

## **FAQ's**

### **Q.) When do I pay for the portrait session?**

A.) You pay the session fee when you book the date. This is what holds that time for you.

### **Q.) What types of payments do you accept?**

A.) We take cash, checks, Master Card, Visa, and Discover. We also have payment plans available for larger orders.

### **Q.) What is the session fee for?**

A.) The session fee is for my time and talent to create the images with you in my studio or on location.

### **Q.) Do you charge tax?**

A.) There is no tax on the session fee and a 9.5% tax on portraits.

### **Q.) Where do you shoot the session?**

A.) In short, most any place you would like! If you need help deciding we can make a few recommendations. We'll talk with you to come up with a good game plan. After all the photo session is about you and your desires. Once we find out what you want we can agree on a place. Some areas will require an additional fee for travel. Heck, if you want to fly me to Hawaii for your senior pictures, I'll even waive the additional fee for travel.

### **Q.) What is the best time to have my senior portraits taken?**

A.) We prefer to capture our images either early in the morning or late in the afternoon. The quality of the outdoor light is best at those times. Early spring and late fall is our busy season and sessions can be difficult to get. Book early and take advantage of the weather and the beautiful blooming flowers. Remember with the changes in time during the fall our afternoons are very short so we like to try to start shooting those sessions around 2:30 or 3:00 PM if possible to have the best light. Summer hours we like to photograph later in the afternoon around 4:30-5:00 PM for our outside sessions.

### **Q.) What happens if the weather is bad?**

A.) Great question! Actually if it isn't raining, the cloudy Northwest skies act as a huge light box and is great for outdoor shooting. If it is raining or too windy then we will reschedule the outdoor portion of the session. If you booked both indoor and outdoor sessions then we will still do the indoor portion.

### **Q.) What happens if I have to cancel my photo session?**

A.) We understand that things change and we are willing to make schedule changes if that happens. However we can at certain times of the year be extremely busy and it may be months before we can reschedule your session. If at all possible before you book a session

make sure that your schedule is clear the day you book your session. If you need to cancel and not reschedule you forfeit the session fee.

**Q.) What happens after the photo shoot?**

A.) Within 1-2 weeks we will set up a viewing time for you to come and pick out your portraits. You will want to bring everyone with you that needs to make a decision because it is at this time that you will be purchasing your portraits. You will view them in our viewing room on a large screen. Families find this so much fun! And we help make the selection process very easy.

**Q.) When do we get the portraits?**

A.) Your portraits will be ordered soon after the viewing session and you can expect to get them within 2-4 weeks.

**Q.) What if I don't like my portraits?**

A.) If you're not satisfied with the portraits then we aren't either. We guarantee that you will love your images or we will reshoot the session at no charge. We must know this before we place the order for prints. Once portraits are printed we can only make reprints because of a printing defect.