

Vanilla Moon

PHOTOGRAPHY

2018 Guide to Your Photo-Session



Capturing Precious Memories that Last a Lifetime..



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Preparing for your shoot and FAQs

In order for your shoot to go as smoothly as possible it is important for communication between Jayne Wright and her clients to be as clear as possible. Should you have any special requests, Jayne will do her utmost to help, but please do ask in plenty of time so these can be undertaken.

Jayne carries out most of her work in and around the Eddleston and Peebles area, but will travel if required. There is a charge for anything above 15 miles of Peebles at the current rate for mileage set by HMRC.

Jayne has a very special and dedicated studio space in her back garden. It is perfect for newborns, babies, small children and families of up to three children. However, as the studio is a small space there has to be a limit on the number of adults attending the shoot, unless previously arranged with Jayne. There is a maximum of two adults that can attend shoots with young children.

As much as Jayne loves children, unless a child is to be photographed, please try not to bring them along unless special permission has been obtained. There are very hot lights, wires and other items that are not safe for unattended children. Another child can also act as a distraction for the person to be photographed.

Please remember that the studio is a working environment and children must be supervised at all times. Jayne Wright cannot accept responsibility for accidents that have been a direct result of negligence.

Terms and Conditions are set out for all shoots, a copy of which can be downloaded from the Vanilla Moon website. It contains a lot of helpful information and should answer many questions. Should you need a copy emailing, please ask.

What shall I bring to the shoot?

Jayne encourages clients to bring their own items to their shoots as it makes the shoot more personal – and can also help settle small children if they are unsure about being in a new place. Items can be small, soft toys, blankets, cushions. However, if you don't have any of these things, don't worry! Jayne has plenty!

What shall I wear?

This depends on what kind of shoot you would like. If you like predominantly black and white studio photos, please wear something plain (strappy tops for ladies look good). Blacks, whites, greys all work well as do plain colours. Try not to wear anything too busy or something with logos. If you are wanting outdoor shoots/colour studio shots then bright is the answer – go for block colours, try and avoid plain white and black, which can disappear into the background. Again, nothing too busy or containing logos. The main thing is wear something comfortable. And remember outdoor shoots can involve some walking or standing around, so comfy shoes are a must! You can always bring two pairs if you don't want comfy trainers in your shots.

If you are having a group or family shoot, try and co-ordinate colours.

Hairbands, hats or accessories are encouraged. Particularly for young children and babies.

If it is cold and you are having an outdoor shoot, please bring warm jackets for in between shots.

How many outfits can I bring?

Jayne would recommend 2-3 depending on the length of shoot chosen (max two outfits for a mini-session). It is good to have a variety that Jayne can help choose from as she may have specific ideas on what will work with certain backdrops.

What is the difference between an Online and a Printable file?

As the name suggests, an online file is suitable for that purpose only. Not everyone requires a file to print from. Some clients like to store images on their phone or on their Facebook/social media accounts. The Online file is for this purpose. It is low resolution and optimised for online use – meaning it will look its best on this platform only. It also carries a watermark, to show that the Copyright of the image remains with Vanilla Moon Photography. These files are not for printing under any circumstance. Due to their low quality and specific optimisation, they would look inferior in print format. Furthermore permission is not given by Jayne Wright for these images to be printed, so this would be a violation of Copyright. When these images are used on social media, the watermark must remain visible at all times.

A printable file has had much more post processing and care taken over it, meaning that it can be printed in large format. It is optimised for printing and is of superior quality over the online version. Copyright is still with Vanilla Moon Photography, although printing rights are given.

Meaning you can print as many times as you like, where ever you like (although Jayne does recommend two labs in particular). These images do not carry a watermark and as such are not to be used on social media – a complimentary online file is also given to the client for this purpose with the purchase of any printable file.

Where can I get my images printed?

Jayne Wright recommends DS Colour Labs (dscolourlabs.co.uk) or Loxley Colour (www.loxleycolour.com) using their professional options. Both labs offer books, prints, and other art formats such as metallics. Please try not to print files from booths (such as those found in

Boots) or cheap online labs. Jayne Wright hold no responsibility for poor quality prints obtained elsewhere.

I want a canvas – where can I get one printed?

Both DS Colour and Loxley offer canvases. Jayne also recommends the Big Art Company – printitoncanvas.co.uk for an exceptional quality canvas that will last for years to come.

Can I do my own post-processing in Photoshop?

No. Once an image leaves Jayne Wright it has been colour balanced and optimised to specific requirements. Jayne Wright has over twenty years experience working in Photoshop, meaning the files are produced to an exceptional standard and to the very best of her ability. Furthermore, a finished file is a piece of *her* artwork. Time and dedication has been taken over it to look a certain way and as such, any further enhancing from an outside source would spoil the finished item as well as make it not her own.

Does this mean I can't crop an image?

