



Wendy Malley Photography Inc.

21 Feather Lane, Enfield, Nova Scotia, B2T 1G9



STUDIO POLICIES

I love what I do! I work carefully and diligently to provide beautiful images for my clients. I strive to make any interactions with my studio as simple and stress free as possible. In order to promote a positive photographic experience and reduce the chance for misunderstandings, I ask all my clients to read the following studio policies:

Session Fee & Payments:

The session fee pays for the time and talent of the photographer and for your in-person viewing appointment (or online gallery). It does not include any finished portraits. The session fee is due in full at the time of your booking in order to guarantee your session date and time. Along with the session fee, you must read and sign the Studio Policies indicating you understood and will abide by them.

I accept several types of payments. E-transfers, cash or online via credit card payment are all accepted (and appreciated). (Checks are not accepted.) I also allow for payment plans, in which your invoice is split over several months – message me if you would like to do this.)

Session fees do not include any images or product.

Your session fee includes:

- Pre-portrait consultation to bring forth ideas and input to ensure a successful session
- Your photography session
- Post image preparation and editing
- In-person viewing appointment or online gallery of images

Cancellation:

Session fees are non-refundable however they can be rescheduled in case of an emergency.

If you have a sick child on the day of the session please call to reschedule. If you try to keep the appointment, I will most likely request that we reschedule if I notice that your child is sick. Sick or uncomfortable children do not like to be photographed and know that you will not love your portraits nearly as much as if he or she was in good health.

Newborn Sessions – If you have or are having a boy, please DO NOT CIRCUMCISE your child before your session. I will be swaddling your baby tightly when he is naked and moving him from one position to another constantly during the session. This can be very painful for a child who has just been circumcised. I will not photograph a newborn who has been circumcised less than 6 days prior to the session.

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Weather:

Inclement Weather: When booking outdoor sessions there is no guarantee of optimal weather. I cannot guarantee clear skies or pink sunsets etc. and sessions will proceed unless there is continuous rain. Sessions will not be cancelled due to wind conditions or overcast weather. Should there be continuous rain on the day of your scheduled outdoor session, I will make the call to cancel a session prior to three hours before the session. Winter sessions will proceed as long as the temperatures are scheduled to fall below -13 degrees Celsius. Should a session need to be rescheduled due to inclement weather, the studio and client will work to reschedule within 45 days of the scheduled session.

Arrival Times:

Please arrive 10-15 minutes early. Sessions have a set duration and arriving late will lesson the time you will be photographed and may reflect on the quality and number of images you will receive. If you arrive up to 30 minutes late for your newborn or regular family we will proceed with your session and will shoot for the period of time remaining. The session will not be extended. If you do not arrive by 30 minutes after the scheduled start time of your session, you will be considered a no show and will forfeit your retainer fee.

Mini-Sessions/ Grad Sessions- If you arrive up to 15 minutes late we will proceed with the session for the duration of the time scheduled. If you arrive more than 15 minutes late, the session will be cancelled.

NO CELL PHONES:

Personal cameras are not allowed in the studio or at my outdoor sessions. No photography, videography (including cell phones) are permitted during the photography session! I work very hard to ensure your session is captured artistically and creatively and ask that you respect my livelihood and refrain from taking photographs of what I am creating. If you -or someone in your group take photos with your phone or camera during the session, the session will be terminated and your retainer fee will be forfeited.

Attendance – Who is Included:

Please bring only the subjects to be photographed to the session. This is especially important with pets and children. I will need their full attention on me rather than looking at other members of the family. During a newborn shoot only parents are permitted; however siblings may attend for a portion of the session to be photographed but it is strongly suggested that you make arrangement for them to leave the studio following the group shots. To get the gorgeous sleepy newborn shots that are expected from a newborn session, it is imperative that the studio has a quiet and relaxing atmosphere.

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Family sessions involve parents and siblings. **You must advise the studio at the time of booking if you wish to have extended family in the photo shoot.** (Additional charges will apply.) Should you arrive with extra people at your session, the photographer reserves the option to cancel the shoot or charge an additional fee for the session.

What to Wear:

What you wear to your session can affect the overall mood and feel of an image. This does not mean you have to purchase a new wardrobe of clothing but thoughtful choices will be reflected in the finished product. My personal preference is for neutrals or coordinating colors and can help you with clothing choices prior to your session. I strongly advise against clothing with logos on them or having several people wearing different floral or plaids. I take the utmost care while positioning and photographing my clients but cannot be held responsible for customer dissatisfaction due to clothing choices, hair styling or makeup worn or unhappiness with their own body. I also cannot be held accountable for uncooperative subjects.

Images/ Retouching:

While many photographs may be taken during your session, the images will be "culled" following the session and will not be included in the final gallery. Images that are blurry, have eyes closed, test shots and of sub par quality will not be included in the final edited gallery, which will include about 25 images. (Less for graduation or mini-sessions.)

Artistic judgement will be taken as to whether images will be processed in color or black and white. Should I feel the image looks good in either form, both versions will be included in the gallery. Should you wish to have additional color editing done to images, standard post processing fees will apply.

All images are edited prior to viewing and I do not provide untouched files for viewing or purchase. Editing involves exposure correction, tonal adjustments, sharpening. While minor skin retouching may be done, editing that involves changing body shapes or head swapping, removal of braces on teeth, etc. is not included. Additional retouching may be purchased at an hourly rate of \$40 per hour.

While I shoot all photographs in RAW format, digital files are sold as JPEGs (file type that is used for printing).



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I take the utmost care with respect to taking your photographs, retouching, storing and archiving my digital images. In the unlikely event of loss of data, camera equipment malfunction or photographer illness that prevents the session and resulting photographs, the photographer's liability will be limited to the refund of all session fees, or a new session can be scheduled at no additional cost to the client.

Orders – In-Person Viewing Session or Online Gallery:

In Person Viewing Session:

It can be overwhelming when having to choose what images to order. I can help you with this process and can guide you in choices that work best for your family and the space you wish to install your portraits. Should you choose to have an in-person viewing session, orders will take place during the viewing session. Viewing sessions last an hour and all persons who wish to place an order (or have input into family decisions) are encouraged to attend.

Online Gallery:

Should you choose to have your gallery emailed to you, the gallery will be valid for a two-week period, during which time you may place an order.

Orders placed after this time will result in a late order fee.

Due to the nature of the products and services provided, all sales are final once received and cannot be exchanged. You may add on to an order at any time and items that are damaged upon receipt may be exchanged for an identical item. Custom items like collages or albums will be sent to customer for review and approval prior to being sent to print.

Archiving:

All images ordered are kept on file for one year from the date of purchase. Images that are not ordered may be deleted 30 days from the date of viewing.

Copyright:

Wendy Malley Photography Inc. will retain copyright ownership of all work created during any session included but not limited to all images in their original and processed formats. It is understood that any duplication or alteration of images is strictly prohibited without the written permission of Wendy Malley Photography Inc. Alterations include but are not limited to cropping, application of filters or modifications of any kind.



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Privacy:

Wendy Malley Photography Inc. is committed to protecting your privacy. Any personal information included but not limited to information collected over the phone, by email or by questionnaire is strictly confidential.

Thank you:

Last but not least – THANK YOU! I truly value your patronage. I love what I do and will do my very best to work with all my clients in a professional manner to provide the beautiful portraits that will be cherished by your family for generations.



Client Name:

Client Signature:

Date:
