

Frequently Asked Questions.

1) My venue is dark. Is this going to be an issue?

No. We are equipped with professional external flashes to compensate for dimly lit venues. In addition, our cameras and lenses have low light capabilities to be able to photograph in situations where we may not be allowed to use flash, such as during a Catholic ceremony.

2) Do you touch up all the photos?

We will cull the images and select the "best of". We'll include basic touchups such as adjusting for white balance, skin tones and highlights for those selected images that are delivered to you. Images selected for your album will receive extra touch ups. If you have a special request such as removing a bridesmaid's tattoo, that is considered a custom edit and is quoted separately.

3) How many hours do you suggest that we need?

Our average bride usually books for 5 or 6 hours. If you desire a lot of pre-ceremony photos or if your ceremony and reception are at two different locations we recommend that you book at least 7 or 8 hours. After we learn more details about your wedding day we will be able to give you a more specific recommendation on coverage.

4) How many images do we receive?

Since every wedding is different, we do not guarantee a set amount of images. There are several factors that affect the amount of images shot at your wedding including the amount of hours you have contracted us, activities you have scheduled and the number of people in your party. As a guideline you can expect approx. 30-45 images per hour of service that you contract. If you have two photographers the number increases to approx 50-60 images per hour of service.

5) Can I show you samples of photos that I like?

It is helpful to see samples of images that represent the style you are looking to achieve in your wedding images. You may e-mail some sample images that you like or send us a link to your pinterest planning board. We do our best to replicate images, but do not guarantee specific shots.

6) I have lots of downtime between the ceremony and reception. Will we be charged for that?

Our hours of service are calculated from when we arrive at each venue. Your ceremony venue or temple, luncheon to when we leave the reception. 2 hours per location should be booked. If you have questions let's talk about it. Although the schedule may appear to have some wedding downtime there may still be activities going on that you will want documented to help tell the complete story of your day. Oftentimes it's during the downtime that we are able to catch the most candid moments. It's a great time to do group photos as well, or to get a photo with that friend or relative who may have missed the pre-ceremony group photo session.

7) What happens if things run late and we need more time?

We provide a courtesy 10-15 minute grace period just in case things run a little late and you haven't got to the cake cut, etc... If you know early on that you are going to need additional coverage it's best to inform us prior to your wedding day. Any time added on the wedding day is billed at our hourly a la carte pricing, which may be higher than our package rates. So if you think you may need more hours, it's better to book them ahead of time.

8) What happens if I lose my images?

We keep backup digital files of our images on two servers. In case of an emergency we can send you a downloadable link. The first time is complimentary. You will be charged a fee for any additional retrieval requests. There is a fee for all replacement discs in addition to any shipping costs.

9) Do you include the raw files?

Your final edited images are delivered in .jpeg format at 8 x12 in at 300 dpi. RAW files and unedited files are not available for purchase and remain property of the studio.

10) Do you offer childhood photo slideshows to view at our reception?

Yes, we would be happy to create a "through the years" slideshow featuring photos from your childhood up to and including your engagement session. We ask that all your childhood images be pre-scanned at a high resolution of at least 300 dpi and sent to us via dropbox. We will provide you with the final slideshow on a dvd. We do not provide projection services or a projector screen.