

TORRE PHOTOGRAPHY

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Frequently Asked Questions

Albums

Each of our coffee table books is customized and uniquely designed to reflect your wedding. We also feature modern proof books with many options to customize their cover.

We can design your album page layouts based on your detailed instructions. However, the majority of our customers prefer to provide us with a list of "must have" photos and allow us to use our professional judgment in designing the layouts. Layout changes in excess of three are charged at a rate of \$50.00 an hour with a one hour minimum. If we make a mistake following your detailed layout instructions we will gladly fix it for free.

Assistant Photographer

You may want to consider requesting an assistant photographer. Assistant photographers take a limited number of photographs to supplement coverage in some areas that might otherwise be missed. If you'd like to have an assistant photographer, we can make the necessary arrangements for an additional fee. Please note that there is a 4 (four) hour minimum for an assistant photographer and their coverage runs consecutively.

Black & White and Sepia Prints

Unlike many photography services, we do not charge extra for black & white or sepia reprints. There is a nominal charge for creating duo-tone reprints where part of the image is in color and the rest of it is in black & white.

Cancellations & Postponements

Cancellation or postponement notices must be in writing with original signatures. Cancellations that take place less than 30 days prior to the scheduled wedding date will result in forfeiture of 75% of the cost of your purchase agreement.

We recommend that you give us written notice of a postponement as far in advance as possible.

We will make every effort possible to accommodate you if you reschedule your wedding but we cannot guarantee availability. If we are able to accommodate you, your original deposit will apply to the new event date.

Ceremony Coverage

Great care is exercised not to interfere with any aspect of your wedding. Available light is used whenever possible to photograph the ceremony. At your request, photos of a staged re-enactment of the wedding ceremony can be taken.

Copyright & Usage

Customers may use their copy of the image files to make reproductions of the images for their own personal use on email and personal web pages. Customers are not authorized to make or sell any reproductions of the images for a profit or for other commercial use.

Torre Photography and will retain shared copyright in all images created and will have the right to make reproductions for Torre Photography's portfolio, samples, or self-promotions or for professional competition and review.

Coverage Time

Coverage is based on consecutive hours and begins at the first location that you choose at the time that you instruct us to start on the printed timeline. We understand that there can be some instances where there might be a delay in time between the end of your ceremony and the start of your reception. We are open to discussing possible coverage options and scenarios with you.

Credit Cards

We accept MasterCard, VISA and PayPal. You may also use PayPal to pay for your photos via American Express.

Date Reservations

We do not "pencil-in" dates can only hold a date for you with a contract and a retainer.

Delivery Times

Delivery times vary from season to season.

We try to post images online for you and your families within 4 weeks of the wedding.

Proof books are normally ready about 5-6 weeks from the date of the wedding.

Final albums are usually ready around 8 weeks from the time you give us final approval on your album page layout proofs.

A La Carte reprints are generally completed in about 2-3 weeks.

We cannot assume responsibility for delays caused by unusual circumstances or by circumstances beyond our control.

Digital Imaging

We use high resolution digital cameras combined with professional flash equipment to capture your wedding day images. Backup equipment is always brought to the event site to assure a continuation of coverage in the event of an equipment failure.

Digital Negatives

We include a DVD containing your wedding images with all of our packages. The files are high resolution images and are not copyrighted, watermarked or locked into a slide show.

Guests Taking Photographs

Guests are encouraged to take photographs as long as their actions do not interfere with ours and they respect our role as your hired professional photographer. Should your guests or videographer interfere with our services, we will address the situation with them politely. If they do not make a reasonable effort to comply with our request for cooperation we will bring the situation to your attention and request that you take appropriate steps to prevent further interference.

Image Life

Major improvements and technological advances in photographic processes have added greater longevity and stability to printed images. No one can guarantee that your photographs will never fade or discolor. However, with proper handling and storage away from excessive heat, humidity and intense direct sunlight, your photographs should last a lifetime. We do not print photographs. Your photos will be printed by a professional photography lab on professional paper.

Late Fees

You should provide us with selections for your finished album within 120 days of the time you receive your proof book or your image DVD. In the event that it takes you longer than 120 days, the then prevailing prices will apply to your order and we may exercise the option of charging a late fee of \$100.00. There will be no exceptions to this policy.

Liability

Every reasonable effort will be made to produce and deliver outstanding photographs an event. Torre Photography's liability to the customer for any claim or loss arising from Torre Photography's performance is limited to a refund to the customer of the amount paid for services.

Because a wedding and other similar events such as a Bar & Bat Mitzvah is an uncontrolled event, we cannot guarantee delivery of any specifically requested images. In the unlikely event that serious personal illness or some other serious circumstance prevents Torre Photography from photographing an event, the customer will receive a full refund of all monies paid.

Multiple Locations

We do not limit the number of locations visited for photographs on the day of your event. However, please be mindful of the fact that coverage is based on consecutive hours and begins at the first location that you choose.

Other Services

Other services such as portraits, anniversaries and corporate function coverage are available upon request. Please inquire about your specific coverage needs.

Overtime

Overtime is available at a rate of \$100.00 per hour for a single photographer with a one-half hour minimum. The overtime rate for a two photographers is \$150.00 per hour with a one-half hour minimum.

Payments

A retainer of \$250.00 is required at the time of contract. A total of 75% of your contracted services must be paid 30 days prior to the wedding day. The remaining balance of 25% is due by your wedding day. Many of our customers contract with us a year before their wedding date and optionally choose to make periodic payments.

Checks returned due to insufficient funds will result in a \$20.00 service charge.

References

We do not provide references. We photograph approximately 80 weddings a year and it is often very difficult for us to stay in-touch with our former clients who frequently move, change email addresses, change phone numbers or change jobs shortly after their marriage.

Rehearsal & Rehearsal Dinner Coverage

We will be happy to provide coverage of your rehearsal and/or rehearsal dinner. Please contact us for rate information.

Retouching

Retouching is not included in the cost of wedding or other social event services. The term "retouch" includes image alterations such as blemish or scar removal, head swapping, adding or removing backgrounds and custom color matching. We do enhance all of our images prior to delivering discs, prints or albums to our customers.

Basic image cropping and image composition are included in the cost of all services. Due to the many variables involved in the photographic process, special poses or special effects cannot be guaranteed.

Rush Service

Rush Service is available. Please feel free to inquire about costs and limitations.

Storage

We will maintain an archive of your event or portrait image files on our computer system for up to one year following your wedding date. Orders should be finalized within that time period to assure availability of the files on our system.

Two Photographers

Depending on your event, you may want to consider having two or more photographers. We will be happy to discuss coverage options and the possible enhancements of having multiple photographers for your wedding or other event.

Unlimited Images

We do not limit the number of photos we take at weddings or other events. However, we do not take a lot of random, meaningless photographs just to increase the total number of photos you will receive. The number of photographs taken will vary and is often influenced by a number of factors, many of which we have no control over.

Contact Information

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