a passport might be possible with a valid state-issued ID depending on the US.

Phone & Internet

HIELO provides you with a secure WiFi connection. No phones are not provided.

Visa / Travel Requirements

As part of the US, Puerto Rico has the same visa requirements as the US mainland. For additional info, visit travel.state.gov/content/visas/en.html.

Sending Supplies or Mail To HIELO

You can mail items to the residency before arrival and at any time during your stay:

(Your Name)
c/o HIELO
700 Ave. Miramar, Suite 1102
San Juan, PR 00907

IMPORTANT: Please write your name (c/o HIELO) on the package to be sent to you. When sending items to HIELO before arrival, make sure to send us an email detailing the content (and prices of the content) of the package. In the event HIELO is contacted by customs we may need information about the package. Also write: "personal belongings, no commercial value" on the parcel you send. If you don't mark your items as used or personal items with a \$0 value, they are prone to customs delays due to confusion over import taxes. If someone sends you items, be sure they tick "gift" or clearly declare they are sending items with no commercial value or personal belongings. Be aware that customs may still request an amount for picking

up your package, payable at the post office upon collection. We recommend you bring what you need and purchase other supplies locally.

Part III: Your Residency at HIELO

Residency Structure

HIELO is structured to enable artists to have the time and space to focus on their work. For this reason, we're a self-directed residency. However, every month artists are given the opportunity to engage in at least 3 programmed monthly events.

Artist Talks

Gives you the opportunity to share your process and projects. These events are coordinated and scheduled in conjunction with AIRs and usually consists of an informal 10-25 minute artist presentation.

Hosted Dinner / Cocktails / Visits

Are a chance to meet, mingle, and share with the community. These events are coordinated and scheduled in conjunction with AIRs.

Open Studio / Exhibition

Takes place towards the end of the residency. During this informal exhibition, you can show your work, perform, read, or present your work in whatever way you wish. These events are coordinated and scheduled in conjunction with AIRs.

Additional Exhibitions

Once in awhile HIELO will curate or facilitate an exhibition or performance at Open Studio Project, a commercial exhibition space developed by Sofia Maldonado to foster community between locals and visiting artists. All exhibitions held at OSP are done so in collaboration and with the express permission of Sofia Maldonado who will aid AIRs in organizing their own solo or group exhibition(s), performance or events. For these additional exhibitions, AIRs are responsible for any costs these additional events might incur (i.e. flyer printing cost, installation costs installation, materials, etc.) All sales at or resulting from exhibitions at OSP during the residency are subject to a 50/50 split between AIR and OSP (Sofia Maldonado).

Art Sales / Commission

HIELO reserves the right to retain 30% on all sales or profits within the HIELO space, including but not limited to original works of art, art prints, special event ticketing, door donations, etc. HIELO processes all sales and returns 70% to AIRs. Final sales price includes appropriate taxes.

Mentorship Program

HIELO is invested in creating a strong bond between AIRs and the local community. If there's an interested student or community group, AIRs may be able to volunteer as an artist mentor. Please make a note on your application if you are willing to volunteer as a mentor. The program allows AIRs to engage local youth in the arts to share knowledge, techniques, industry experience, or help the student better understand and explore his or her interest in art. All AIRs are volunteering their time; 100% free to students. AIRs may also organize workshops or classes at the studio depending on the time of year, and the suitability of the workshop offered.

Accommodations

The HIELO studio is located at 700 Avenida Miramar, Suite 1102 in San Juan, Puerto Rico (00907) about a 10 minutes' walk to Condado Beach, the bustling Santurce arts district, restaurants, bars, coffee shops, cinema, market, and pharmacy. It's housed in a renovated 400 sq ft (38 m²) commercial mini-market that retains its historic facade and windows. It's an open-plan studio (one large shared space) that enables artists to work alongside each other, relate to each other's work if desired, and collaborate with greater ease. Inside, there is a divider wall that separates two distinct areas a working space and a private studio for sleeping.

Studio & Working Space

The front of the house is designed to be used as a studio or exhibition space, while the back is meant to be a cozy living space. The living space includes a full-sized futon, desk, kitchenette, a small fridge, A/C, and full-bathroom with shower. Your residency fees include all utility bills (electricity, water, heating, wifi). HIELO provides linen for beds, including duvet and pillow and sheets, tea-towels or drying cloths for dishes, toilet paper, dish soap and towels for showering. HIELO is not a family friendly residency and cannot host children.

Communal Spaces & Tools

AIRs are responsible for keeping the studio tidy. Please empty the garbage regularly and place recyclables out into the recycle bin. Tools are available but please return them when you have finished. There is also a scanner and a black and white printer in available for use. HIELO does not own a color printer for photography.

Household Supplies

If you happen to break anything in the house, please inform us ASAP so it can be replaced. Should you need a light bulb, or any other appliance, please let us know. AIRs are responsible for washing powder, soap, and other cleaning products. Washer/dryer are available upon request. If you remove bowls, dishes, or kitchen items, please return them. Should anything be missing or damaged upon leaving you will be charged for the damaged or missing item(s).

