

# MERIDETH HOLIDAY PHOTOGRAPHY

## WEDDING FAQS

### GENERAL QUESTIONS

**Q: Do you deliver every image you shoot?**

A: No, I do not. I will remove duplicate images, test shots, images with missed focus, images with bad expressions, and other images that are not suitable for overall delivery. Images with genuine or candid emotions will always be delivered.

**Q. How many images do you deliver per wedding?**

A. That is hard to say because each wedding differs. I can say that you can expect to receive about 80-100 images per every hour of event time.

**Q: Does your studio provide videography services?**

A: We do not at this time but, we can recommend a few to you!

**Q: Have you shot at my venue before?**

A: We have shot at many different venues but there is a chance we have not shot at yours. If that is the case, my photographers and I will either make a special trip or get to the venue early on the day of your wedding to scout the area and find the best photographic locations on site.

**Q: Do you do destination weddings? What additional fees are associated with destination weddings?**

A: Merideth Holiday Photography does offer destination weddings provided they are booked at least six months in advance and on a limited basis. Destination wedding

packages are created on an individual basis and will include the cost of travel and reasonable accommodations.

**Q: Which photographer will be shooting my wedding?**

A: Merideth will be the lead photographer for your wedding. The only time that Merideth will not be at your wedding would be if prevented by illness or other act of God. In that event, Merideth will provide a comparable photographer at no additional cost to you.

**Q: Do you provide additional photographers?**

A: Yes! Up to three additional photographers can be added to your wedding package for \$60/hour/photographer.

**Q: Do you provide partial day coverage?**

A: I do offer partial day coverage! Please see the package guide to find the right coverage option for your day!

**Q: What if our ceremony is in a different language?**

A: Regrettably, English is the only language I speak. I do though have experience shooting weddings with the ceremony and reception in another language. If your wedding features a language other than English, we will make sure to research the culture, traditions, as well as a through conversation with you on your expectations of our attire and interactions with guests. Although language barriers can be difficult, creativity, quality, and the ability to capture these important moments are universal and we will provide the same quality of service to you and your family that we would provide for our own!

## STYLE AND QUALITY QUESTIONS

**Q: What is your photography style?**

A: Merideth Holiday Photography is known for the crisp and classic colors seen in almost all of my images. I do however understand that each client has specific tastes and I can also offer the popular “Moody” editing at the request of the Bride and Groom. Please let me know if you would like to see examples of the different editing styles!

**Q: Can I see a previous wedding you have done?**

A: Absolutely! I would be happy to provide multiple past client albums for you (with their pre-existing permission) to browse so that you can gain an understanding of my work!

**Q: My venue is very dark. How do you and your photographers handle these situations, and can I see samples?**

A: I have shot in multiple dark venues and chapels! Some churches do not allow flash photography therefore I will use equipment that is able to capture the shots in low light situations. If lighting is allowed, I will provide additional lighting to ensure we get the best pictures possible!

**Q: Is there a style or quality difference among the photographers?**

A: Since my second and third shooter are only present to capture images from angles I am not in, my style remains consistent. My team is coached on the exact types of shots that I want, and all of the post production is done by me.

## POST PRODUCTION QUESTIONS

**Q: Do you touch up all the images in our image download?**

A: Yes. Each image delivered to you receives simple post production retouch with my unique style and editing. This involves color correction, exposure adjustment, selective black and white processing, clarity adjustments, tone-mapping, and other basic corrections. Further post production styles are explained in the next question.

**Q: What is the difference between Simple, Advanced, and Custom; and why are there additional costs for a custom retouch?**

A: Simple post production is completed on every image delivered to you. It ensures that all of your images appear cohesive. Again, simple retouching is things like color correction, exposure, clarity, ect. Advanced post-production includes touch-ups such as removal of blemishes, removal of bags under eyes, removal of fly-away hairs, etc. Advanced retouching is automatically completed on images from engagement sessions, bridal portraits, and exclusive images of the bride and groom taken at the venue. Advance retouching is not offered for ceremony images or reception images. Custom retouching is anything that requires extensive, custom work in Photoshop such as removing entire objects from the scene, changing the size and shape of body parts or other objects in the scene, adding objects to a scene and other custom work. We charge hourly for the custom post-production as the time required ranges depending on the complexity of the project. Please contact me for a quote for custom post-production.

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

A: We shoot our images in Small Raw to allow for better images in low light conditions. For portraits that require Large Raw, we will make the switch. We do not shoot in JPEG but your images will be converted to that format before your gallery is delivered to you.

**Q: Do you shoot with a cropped sensor camera or a full frame camera?**

A: While the quality of your image truly depends on the technical skill and experience of your photographer, both my assistants and I shoot on full frame cameras.