To some extent, yes. Although it is noted that not all print sizes exactly match the shape of a file (this is due to the ratio). There will be some cropping in this instance, though it will be minimal. However, it is requested that landscape images are not cropped to portraits and vice versa. Here a small area of an image would be blown up as it was not intended and can lead to pixelation and an inferior print. Moreover, Jayne takes time and effort composing images a certain way, to crop off integral parts of an image would be to spoil the finished product.

If you have any further questions, do get in touch. Jayne will be happy to help!

info@vanillamoonphotography.com

Please read on for Terms and Conditions of a Shoot

Terms and Conditions

A non-refundable deposit of 30% of the cost of the shoot is required to secure a date up until fourteen days before the session, at which point the remaining 70% must be paid. Failure to pay the remainder will mean the slot is advertised and given to the next client. Should the client not wish to carry out the booking, the deposit is not refundable. Please note that the notice period for weddings is different and is set out in a separate contract.

Alternatively, the full balance can be paid at the time of booking via the shop or, if preferred, through PayPal invoicing/bank transfer.

Once the full balance has been paid, should you wish to completely cancel the shoot, 70% of the cost of the shoot is refundable, provided it is at least fourteen days before the date of the shoot. If no notice is received, a refund cannot be given and the full balance is not refundable. The notice period for weddings is different and is set out in a separate contract.

If a shoot has been cancelled, and the client later decides to rebook, the deposit will be required again and is not transferable from the initial booking.

Changes to the secured date or time due to unforeseen circumstances on the client's part remain at the discretion of Vanilla Moon Photography. In most cases, where notice is given, an alternative date can be arranged.

If your child is ill on the day of the shoot, please phone and re-arrange the session. An ill child will not respond well to the camera. In this circumstance the full payment (providing it had been paid and was not overdue) can be transferred to the next available date that is suitable for Jayne Wright and the client. Should the session be cancelled altogether, the latter clauses remain and the full balance is not refundable.

In circumstances where weather may spoil an outdoor shoot, the balance is transferred to the next available date that is suitable for both Jayne Wright and the client. The latter clauses remain if the client decides to cancel the shoot altogether and the full balance is not refundable.

In circumstances where delays or weather may affect a shoot on the day, Jayne Wright will do her utmost to carry out the shoot to the best of her ability, using alternative locations, studio or otherwise. Jayne Wright cannot be held responsible for any photographic coverage missed due to factors beyond her control.

Bookings made for a Sunday, Bank Holiday or Public Holiday will incur an additional charge of 50% of the cost of the shoot.

If your child is of an age where naps and frequent feeds are required, it is best to make sure your child has already had their nap or feed before the shoot. Jayne Wright will always try and book in young children to fit around nap and feeding times.

For one-off special events, such as the fundraising Mini Sessions, refunds for cancellations can only be given once the slot has been refilled. If a cancellation is made less than seven days before the event responsibility to fill the slot falls to the client.

For cancellations to sessions where a double or triple shoot has been booked a notice period of two weeks is required. Should a client wish to cancel a scheduled session after this time, the slot is then lost.

For cancellations to shoots booked via a voucher a two week notice period is required for cancellation. If cancellations are made within this time the slot is then lost and the voucher is null and void.

It is recommended to arrive 5-10 minutes before your booking (twenty minutes for newborn sessions). For clients arriving late for their session, the time is taken from their slot so as not to affect the next client's booking.

For newborn shoots, the slot arranged will be the Saturday following baby's due date. However, as not all babies come on time, Jayne Wright will do her utmost to keep a slot free in the diary on the Saturday each side of the booked slot. There are also mid-week sessions kept aside for newborns. However, this cannot always be guaranteed during busy periods, especially during wedding season. With this in mind a suitable slot will be arranged at the earliest possible convenience for both parties.

Jayne Wright will discuss photographic options before the shoot and will try honour any specific images requested, as long as external factors beyond her control do not come into play or the images requested are deemed to be unachievable/do not fit in with Jayne Wright's artistic merit.

Jayne Wright retains artistic license on all photo shoots, suggesting the best location, backdrop and poses.

Jayne Wright will suggest poses and actions that are safe and age appropriate. Should a parent be unhappy with a pose or have any concerns it is their responsibility to make Jayne Wright aware. It is advised that parents or carers stay with their children at all times during a shoot as Jayne Wright cannot take responsibility for any accidents or injuries that may be caused whilst on location. The responsibility for the safety of a child or children remains with the parents at all times.

The above clause also covers safety whilst working in a studio environment – both at the Vanilla Moon Studio and on location where a temporary studio is used. Studio lights are hot, there are wires and trip hazards and temporary backdrops are not fixed and can easily fall if pulled. It is the parent's responsibility to ensure that children stay away from studio equipment. Jayne Wright will not take any responsibility for injury caused through negligence.

