

## Studio Policies

We have policies that have been established to help us run our studio in an efficient and consistent manner. You should be sure to make yourself familiar with these policies to be sure that you have a memorable and unforgettable experience.

### Sessions

Please be courteous and not be late to your photo session. It is not uncommon for us to have other clients with appointment times right before or right after yours. If possible, please try to arrive ten minutes before your scheduled time. This will allow for you to get comfortable so that your session will be the best it can be. In the event that you are late we will make the best of the time we have left during your scheduled time.

We do not permit clients to take their own photos during the session or during the reveal session. Our sets are bespoke and have taken a long time to design. If you would like to hire the studio to take your own photos you can do so for a day rate of £500. If you are found taking photos of our sets without prior permission you will be charged our full day rate for hire.

### Cancelation and Rescheduling

If you need to reschedule your session, we require at least 14 days' notice. If the reschedule is after this time a new session must be booked and paid in full. Deposits/Session fees are non-refundable.

### Viewing The Images From The Session

In order for you to view your portraits you will need to schedule a reveal appointment. We aim schedule reveal session within 2weeks of your photo shoot, if you are unable to attend the reveal session please inform us 7days before. During the reveal session you will view your portraits and make the decisions on which to purchase. For this reason, It is important to bring all the people who will be helping you make this decision. We will have trained consultants on hand to help guide you through the process and help you make your decisions and answer any questions you may have. All of your order decisions should be made during the reveal session. If you do not attend your reveal the studio team will choose any complimentary images included on your chosen package on your behalf. If you wish to arrange a second reveal appointment you can do so for a fee of £25.

### Archives Of Images

We will keep all of the image files in our systems for fourteen days. This should give you plenty of time to view, make your decisions and complete your purchases. There may be times when images are stored longer but this is not a guarantee. We recommend you make all your selections and purchases during your reveal session.

### Receiving Your Final Portraits

Once you order your final portraits and other products they will be checked and collected at our studio. If for some reason you need to make special arrangements to post your order we will work with you to be sure to find a solution that fits your needs there may be an additional postage and packaging cost. Due to the bespoke nature of portraits and products no refunds will be offered after purchase.

### General Behaviour

Threatening or intimidating behaviour towards our studio team will not be tolerated. This includes but is not limited to verbal abuse, theft from the studio, using reviews or defamation to try to obtain discounts. If any type of this behaviour occurs we will terminate your session and no images will be provided. No refunds will be offered.