

## Terms and Conditions of Service

### **Where do we take photos at your centre ?**

Ideally in your outdoor play areas in areas with lots of natural light and shade. If all that is available is indoor light - we set up near window areas only. We do not use flash or any extra lighting equipment for individual photos.

Our system works best and most efficiently if the area we are photographing in is free from roaming children from other classes.

Please encourage teachers to arrange indoor activities if we are outdoors during our photography time to lessen the amount of children near the photography area.

### **What if it's raining on photo day ?**

Usually we can find somewhere on the verandah outdoors to capture lovely photos. If this is not possible we will endeavour to capture indoor photos. Generally we can set up table areas and find little pockets to capture photos, or wait for rain to settle. We like to maintain our style so families are not disappointed with being shown photos different to what is on our website.

### **Start time and duration at your centre ?**

Arrive between 8.15-8.30 ready to start as soon as we can.

Finish time : We find that it is definitely best to photograph during the morning only and not past midday.

### **How many days at your centre ?**

2 days for centres of 60 children or less,

2 or 3 days for centres of 60-80 children,

3 or 4 days for 80 - approx 110 children,

Bigger centres - longer depending on size.

We aim to photograph about 20-30 children per day only - just so we can ensure we are spending suitable time to capture a range of beautiful images of each child registered.

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### **About our team !**

2 photographers or 1 photographer and 1 assistant experienced with photographing children.

All photographers and assistants have current blue cards for working with children, professional and public liability insurance, flu vaccines and other relevant vaccines. We work within guidelines presented by Queensland Health and hand sanitise between each child.

### **Provision of one Staff member to assist**

It always works great during photo days if a staff member is available to assist with collection of children for photos - we always find that photo days are quicker and smoother with a staff member giving us a hand. Children also feel more comforted with a regular staff member assisting with the process.

### **The Registration Process**

Families are required to register for photos to be taken. A range of 10-15 different images taken of their child. Registration gives us permission to photograph. No photos are taken if they are not registered prior to photo day.

Parents choose their photo package after they see their child's photo gallery. A credit for any registration fee is given when purchasing their package online. Only absent children are refunded their registration fee.

### **Pricing and Packages**

Pricing is to suit all budgets starting from \$35 for a basic package with selection of 1 photo in various sizes, then the option of bigger packages with more images selected up to full gallery options.

A range of prints and digital packages are available.

Package pricing is available to families to view on the registration page.

### **Reshoots**

Parents choose their child's photo day during the registration process.

If for some reason we photograph their child and they ask for a reshoot as the child wasn't in photo clothes as they forgot about photo day - a session fee of \$25 is required to reshoot their photos. We ask families during registration to please let us know any special requests - eg clothes in bag etc. We note this down on our daily list and ask the teachers to ensure the child is changed for photos.

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### **Absent children**

If a child is absent on the day the parent has chosen for photos - we can reschedule them to another day we are at the centre. If it's not possible during photo week, we may be able to return for absent children - however a fee/child (redeemable towards a photo purchase) is required for this service to cover our time to come out again.

**Shy children** - We do our very best to encourage children to "play" for photos, we interact with bubbles, songs and distraction as best we can. Sometimes a staff member may be required to help them feel comfortable.

Smiles are always what we aim for with every child but understandably that for some it's just not going to be. In that case - we do our very best to capture an activity the child is undertaking instead. This can be particularly evident for bubs and toddlers. We certainly will keep trying on the morning to capture what we can to make a lovely gallery for the family to view.

### **TRADITIONAL style Class photos -(KINDERGARTEN's ONLY)**

Children sitting together for a class photo on 1 (ONE) scheduled day only with children present for the class. A time is given for it to occur and if any families come in for the photo and arrive after the class photo time - it is not retaken.

Parents are encouraged to ensure their child arrives on time for the class photo to avoid the disappointment of missing out.

Best efforts are made to ensure all children are looking at the camera on the day.

Depending on age level - we do our best to get as many smiles as we can but this is guided by the child on the day.

All children are included in the class photo - registered for photos or not registered. If not registered - the opportunity does exist to purchase a class photo afterwards.

### **COMPOSITE style Class photos**

A composite class photo is prepared for each class. It is the best forward facing individual photo that is preselected by us to be on the class composite.

NB: ONLY children that have registered for individual photos are included in the class photo. We do not include photos on the composite class photo of not registered children taken by other photographers, by the centre or parents.

*\* All Class photos are sent to the centre once created to fill out names. Any errors in names with regards to spelling, preferred names, missed names are the responsibility of the centre to cover costs to reprint and post out.*

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### **Sibling Photos**

Are taken on the YOUNGEST child's photo day. Both children must be registered for photos. Families are made aware of this during the registration process.

### **Centre Benefits.**

As a thank you for having us - we provide 2 printed copies of class photos for office use only. Extra printed copies can be purchased for \$15 each.

All staff photos are taken for headshots in an outdoor environment area only. We do not use backdrop/lighting for staff photo headshots. Staff photos are supplied as high resolution digital files plus 5 x 7 inch photo prints. Staff headshot service is normally valued at \$395.

Please let us know the best day to have staff photos taken as well as provide a list of staff along with their relevant class.

### **When do we photograph Staff photos ?**

We take staff photos at the end of the morning when the list is completed for the day. It is best done on 1 day only at the one time to achieve consistent light for each staff photo. Please communicate this set day in advance to your staff members so they are aware and can apply makeup/style their hair etc if they wish.

### **Sibling photos with children not enrolled at the centre - eg School age children.**

There is the opportunity for this to occur by special arrangement only and select centre only. It requires session deposit fee and must be children of school age only.

### **Turnaround times**

- 1.** Photo galleries are online 7-10 working days after the last day at the centre.
- 2.** Families are emailed + SMS sent on opening of galleries  
Families are given a private passcode to view their child's photo gallery and the closing date for print ordering.
- 3.** 10 days ordering timeframe to order photo packages that contain printed images to receive complimentary delivery to the centre for collection. Digital files can be ordered from the gallery for up to the end of the calendar year. Any printed images ordered after the closing date for print orders incur a \$15 postage fee.
- 5.** 2-3 weeks after the print closing date - photos will be delivered to the centre.