

## Family Portrait Sessions

### Frequently Asked Questions *before* Your Session

When you make an investment in photography, you want it to last a lifetime. PhotoGraphics has the expertise to capture the moment and the artistic style and resources to transform your images into works of art you'll be proud to share and display. We want you to relax and enjoy the experience so that the joy and fun comes through in your portraits. If you have any concerns about your session, just give us a call or pull your photographer aside to discuss any special needs for your group. Relax, enjoy and smile. We've got this.

#### **Q: What should we wear?**

A: For outdoor photography on the beach, choose lighter tones and pastel colors for the most pleasing results. Family members don't have to match exactly, but should stay coordinated with simple, comfortable clothing that blends with the beach environment. Avoid dark clothing, busy patterns, graphics/logos, and primary colors that have a tendency to stand out and clash with the environment. Ladies, we'll be kneeling and sitting in the sand so be wary of low necklines and short skirts. Overall...be comfortable.

#### **Q: When is the best time to take beach portraits?**

A: On the East Coast, the best time is the "golden hour" just before sunset when the light is softer and the temperature is more moderate. We don't take portraits in the morning and early afternoon hours, because the sun on the beach is too intense which causes harsh shadows and squinting.

#### **Q: When and how should I book my session?**

A: You'll want to make your reservation well in advance of your vacation to get the best time slot...the golden hour. During our peak season (June through August) it is a good idea to book 3-4 weeks in advance. Many of our repeat families book at the same time they make their accommodation plans. We also recommend booking early in your stay to avoid any sunburn or scraped knee mishaps. Also, if we have a weather issue it gives us more time to try and reschedule your appointment.

**The best way to reserve your appointment is to call us at 843-768-3030.**

#### **Q: Can you come to my house or any beach location?**

A: We have an excellent location on Kiawah Island that offers some nice shaded areas, a picturesque boardwalk and plenty of dunes and ocean backgrounds. During our peak season (June – August) we ask that you meet us at this location because we want to offer as many families the best possible lighting without having to incorporate time for travel. Outside of the peak season, we enjoy traveling out to other locations on Kiawah and Seabrook Islands and the surrounding areas around Charleston, SC.

#### **Q: What happens if it rains during our session?**

A: Weather can change quickly especially during the summer months. We typically don't make the cancellation call until the time of your session. Even if it is raining an hour before your session time, the weather can clear up and result in amazing lighting, with picturesque clouds and even a rainbow. Your safety is our utmost concern, so if it begins to rain during your session or if we have severe wind or lightning, we will cancel your session and try our best to

reschedule any remaining portrait time. We are pros at beach photography and if severe weather impacts your session, we will be fair at working out a solution with you.

**Q: Can we do clothing changes during our session?**

A: Keep in mind that there are no private areas to change clothing on the beach. And, often times changing clothes can turn into a *production* that will cut into the time of your portrait session's best lighting. For "Senior Portraits" we expect clothing changes and advise young adults to think in layers and to bring a large blanket out to the beach that can be used as a changing screen.

**Q: Can I take pictures with my camera?**

A: There are several reasons why we don't like having other cameras out during your session. The number one reason is that it will negatively impact the quality of the portraits that you've hired us to take. When a family member takes out a camera, subjects will often start clowning around. Moreover, when eyes are not looking at the professional's camera it can ruin an otherwise great portrait. Leave your cameras at home or in the car and let Photographics capture you special moments.

**Q: Can I bring my pet?**

A: We understand pets are a huge part of many of our customer's families. However, if you do choose to bring along your pet, we highly recommend inviting a pet handler to help out during the session. That way if your pet is having a bad day or sees our shore birds as moving targets...we can still get a nice variety of family portraits taken. Please abide by all required leash laws on the beach. Woof!

**Q: What is your cancellation policy?**

A: If you need to cancel your session for any reason, we ask that you do so as soon as possible. We took a credit card to hold your reservation which will not be charged until after your session or if you cancel with less than 48 hours' notice. *(Half the session fee is charged when a cancellation occurs 24-48 hours before your appointment and the full session fee is charged with less than 24 hours' notice)*

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### Frequently Asked Questions *after* Your Session

It's funny, most photographers get to spend as much time with families reviewing their proofs as they did taking the pictures. We're jealous, but realize that most of our customers are visiting the Islands for only a week, so we've developed a system that enables our customers to view their proofs and place print orders right from the comfort of their homes. Rest assured we never leave you hanging...call us anytime if you have questions about your portraits, retouching opportunities, or any of our fabulous products.

#### **Q: What happens after our session? When will I see proofs?**

A: Within 2-3 days of your session we will upload your digital proofs to our website and email a link to you that you can share with family and friends. From your online album you can view your portraits in color, black-and-white and sepia tone. You can also easily order our spectacular prints and any of our portrait products that will get shipped directly to your home. Unlike most photography studios, we also create a Proofing-CD that allows you to view your proofs from your Mac or PC computer without an Internet connection.

#### **Q: Why should I create a login/password to see my proofs online?**

A: Creating a login and password allows you to save your *favorite-portrait* selections and to see your shopping cart and print orders from any computer when you use your login. It's also another line of safety in case you want to view your portraits from a public computer. Photographics treasures every customer and we will never sell your email address or allow any company to contact you without your permission.

#### **Q: Do you edit all the images?**

A: Yes, all photos are brightness and color corrected before you see your proofs. When you choose an image for printing you may have additional requests for retouching. Often times we can make small edits at no charge (like removing people in the background) but when we need to do more substantial editing (like swapping heads from another portrait) there will be additional fees. Feel free to call and discuss retouch opportunities with a Photographics professional.

#### **Q: What kind of prints and products can we order?**

A: Photographics uses several award-winning professional labs to create the products we offer. You can choose prints from wallet size to poster size, mounted canvas prints, gallery-wrapped canvases, custom collages, portrait books and albums, DVD slideshows, beach bags and greeting cards. You also have the ability to purchase the copyright release for any of your images if you would like to print a portrait on your own.

#### **Q: Can I still order if my online session has expired?**

A: No worries...if your session has expired, just give us a call and we can reactivate for you. The best way to place an order is from your online session because it shows you the details of your product choices and walks you through choosing the right portrait image. Remember, if you just want to view your proofs, we also provide you with a Proofing-CD that *never* expires.

**Q: Why can't I print from the proofing cd?**

A: All of Photographics' images are copyright protected and cannot be printed without a copyright release from Photographics. Because we have access to the highest quality professional labs, you should feel confident in ordering prints through Photographics. If you would like to purchase the rights to your high-resolution photos you can do so by purchasing any image for \$50 or your entire session for \$500.

**Q: My session was over a year ago and I don't have my proofing cd.  
Can I still place an order?**

A: Sure...we can temporarily put your session back online so that you can place an order. Just give us a call.

**Q: What is the difference between mounted prints on gator foam, canvas mounted prints and gallery-wrapped canvases?**

A: **Mounted prints** are made with photographic paper and mounted to gator-foam board. These prints have lush color and a luster finish but must be protected from light and framed behind glass. **Canvas mounted prints** are printed on premium canvas using archival inks and mounted to a flat masonite board. This canvas is sprayed with UV-protection and the flat board makes them easy to ship and frame without glass. **Gallery-wrapped canvases** are also printed on premium canvas, but are wrapped around 1.5" wooden stretcher bars. The gallery-wrapped canvases don't need a frame and come ready to hang on your wall.



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