Note that images taken are not guaranteed and not all images may make it into the final selection. To obtain the highest quality only the best images will be chosen.

The number of images in the gallery – both black and white and colour – is final. Should an additional image be required in either black and white or colour, an additional charge for the file will be required at 50% of the cost of a file. This is due to the image being extra to the final gallery available and additional time taken for editing.

In circumstances where a package containing files has been purchased, should the client require any further files, they will be charged at an additional cost as set out on the price list under 'Digital Files'. For example, where a package with ten files has been purchased and the client wishes to purchase the remaining available files, they will be charged at the rate of 'all available files' where the total remaining exceeds ten.

A file (both high resolution and low resolution) consists of one image. Collages are not included in the packages where single files have been purchased, but can be purchased as an additional service. Prices vary depending on how many files are required to make a collage.

High resolution files are for printing purposes only and must not be used on social media. Likewise online, low resolution files that contain watermarks are for social media purposes only and are strictly not for printing. Printing rights are only given to high resolution files that have been purchased as part of a package or separately.

All email addresses entered to view the gallery will be automatically subscribed to the Vanilla Moon Monthly Newsletter, which keeps clients updated with news, competitions and offers. Should you not wish for this there is a facility to unsubscribe at the bottom of the newsletter email. It is recommended that you pass this information on to friends or family that may also wish to view your gallery and whose email addresses will subsequently be entered. Your email address will be used to notify you of any changes to your gallery, such as expiry dates or updates on photo-orders. It will never be passed on to any third parties or used for SPAM.

For the most part full portrait sessions contain around twenty images. This number can vary, depending on factors controlling the shoot on the day. Jayne Wright cannot accept any responsibility for galleries containing less than the stated number of images, where factors beyond her control have come into play to influence a shoot.

Images are selected and part-edited after a shoot and this usually is done within one to two weeks of the shoot (in busy periods this time can be longer). Once an image is chosen for purchase, the image is then fully edited and touched up, which takes time, effort and skill. Should the client require any additional editing (for example, the colour of an item changing) this will incur an extra cost, depending on the length of time taken to achieve the clients wishes.

Jayne Wright has the right to withdraw or substitute an image from the gallery, should an inherent problem be found. If substitution occurs an image closest to the original will be found if at all possible.

A full session gallery will be available for fourteen days from the date that the link is emailed to the client. If the gallery is required to be reactivated this can be done at a cost of £10 per day, to cover upload fees and hosting fees.

A Mini 'taster' Session is no more than 20 minutes long. It contains 5-10 images in your final gallery. Mini Sessions are not valid for offers or discounts and are only suitable for children three months and over or for families of no more than five.

Where packages including files have been bought, files are uploaded onto a secure gallery for 14 days once they have been edited. They can be downloaded directly to a computer during this time. It is not recommended that they are downloaded to a mobile phone or similar device as this may impair the quality of the file. Should you prefer your finished files on a disc, please make this arrangement with Jayne Wright before or during your shoot.

For special events such as the Mini Portrait Sessions held before Christmas a selection of images will be uploaded to a private gallery accessed by password. These images will be live for seven days. Included images must be chosen within this seven days, along with any additional images required. After this point your selections will be edited and then sent to print, or in the case of a file purchase, a link will be sent for download. After seven days the gallery is removed from the server and the images are then stored in a library where they can be accessed at any time and re-uploaded for a fee of £10 for 24 hours.

Should prints or products be required from a session over three months old a fee of £10 for searching and locating the images from a digital library, upload and hosting will be charged. This is redeemable against the cost of prints, should this total £50 or over.

In exceptionally rare circumstances, Jayne Wright reserves the right to cancel a shoot giving as much notice as possible, provided an alternative date can be agreed or alternative photographer found. If an alternative date or photographer can not be arranged a full (100%) refund will be given.

In certain circumstances Jayne Wright may use an image from a shoot for marketing purposes (Facebook or other social media, including the Vanilla Moon Photography website) or competitions within official professional photographic bodies, such as the Guild of Photographers. If you do not wish for your child's photograph to be used, please notify Jayne Wright in writing. For special events there will be a form to tick – you may make a note of your wishes on the form.

All images remain the Copyright of Vanilla Moon Photography. This is also true of high resolution files bought from Vanilla Moon Photography, which are for the sole purpose of printing only. Images purchased must not be shared with a third party nor used for marketing purposes either by the client or a third party.

Images must not be taken from the Vanilla Moon Photography website or gallery without express written permission. This is particularly true for images being shared on social media directly from the gallery.

Images must not be used on social media, unless an online file is purchased or permission has been given to share. Purchased prints **MUST NOT** be reproduced in any way or resold, they are for personal display purposes only.

Any complaints must be made in writing and within 21 days upon receipts of images. The Terms and Conditions as set out above are governed by the laws of Scotland, England and Wales.