# WEDDING DAY QUESTIONS

**Q: How many hours do you suggest we set aside for wedding day photos?**

A: Here is our general recommendation for your “day-of” images: Detail images such as the ring, shoes, and dress and venue should take about 30 minutes and should be done in the bridal suite while the bride is getting ready. Preparation images will take about one hour and will include pictures of the bride, groom, and wedding parties getting ready and interacting with one another. Individual Portraits or Couples Portraits can be combined if desired and can take 30 minutes to one hour. First Look Portraits are by request and take 20-30 minutes. Wedding Party Portraits can take 30 minutes to one hour depending on party size and image requests. Family Portraits will also take about 30 minutes to one hour depending on family size. My couples and I sit down and discuss, and list exactly which family groups should be included in these portraits.

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

A: For a variety of reasons, we do charge for downtime during your event. The wedding packages are structured to cover consecutive event hours, but extra hours can be added on at an additional cost.

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

A: Sometimes weddings get crazy and do not go exactly as planned. We will discuss your budget needs at our consultation and we can always let you know during the event when our time is coming to an end. We will never pack up and leave before our time is over and we understand that not everything goes as planned during a wedding. We never pack up before the contracted time and, if you would like us to stay, we will charge the rates specified in your contract rounded to the closest 30-minute increment.

**Q: Why do you need to charge for additional coverage?**

A: We've dedicated the entire day to your wedding, so we won't be racing off to catch other plans that evening. However, we need to charge for additional coverage primarily because there are costs of having the team stay for additional hours. The shooters and

lighting assistants all require additional compensation. Furthermore, the additional photos taken will need to be post-produced which adds to our overall costs.

## ENGAGEMENT SESSION QUESTIONS

**Q: When can we expect to see our photos from our engagement session?**

A: Post-production for engagement sessions is completed 3-4 weeks after the date of the session. If you require the images to be completed prior to 3-4 weeks after the date of the session, a rush process fee of \$250.00 will be charged.

**Q: When should we do our engagement session?**

A: I recommend your engagement session is completed as soon as possible, but at the latest, 10-12 weeks before your wedding to allow the time necessary to complete the post production process as well as to order any products you might need for your wedding.

**Q: How many images do you typically deliver from an engagement session? From a wedding?**

A: The number of included images will depend on the package you select. Additional images are always available for purchase.

**Q: When and where can we view our engagement pictures?**

A: Your engagement session images will be completed no more than 3-4 weeks after the date of the session. If you require the images to be completed prior to 3 weeks after the date of your session, a rush edit fee of \$250.00 will be charged. Your engagement images will be available to view and download via your private online gallery.

## ALBUMS, PRINTS, BOOKS QUESTIONS

**Q: How long does it take to get my prints?**

A: Product creation times vary, however, print orders will generally be completed within 6 weeks after the product order is submitted.

Similar to the post-production process, if you require rush processing, a fee of \$250.00 will be charged. Additional fees for rush shipping may also apply.

**Q: How long does it take to get my album?**

A: As with our other products, production times vary. However, you can typically expect to receive your album 6 weeks after placing the order. The process prior to placing the order varies in duration depending on how quickly you respond to the instructions for the album design as well as the number of changes you request after the initial designs. Some brides complete this within a month or two; others take over a year. Similar to the post-production process, if you require rush processing, a fee of \$250.00 will be charged. Additional fees for rush shipping may also apply.

**Q: How long does it take to get my sign-in book?**

A: The sign-in book takes around 6 weeks to print after the order is submitted. As with the album, the time it takes to get the order ready for print depends on how quickly you respond to our instructions and how many changes you request.

Similar to the post-production process, if you require rush processing, a fee of \$250.00 will be charged. Additional fees for rush shipping may also apply.

**Q: How many images do we get in our wedding day album?**

A: Our signature album contains up to 50 images. If you'd like to add more images, you are welcome to do so for a small fee per additional image.

**Q: Can I add more images to my album?**

A: Extra images beyond what is included in your album selection can be added for an additional cost. Details can be provided upon request.

**Q: Do you guys provide framing services as well?**

A: We do provide wall art and framing services for pieces larger than 11x17 inches.

**Q: How do I get started on my engagement or wedding album?**

A: I will take care of the designing process for you and will run all of the final details by you for approval before your order is sent off to be printed!

## IMAGE DOWNLOAD QUESTIONS AND LEGAL QUESTIONS

**Q: What size can we print our photos up to with our full resolution image download?**

A: In most cases, you can print your photos up to 20×30 without any quality loss. If you'd like to print larger than 20×30, additional post-production will be required and fees may apply.

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

A: You will have the right to reprint images whenever you want. However, you may not sell your images for profit or publish your images without the written consent of Merideth Holiday Photography.

