



## **Portrait FAQ**

### **How do we know what to wear for the shoot?**

Please see the separate clothing guide

### **What happens on the day of the photo-shoot?**

John will arrive in plenty of time to have a chat and look around for best places to take photographs, this helps to relax the children, and for the family and John to get to know each other. John will help with any outfits you may have chosen; giving ideas on what is suitable.

Don't tell the children to "be good" or to "smile for the photographer" as this often has the reverse effect. Our goal is to record a natural expression, and our experience shows that the best way to do this is to see how the child reacts to the photographic situation, then plan our strategy for capturing the portrait.

### **What Do We Do If It Is Inclement Weather?**

Don't worry; we will rearrange the photo-shoot should the weather be really bad. Most of the time we are able to photograph both indoors and out, usually we can find cover outside in outbuildings barns sheds etc.

### **What if our child/baby is unwell?**

Ring and inform us as soon as you can, and we will rearrange the shoot for another day. We are always aware that children can become unwell very quickly.

### **Following the portrait shoot, how do we select our favourite images?**

Following the shoot a mutually convenient date will be arranged, for you to view your images. The images are viewed as a show on a large screen and this is like reliving your day all over again! You choose your favourite images, and also your preferred method of display. The process is great fun and it is not as hard as you would possible think! John is also very good at guiding clients on image selection.

### **Once we have selected our images what happens then?**

Once you have obtained your final selection of favourite images, John will advise and help you decide on the best method of display for the images. Once you have decided how you would like your images displayed, all details and full payment for the order will be taken. It is as easy as that!

### **How long will it take for the order to be produced following our viewing at the studio or our home?**

It usually takes approximately 6 - 8 weeks to exclusively design, produce and hand finish the frames, canvas wraps and albums. Once your order is ready John will call you from the studio in order to arrange collection or delivery of your order at a mutually convenient date and time.

### **Will other members of our family and our friends be able to select any images from the portrait shoot if they so wish?**

Any friends or family are most welcome to arrange a viewing in order to see the images from the shoot.

### **How long do you keep the negatives/digital files?**

Indefinitely! We never destroy negatives/digital files and have no intention of ever doing so

### **Are we able to obtain reprints if we would wish in say several years time?**

All images are archived for an indefinite period of time and reprints can be ordered by contacting the studio.

### **How long will our photographs last?**

60+ years without any noticeable change is achievable. In an ever changing era of modern technology who knows what assurances will be available in the future. At John Divers photography, only materials of the highest quality are used. We are only interested in printing processes that are archival.

### **How do we book a shoot?**

Please call the studio 0122 624 6060, or by e-mail [Info@johndivers.co.uk](mailto:Info@johndivers.co.uk) we will be delighted to speak with you and book in the diary your portrait shoot. Your shoot fee is payable at the time of booking. This can be made via any of the options below. A receipt will be sent to you by return as well as confirmation of the date and time of the shoot.

### **What form of payment do you accept?**

All major credit / debit cards are acceptable, (with the exception of American Express & JCB) and also cheques or cash and online banking. (Cheques must be made payable to John Divers Photography).