

FREQUENTLY ASKED QUESTIONS

How do I book on your website?

Click “Book Photo Session” then “Book Appointment”. Select the type of shoot you want to book. Be sure to click on “More” to see what comes with your photo shoot. Select “Book” then select the photographer you would like to shoot with. Booking calendar will appear; select your date and time and fill out your contact information. Someone from our staff will send you contract and payment information. Please keep in mind that you are not booked until your contract is signed and payment is received. Note: We have the right to refuse service to anyone.

What comes with my photo shoot?

Studio props and backdrops are included with your package. Any specific theme or special props will be additional cost and based on availability. Please let your photographer know if there are any special occasion or themes desired for your shoot.

When will I receive my photos?

Turnaround time for photos is approximately 2 weeks. However, if you need them sooner, you can pay the Expedition Fee and receive them within 5 days. The Expedition Fee is \$5 per photo or \$40 for Children and Headshots Sessions. Maternity and Portraits expedition rate is \$80 to receive your digital images.

Printed images require more time and depends on the Photo Lab turnaround time.

Do I receive all the photos taken at the photoshoot?

No, you will receive the number of photos that are included in the package. Please refer to your contract to view the number of photos included as well as prints included in your package.

We DO NOT give all the RAW/UNEDITED photos. You will have the option to purchase additional edited photos.

What is a retainer?

Your retainer is a payment towards your photoshoot to secure your date and time. The retainer is deducted from the overall balance.

Can I reschedule after paying my retainer?

The retainer is non-refundable, however, in emergent circumstances you can reschedule once. Reschedule date must be completed within 30 days.

Should I get hair and makeup done?

We highly recommend professional makeup and hair. Not only will this make your photographers work easier, you will feel beautiful and confident at your session. Speak to your makeup artist about how you would like your make up done. Generally, professional makeup is a bit heavier and colorful than your day-to-day makeup and that's OK! Whether your photo session takes place in natural light or studio lights, your make-up will look natural. However if it's not in the budget, your going-out-on-a-hot date makeup and hair is fine too. Neutral looking fake lashes can really flatter your eyes.

Will you help with styling?

We will be glad to assist you with basic ideas regarding styling(clothing/hair/makeup). However, this is not our area of expertise. After booking, we can connect you with individuals who specialize in these areas. If you would like information about styling prior to booking, you will have to book a \$50 consultation. We can also book you for a Glam Squad Session. Our Glam Squad Session includes Hair(basic style), MUA, Styling, and 8 edits. This is one of our popular bookings.

How many miles away can a have my location shoot?

As we would like to accommodate you on your location shoot, we have to take distance into consideration. Our photographers will travel to your desired location within 50 miles distance from the studio. However the first 15 miles is included in the location price(30 mile total roundtrip). Anything above 15 miles(one way) is charged at .85 per mile. Please inquire about our destination shoots if your location is more than 50 miles away. Hotel and air accommodations may be required for long distance shoots.

If you would like information about locations prior to booking, you will have to book a \$50 consultation. We will help in finding a location to do your photo shoot.