

A professional studio lighting setup. The scene is dimly lit, with a large, bright octagonal light source in the center. Above it, a rig of lights is suspended from the ceiling, with numbers like 10, 11, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100 visible. In the foreground, there are several stands with softboxes and other lighting equipment. The floor is covered with a white protective sheet. The background is a plain white wall with a doorway on the right.

# OUR STUDIO POLICIES

# BOOKING/CANCELLATION/RESCHEDULING POLICY

THE FOLLOWING IS A LIST OF OUR POLICIES. PLEASE READ THEM THOROUGHLY BEFORE BOOKING YOUR SESSION.

- \* Ezzy Image Photography LLC retains all copyright ownership of all images created as a result of this portrait session. Images may not be reproduced for any reason without the express written permission of Ezzy Image Photography LLC any unauthorized duplication or publication will be prosecuted to the fullest extent of the law.*
- \* Prices do not include sales tax, however, all prices for sessions and prints will incur an 7.8% sales tax.*
  - \* Prices are subject to change at anytime without notice.*
  - \* Combining multiple sessions or adding a second person in the session is not allowed without additional fees.*
  - \* Ordered images are kept on file for a period of 1 year. Unordered images will be kept on file for a period of 4 weeks.*
- \* Your retainer of \$25 or \$50 (depending on the session you are interested in reserving) is due at the time of booking, and guarantees your appointment time. This fee include the time and talent of the photographer and does not apply to any package.*
- \* For wedding packages; a 50% retainer is due immediately to book and hold the date of your event. This retainer fee is non-refundable.*

## CANCELLATION POLICY

- \* In order to cancel and reschedule our photoshoot, a 24 hour notice is REQUIRED. If appropriate notice is given you will be able to transfer your deposit to another available time within (14 days). No call/No shows will not be able to reschedule, a new photoshoot booking and deposit will be required. Please be respectful of your scheduled photoshoot.*

## LATE POLICY

*Please come to your scheduled photoshoot 15 minutes early to prevent delay of shoot. if you are late please call or text to notify me. Your late arrival is part of your scheduled photoshoot duration.*

**LATE FEE:** *In the event that the client arrives more than 15 mins late for the scheduled session, A \$20 Late fee charge will be added to the final bill.*

**PAYMENT POLICY:** *Sessions must be Paid in full after the Photo session and selection of your images via Cash, Cash App, Venmo, Apple Pay, all major credit card/debit cards. a surcharge of \$7.50 on all Credit Card/debit Checks are not accepted.*

**\*\*\*\*\*THERE ARE NO FEES IF PAYING CASH\*\*\*\*\***

*Note that additional \$20 surcharge will be added to all sessions where the client is beyond 15 minutes late. A Session end times will not be extended to accommodate client lateness.*

## REFUND POLICY

*There is NO REFUND policy on photoshoot deposits or paid in full amounts.*

## FORMS POLICY

*A session contract and model release form is required for all scheduled photoshoot sessions. Copies of forms will be emailed or available at the studio before your session*

## PERSONS/CAMERA POLICY

*No other persons are permitted at photoshoot session except persons that are part of the photoshoot, make up artist, and stylist. All persons not part of the scheduled photoshoot will be asked to leave and return at the end of the photoshoot. There are NO OUTSIDE camera usage permitted while photoshoot is in session (this is especially important for weddings, as camera flashes and held up phones interfere with quality photos during scheduled session.)*

## TURN AROUND TIME & DELAYS

- 1.A) Turn around times begin upon the completion of the photo session and selection of images at Ezzy Image Photography LLC Studio.*
- 2.B) Ezzy Image Photography LLC, will make every reasonable attempt to deliver the pictures within a reasonable amount of time, however, Ezzy Image Photography LLC will not be held responsible for delays due to act of god or terrorism.*
- 3.C) 7 to 14 day turn around time refers to 7 or 14 business days, specifically Monday – Friday.*
- 4.D) 1-3 day rush turn around time refers to 1-3 business day, specifically Monday – Wednesday.*
- 5.E) If the rush turn around time is not met than, the order will change to a 7-14 day order and a refund for the additional rush fees will be refunded.*
- 6.F) Standard and Rush turnaround times are only applicable on order under 30 photos. On orders where there are 30 or more photos to retouch the turn around time will vary and is based on the total number of photos to retouch and the difficulty. In this case, specific turnaround times are available upon request but are otherwise open and without a specified time frame.*

# Your questions, our answers

Ask **Ezzy**

## Question

**Q:** *How do we book you?*

**A:** *For wedding and special events simply let me know you would like to book, what dates work best for you and what type of session you are looking for through my contact page or email also please send me your date, venue location and which wedding package best fits your needs after reviewing our packages and I will send you the wedding contract with more information.*

*Once we have decided on a photography service, photo session or event date, time, and location. I would then send you via email an agreement. Once the agreement is completed and returned a 50% deposit is required once received your wedding or event will be reserved.*

*For all other photography services to book your session firstly, please complete the booking form by clicking on **RESERVE NOW** button below the session you are interested in booking, also please read the Cancellation and Rescheduling Policies. Once you have completed the form and made the \$25.00 or \$50.00 deposit which **“DOES NOT APPLIED”** to any package you order, the photo session or event will be reserved.*

**Q:** *If we cancel the wedding or photo session, will we receive our deposit back??*

*A: Unfortunately Deposits are non-refundable. It's used to reserve your date. Once we've reserved your date we do not accept new clients for your date and time.*