Merideth Holiday Photography will always retain the "Copyright" to the images. To learn the different between "Copyright" and "Print Release" please visit: <https://thelawtoq.com/copyright-vs-print-release/>

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

A: Each of our packages comes with a full resolution image download. However, we do not provide RAW (unprocessed) files from our session because that would be delivering



you an unfinished product. Imagine going to a fancy and expensive steakhouse and getting a raw steak that you have to cook yourself at home! That is the equivalent of receiving RAW files.

**Q: What if I lose my images?**

A: There is a \$150 replacement charge for additional downloads after the event has been archived, and your session is only archived up to 12 months. We strongly suggest you make at least one copy of the download when you receive it from us.

## EQUIPMENT QUESTIONS

**Q: What type of camera/equipment do you use?**

A: Both my main and backup cameras are Canon 6Ds and are professional full frame DSLR cameras. My lenses include all Canon 70-200mm f/1.2, 50mm f/1.4, 135mm, and 100mm f/1.2. I will rent additional lenses or camera bodies depending on the circumstance. I also use multiple flash units, reflectors, and other light modifiers. My additional shooters use comparable equipment.

## BUSINESS INSURANCE AND IMAGE BACKUP QUESTIONS

**Q: Do you back up our images? How can we ensure that our images won't be lost?**

A: We have never lost an image from a wedding due to the following backup workflow: During the event, we shoot on two cards at the same time. This instantly creates a backup of every image in the camera. Afterward, we separate the primary cards from the backup cards, should anything happen to one set. We then back up the images to an offsite hard

drive. At any given point before delivery of the images, there are two copies of the files in separate locations.

**Q: Do you have liability insurance?**

A: Yes. Most venues require your vendors, including the photographer, to have Liability Insurance. So before hiring your Uncle Bob, make sure he's covered.

## MEETING POLICY QUESTIONS

**Q: We live out-of-town. Is it possible for our family/friends to meet with you instead?**

We'd love to meet your relatives, answer their questions and review our work with them. If possible, we'd like to at least FaceTime or video chat with you!

**Q: We're very busy and won't be able to meet. Are there any other options?**

A: We would love to meet with you prior to our engagement shoot or wedding; however, if you're too busy or too far away, we can handle everything remotely. Just let us know what information you need and we will do our best to accommodate your request. For example, if you would like to see more of our work, we can gladly show you complete events online. If you would like to talk about packages and get a sense of the photographer's personality, please call me!

**Q: Do you travel to meet clients?**

A: Due to the limitations of our schedule, we currently do not travel to meet clients.

**Q: How do I set up an appointment to meet you in person and see some of your work?**

A: Please call me at 512-966-2159 or send me an email!

## PAYMENT AND TAX QUESTIONS

**Q: How do I reserve you for my date?**

A: All dates are reserved once we receive your signed contract and retainer.

**Q: What if we exceed our contracted time for our engagement shoot and/or wedding day coverage?**

A: Standard rates apply for overtime. Overtime is billed at the rate of \$350/hour per Lead Photographer and \$150/hour per Associate Photographer.

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

A: Yes. The retail adjustment fee for all credit card transactions is 3% of the charged amount.

**Q: If we cancel the wedding, will we receive our retainer fee back?**

A: Unfortunately no. Retainer fees are non-refundable and are used to reserve your date as well as to reserve the additional photographers (if applicable). Once we've reserved your date, we do not accept new clients for your date.

**Q: If we change our wedding to a different date, will we be able to use our retainer fee towards a future date?**

A: Generally no, but this is taken on a case by case basis. The reason for canceling and our availability is taken into account. Also, if rates change from your original date to your new date, the new rates will apply.

**Q: Are there travel fees associated with the engagement session and/or wedding day shoot(s)?**

A: All travel expenses are covered up to a 30-mile radius from my location in Georgetown, Texas.

**Q: Why do you charge travel fees?**

A: The primary purpose is to provide adequate compensation for our photographers and our lighting assistants for the additional time spent in travel. Trips to South Austin or Killeen, for example, can take over an hour each way. This is time for which we have to compensate our team. For this reason, coupled with the costs of reimbursing the team for the actual costs of travel, these fees are unfortunately necessary.

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

A: We do not offer discounts on Sunday weddings and off-season weddings. As you may know, wedding season is almost year-round here in sunny Texas. Because of that, we are shooting throughout the year. We also cannot offer discounts on weekday weddings as all of the costs (second shooter rates, etc.) associated with the wedding remain the same.

**Q: If I pay for my package in cash will we be able to avoid paying sales tax or receive a discount?**

A: Unfortunately, collecting in cash does not exempt a photography business from paying Texas sales tax on the amount of the package price when products, **including digital products**, are delivered.

**As always, if there are any other questions you have or think about at a later time, PLEASE do not hesitate to reach out. It is better to be an informed client than one who wishes they would have spoken out after the fact! We want to help you in any way we can!**