

Frequently Asked Questions

www.evaphotostudio.com



BOOKING AND PAYMENT QUESTIONS:

- Q: We would like to schedule a meeting to get to know you. Do you have a studio?
A: We are excited to meet you and hear all about your wedding day. We do have a studio and a lot of our sample work is hanging from our walls. It is a great place to sit down, chat over coffee and dessert and see as much of our work as you would like. If you would prefer to meet somewhere else, we'd be happy to meet you at a place that is convenient to us all.
- Q: We definitely want to book you and have you photograph our wedding! What's the next step?
A: Awesome! We are honored that you have selected us to capture the precious memories on your wedding day. We're excited to work with you! To officially book us, you'll have to sign our contract and pay a non-refundable 50% retainer fee. As soon as those two things are done, you're BOOKED! YAY!!
- Q: When is our remaining balance due?
A: Your remaining balance is due 30 days before your wedding date. A reminder will be sent out via email to help keep you on track. If your final payment is late, a late fee will be charged, so mark it on your calendar!
- Q: It might take us a couple of months to get the booking fee saved up. Can you pencil us in?
A: Unfortunately, no, we can't. The only way to reserve your date with us is to sign a contract and pay the retainer fee.
- Q: Can we make monthly payments?
A: Definitely! Let us know when you book that you'd like to set up a monthly payment plan and we'll hook you up!
- Q: Can we pay our final payment after the wedding?
A: The only payments that can be made after the wedding, are album payments. The rest of your package has to be paid no later than 30 days before the wedding.
- Q: How can I pay?
A: We accept cash, checks, Paypal and credit cards (Visa, MasterCard and Discover Card). To pay with Paypal or credit cards, send us an email and we will respond with instructions on how to do it.
- Q: Who do I make the check payable to and what address can I send the payment to?
A: Make checks payable to: Eva Photo Studio. Please contact us for the mailing address.

PACKAGE QUESTIONS:

- Q: We don't need an engagement session. Can we take it out of the package?
A: No substitutions or deletions can be made on packages. However, we would be happy to build a custom package based on our current A La Carte Pricing guide.
- Q: Can I drop a few hours from my package to save some cash?
A: You can drop hours, but it won't save you anything. UNLESS you're getting married on a Friday or Sunday. Saturday's are prime dates for us, so we very rarely accept bookings for less than six hours on Saturdays. If you're getting married on an off-day and are only looking for a few hours, email us for a custom quote, specific to your wedding needs.
- Q: Do we have to add albums now or can we order them later?
A: You can definitely order your album(s) later. Most of our clients wait until their online gallery goes up so they can see how many photos they want to include. Our album prices are guaranteed not to go up for one year after your contracted wedding date.
- Q: Can we order additional products after the wedding day?
A: Absolutely. Additional items can be ordered anytime after the wedding.

GENERAL WEDDING QUESTIONS:

- Q: Do you mind if our family members take photos at the wedding and reception?
A: We don't mind if they take candid pictures during the ceremony or the reception. During those parts of the wedding, you can tell Aunt Susie or Uncle Bob to snap away all they want. **We do however require that we are the only ones allowed to photograph during the "formals" or any situations specially posed by Eva Photo Studio.** Unfortunately, we have had issues with guests that are also aspiring wedding photographers that have used pictures that they took of our posed situations and then posted them on their wedding photography websites and passed them off as their own.
- Q: We have a break in between our ceremony and our reception. Can we break up the hours?
A: As is standard in the industry, all of our packages are based on continuous hours of coverage, which means even if there is a break, we will be on the clock for the contracted hours. That starts at the time we start taking photos. If you need additional hours, you can add them to your package at \$300 an hour.
- Q: What if our reception runs later than we expected? Can you stay until the very end to capture our grand exit?
A: Of course we can! If we stay more than the contracted hours, you will be billed for overtime and no proofs will be posted until the overtime has been paid in full. Our hourly rate for overtime is the same as our pre-paid rate for extra hours.

DIGITAL FILES

All of our wedding packages come with a DVD of your digital images. Want to make your own prints? Go for it!! Want to upload your favorites to Facebook? Tag away! We wouldn't have it any other way. Why? Because we want you to have your photos (not just the photos you can afford). And we want you to share your photos with family and friends around the world. So go ahead – blog and email your favorite images to anybody you want to.

- Q: Can I make prints with the DVD that is included in certain packages?
A: Absolutely! All the photos on your DVD are edited and ready to print. You can make prints anywhere you'd like and we can provide you with a list of places we recommend.
- Q: Can we still order prints from you?
A: Of course! We use an awesome professional lab that produces AMAZING prints. If you'd like to leave the printing up to us, just let us know!
- Q: Are the photos on my DVD going to be edited?
A: Yes! All the photos you receive will be color corrected, cropped and ready to print. There are NOT straight out of the camera files. What you see in your gallery is what will be on your DVD. We spend many hours getting your images to look as good as they can before creating the finished DVD that we deliver to you.
- Q: So does that mean that I own the copyright for my photos?
A: Not exactly. What we give you is a license to print your photos anywhere, anytime. Eva Photo Studio retains copyright to all photos. Your license does not include permission to sell, modify or enter your photos into any contests. Let us know if you have any more copyright questions.

Phone: (727) 534-3304

website: www.evaphotostudio.com

Email: evaphotostudio@yahoo.com