*Q: Is the deposit fee applied to the total cost of our package?*

*A: No*

*Q: Does your photography service provide videography services?*

*A: Yes.*

*Q: Are there travel fees associated with the Photo Session and/or Wedding Day Events?*

*A: For all photo sessions and events conducted more than 10 miles are subject to the following travel fees: – \$45.00 flat fee*

*Q: Do you offer any discounts on weekday weddings, Sunday weddings, or weddings during the off-season?*

*A: Although I do offer monthly specials and special promotions for a weekday photo session. I do not offer discounts on Sunday weddings and off-season weddings.*

*Q: How can we get a price list of your packages and special offers?*

*A: My website includes details on all of my portrait/event packages and services.*

- \* *Wedding Photography Packages*
- \* *Children & Newborn Portrait Packages*
- \* *Event Photography Packages*
- \* *Personal Branding Packages*
- \* *Birthday Photography Packages*
- \* *Maternity Photography Packages*
- \* *Modeling Photography Packages*
- \* *Senior Portrait Packages*
- \* *Family Portrait Packages*
- \* *Boudoir Photography Packages*

**Q:** *Are the digital files included in our package?*

**A:** *Yes! Every photography package that I offer includes a Flash Drive/DVD of all the digital images Purchased from the session or event.*

**Q:** *Do you shoot in JPEG, Small Raw, or Large Raw?*

**A:** *I shoot all of the images in both Large Raw and Large Jpeg. The Canon 5D Mark III/ IV has the ability to record to 2 different memory card simultaneously.*

**Q:** *When will I receive my photos?*

**A:** *We offer prints or digital images from your portrait session. Prints take approximately 1-2 weeks after you have placed your order. Digital images are ready one week after your initial portrait session. Pictures will be professionally edited, color corrected(if needed), some offered in black & white and all in high resolution.*

**Q:** *Do you offer any discounts or special offers on your photography services?*

**A:** *Yes, I do offer a 5% to Senior Citizen Discount(65years of age and older), 5% Military Discount for activeduty members on selective photography packages and services (not available on special offer, promotions, or where not specified).*

**Q:** *Is there an additional fee if we pay via credit card?*

**A:** *Yes*

**Q:** *Do you offer gift cards?*

**A:** *I do offer gift cards for special occasions and Holiday.*

**Q:** *Do you offer a refund for gift cards?*

**A:** *I do not offer a refund for gift cards.*

## ***PLANNING FOR YOUR PHOTO SESSION:***

**Q:** *Do you have set photography packages?*

**A:** *Yes. I do offer a variety of photography packages, for more detail please visit the INVESTMENT/PRICING section of my website.*



*Q: Do you have any recommendations on what to wear on one of your sessions?*

*A: I recommend, bringing a variety of clothing to the session, but it does depend on the type of session. Revisit some of my images on the site and see what inspires you.*

*Q: Can I change outfits during the photo session?*

*A: Yes, You can change the outfit during the photo session.*

*Q: Is changing my outfit part of the photo session time?*

*A: Yes, Changing time is part of the photo session time.*

*Q: What to bring?*

*A: For family and/or children photo sessions: outfit changes, a drink, favorite toy, special stuffed animal. Please make sure your little one has been fed and had a nap before the photo session for a more comfortable and positive experience.*

*Q: What do we do if it Rains?*

*A: If it rains we would either, wait, relocate or reschedule.*

## **WEDDING DAY QUESTIONS:**

**Q:** *I have a lot of downtime in between events on my wedding day. Will I be charged for that downtime?*

**A:** *For a variety of reasons, we have to charge for the time in between events. The fact is, we're never truly resting during the day, whether we're backing up images, setting up for the second venue, traveling to the second location, taking venue shots, or making up for lost photo time because of wedding day delays. In many cases, we use that "downtime" to take you and your significant other out for a photo session or more family portraits.*

**Q:** *What happens if we go over the contracted amount of time?*

**A:** *We understand that not everything goes as planned during a wedding. We never pack up before the contracted time, and moreover, we're not leaving on the dot when the contracted time is up. Instead, we will ask you at the end of your contracted time whether or not you would like to extend. If you would like us to stay, we will charge the rates specified in your contract rounded to the closest 15-minute increment.*

## **IMAGE FLASH DRIVE/DVD AND LEGAL QUESTIONS:**

**Q:** *How am I able to view the images on the Flash Drive/DVD?*

**A:** *The Flash Drive/DVD is viewable on any Mac Computer or Windows Computer*

*Q: What size can we print our photo's up to with our full resolution image on the Flash Drive or DVD?*

*A: In most cases, you can print your photo's up to 20x30 without any quality loss. If you'd like to print larger than 20x30, additional post-production will be required.*

*Q: What rights do I have to the digital prints?*

*A: You have the right to reprint images whenever you want, whatever you want. However, you may not sell your images for a profit or publish your images without the written consent of Ezzy Image Photography LLC.*

*Q: Do you provide the RAW files from my photo session and/or wedding day?*

*A: Each of our packages comes with all of the high-resolution Jpegs on an Flash Drive/CD/DVD, However, we typically do not provide the RAW files. However, if you absolutely want your RAW images, we will provide them to you for an additional fee ranging from \$175. to \$1,000. or \$20. each.*

*Q: What if I lose my image CD/DVD/Flash Drive?*

*A: There is a \$50 replacement fee for image Flash Drive/DVD. We strongly suggest making at least one copy of the Flash Drive/DVD as a backup.*