



## FAMILY PORTRAIT SESSIONS

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# FREQUENTLY ASKED QUESTIONS BEFORE YOUR SESSION

When you make an investment in photography, you want it to last a lifetime. JCULVER/CREATIVE 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 during the spring and summer months, choose lighter tones and pastel colors for the most pleasing results. In the fall and winter, bolder colors look best. Family members don't have to match exactly, but should stay coordinated with simple, comfortable clothing that blends with the season. Avoid busy patterns, graphics/logos, and shades of green and brown that may blend with the environment. Ladies, we'll be kneeling and sitting on the ground so be wary of low necklines and short skirts. Overall...be comfortable.

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

**A:** 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 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 to make certain you get the best time slot... the golden hour. It is a good idea to book 3-4 weeks in advance. **The best way to reserve your appointment is to call us at 404.433.3006.**

### **Q: Can you come to my house or a location of my choosing?**

**A:** During the spring and summer months, we ask that you meet us at one of our preselected locations because we want to offer as many families the best possible lighting without having to incorporate time for travel. Later in the year, our hours are more flexible and we can discuss the option of traveling to other locations in Birmingham and the surrounding areas.



**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. Our business depends on happy clients 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:** 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 that can be used as a changing screen if needed.

**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 us capture your 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, you must tell us when you schedule so we can select a location that is pet friendly. Also, we highly recommend inviting a pet handler to help out during the session. That way if your pet is having a bad day or wants to chase other dogs, birds, squirrels, cars, etc ...we can still get a nice variety of family portraits taken. Please abide by all required leash laws. 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)

\*Some discounted rates, such as those through groupon.com, can not be refunded.



**Q: Why can't I print from the online proofs?**

**A:** All of JCULVER/CREATIVE's images are copyright protected and cannot be printed without a copyright release from JCULVER/CREATIVE. Because we have access to the highest quality professional labs, you should feel confident in ordering prints through JCULVER/CREATIVE. 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 \$450.

**Q: My session was over a year ago and the link to my proofs no longer works. 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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