Additional Accommodations

HIELO offers various additional accommodations, all of which are located in the metropolitan area of San Juan. Should AIRs need additional accommodations for any reason such as hosting friends, family, or interested parties, please contact us and we will be happy to help set it up.

House Rules

The studio is accessible 24-7 but please be respectful of noise level after hours. Exit and enter the studio using the main front door. The free studio WiFi is there as a resource for AIRs, however, please be mindful of the amount of downloading, such as large image, files, films, albums, etc. Artists are responsible for cleaning up after themselves including doing dishes, keeping all surfaces clean, maintaining a clean fridge, disposing of old or unused foods. You must leave the accommodations as clean as you found it. Should AIRs not leave the residency space as they found it, they may be subject to cleaning and repairing fees ranging from \$45 - \$75 USD.

Environmental Awareness

Please turn off lights if you are not using them. We're an island, and as such resources like electricity are precious and expensive. If you are leaving for any reason, make sure ALL windows and doors are closed, as you don't know if the weather will change and bring a storm unexpectedly — these are the tropics after all.

Garbage

There are garbage and recycle bins in the basement. There is also a public trash can on the curb that can be used for disposal.

Smoking

There is absolutely no smoking inside the studio or accommodation area. You must smoke outside and dispose of cigarette butts properly. Do not throw them in plants / street / drains.

Guests

If you're having your guest(s) visit while at HIELO, you must let us know beforehand in writing. The fee for guests staying at HIELO is \$30 USD pp per night. Guest fees are to be paid before the guest leaves in cash, Paypal, or via bank transfer. To enquire about having a guest send an email to hielorair@gmail.com. If there is no space available, you may not be able to host a guest at HIELO. We are happy to advise on separate accommodations.

Living Expenses

All living expenses are covered by AIRs. Artists are responsible for all food, perishables, and consumables. The average living cost for food per week is between \$300 - \$500 USD. It's a good idea to budget extra costs for car hire, bus fare, or outings.

Art Materials / Supplies

HIELO does not provide AIRs with materials of any kind. We recommend you bring or locally purchase all materials needed.

Art Stores Nearby:

Art Things, Calle Canals #305, Santurce, Puerto Rico 00907, +1 787 722 6135, 7am - 5pm
Ofi-Arte, 1702 Ponce de León, +1 787 726 3434

Hardware Stores Nearby:

National Lumber & Hardware

Ferreteria Maderas 3C, Monday - Saturday you can find recycled materials.

Printing, Photos, Posters, or Copies

The studio's laser printer may be used for b/w only. Larger print jobs must be outsourced. There is a print store at Photo One (Old San Juan) and Fedex Office (Santurce). For analogue, art prints, high-quality custom and general prints we recommend Photo One at 304 San Francisco in San Juan (+1 787 722 1949).

Travel

HIELO's neighborhood of Miramar is a great homebase to explore the rest of the island. We don't organize or facilitate sightseeing trips. We recommend renting a car or contracting a sightseeing tour at seepuertorico.com/es/.

Bus Travel

There is a bus stop in front of the residency that goes from Old San Juan to Santurce. You can also easily move between these locations by bike.

Emergency Services, Medical Assistance and Pharmacy

We encourage all AIRs to have healthy and travel insurance in case of an emergency. HIELO is not responsible for any costs incurred by AIRs for medical or rescue services. While we hope you don't need any of this information during your stay at HIELO, in case of emergencies, please see the contact details of various health and emergency facilities below. In the case of an emergency dial 911 (equivalent to dialing 000 in Australia, or 112 in the EU).

Police Station:

Calle Reverendo Gerardo Dávila, San Juan, 00940, +1 787 724 5959

Doctor:

Dr. Laborde, +1 787 998 0285

Urgent Doctor:

Ashford Medical Center, 29 Calle Washington, San Juan, 00907, +1 787 722 1104

Closest Hospital:

Hospital Pavia, 1814 Ave. Fernandez Juncos, San Juan, 00909, +1 787 641 1616.

Part IV: The End of Your Residency

Donating Artwork

HIELO doesn't purchase or store artwork. However, if you would like to donate any work to HIELO's Permanent Collection, you are able to do so. We will never benefit from the sale of any donated artwork! Donated works are held and displayed in future exhibitions to enrich and educate the community.

Sending Artwork Home

If you'd like to ship any works back home, please see fedex.com/pr_english/.

Studio Clean up

Before leaving please make sure you sweep the studio floor, clear all belongings from the space, fridge, and wipe down all surfaces. If you have art materials you aren't going to take with you you may find a suitable place in the communal supply room to leave them behind.

Keys

You'll receive one set of keys: front gate & studio key. In case of loss, there is a \$50 fee for a new set of keys.