

FAQ

1. What is a consultation?

The consultation is where we sit down with the senior and parent to discuss what they want from their photoshoot. We take this time to learn the senior's interest, likes, and dislikes. We discuss locations, outfits, collections, and dates. We brainstorm many ideas to provide exactly what you are looking for. Unlike many studios, we do this because we like to get to know our client before the day of the shoot. We also like to show off our specialty products so you can get an idea of what products you would like to see hanging in your home. We like to discuss expectations so we can provide you with timeless portraits and experience you will cherish forever!

2. What are my options for locations?

Our sessions are designed to take place outdoors. Whether you have a place in mind or just a vision of what you want, we have a location for it! This is where the consultation really helps us discuss and prepare for the day of the shoot. From city lights to back woods country, we can make it happen. We also provide studio portraits, so depending on the session you choose, you have many options!

3. What do I wear?

We encourage our clients to wear what they feel comfortable in, after all your senior portraits are all about you! You should also keep in mind the location and setting of where you are taking your pictures when choosing outfits. We ask our seniors to bring many outfits and back-up outfits for the shoot. This allows us many different options and if you are unsure, we are always there to help out!

4. When is my session fee due?

Session fees are due at the time you book your photoshoot date. All session fees are non-refundable. If an emergency or inclement weather arise, we are always willing to re-schedule the shoot for a more convenient time.

5. What does “minimum purchase” mean?

Some of our sessions require a minimum order. Clients have different needs; some prefer longer sessions, multiple locations and outfit changes, more poses, and more images. Other clients prefer shorter sessions, fewer locations, fewer outfit changes, and less images. A minimum purchase is the minimum amount a client must invest on their order. Minimum orders are applied in an effort to allocate our customer’s time and budgets appropriately as well as our time in order to deliver consistent quality and serve our clients effectively. Our minimum purchases are based on our experience of what most clients have chosen to order for that specific session. All options are discussed during the initial consultation.

6. When do I get to see the images from my session and place my order?

Your ordering session will be approximately 3-4 weeks after your photoshoot. The most important decisions you will make throughout this whole process are made the night of the ordering session. It is very important that all decision makers are present during this time; this is the appointment where your final decisions will be made. The session can take between 1 and 2 hours or more and this is a time you will want to devote your full attention to. At your ordering appointment we will present your images and then help you select the images, books, and frames suitable for your home, office, portfolios, and gifts for friends and family. We specialize in helping you select the best images and products based on your needs and feel this process is a very important service that we offer to our clients.

7. When is payment on my order due?

We require 100% of your order total at the time the order is placed. Your order must be paid for in full before ANY portion of your order is completed or picked up. Balances must also be

paid in full to receive any digital images or yearbook images. Orders are custom made and are non-refundable.

8. How long will it take to receive my order?

Your portraits will be ready for pickup approximately 3-4 weeks after your order is placed. Quality takes time, so please allow us the time needed to provide you with the quality you expect from a custom portrait photography studio. We will notify you as soon as your order is ready.

9. How long will you keep my images/files?

Non-ordered images will be removed/deleted from our system following your ordering appointment. We do NOT archive files which are not ordered. All ordered and paid for images are archived for up to 6 months after the senior graduates.

10. What if I want to use my images for my yearbook ad or graduation invitations?

If you would like to use any of your images for the yearbook, we can create the ad for you using any of the images you purchased in print. Please contact us in enough time to the ads before the yearbook deadline.

If purchasing Graduation Invitations through us, we will help you through the process of picking the images you desire to personalize them specifically for your needs. Please provide us enough notice to create your specialty invitations.

11. What if I want to make copies of my images?

All images remain the property of Project Nine Five Photography and are protected by federal copyright laws. Duplication in part or whole (whether by scanning, reprinting, or screenshots) is strictly prohibited and will be prosecuted by law. This includes posting scanned images to social media websites.

12. Are digital files available for purchase?

High resolution digital files are only available for purchase for pageant headshots and modeling portraits required by an agency. Social media images are provided to our high school seniors based on the collection you chose for your session.

****Session fees are non-refundable and serves as your agreement to all of the policies listed above.**