

# TORRE PHOTOGRAPHY

(703) 618-8897 VA

(866) 779-0190 Toll Free

(252) 489-1910 NC

## Frequently Asked Questions

### **Albums (Coffee Table Books)**

Each of our coffee table books is customized and designed to uniquely reflect your wedding. Most of our clients rely on our team to design the page layouts for their finished books. We can also work from your detailed specifications to design the pages.

Album page layouts are limited to 6 (six) images per page (surface).

We will gladly fix layout design errors resulting from our failure to follow your clear and detailed written instructions at no charge.

You can make up to 10 (ten) individual image changes to your page layouts at no cost. A change includes but is not limited to adding or deleting images, cropping images after the initial layouts have been done, changing image positions on a page or within a book, fading or blurring images, converting images to or from color, black & white or sepia, adding or changing page background color, adding or changing image border size or color.

Layout design changes or image changes in excess of 10 (ten) will result in charges billed at \$50.00 per hour with a one hour minimum.

Proof books with both soft and customized hard covers are available.

### **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.

The cost for an assistant photographer is \$75.00 an hour.

### **Black & White and Sepia Prints**

We don't charge extra for black & white or sepia reprints. There is a nominal charge for creating duotone reprints where part of the image is in color and the rest of it is in black & white. This process is also known as colorizing.

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## **Cancellations & Postponements**

Notices of cancellation or postponement must be in writing with the signature of either the bride or groom provided their signature appears on the original contract. Cancellations taking place less than 60 (sixty) days prior to the scheduled wedding date will result in forfeiture of 50% of the cost of your purchase agreement.

We recommend that you give us written notice of a postponement as far in advance as possible and suggest you do so via certified mail, fax or both. You may also send a notice of cancellation via email as long as the notice contains the actual signature of either the bride or groom as it appears on the original contract.

If your wedding or other event is postponed for any reason, we will make every reasonable effort to accommodate your new wedding or event date. If we receive notice of postponement as noted in the above paragraph more than 60 calendar days prior to the date of the scheduled wedding or other event, any amounts paid to us prior to the notice of postponement will be credited toward your new event date, excluding your initial retainer and excluding any increases in our advertised service fees.

If you cancel your services with us we will only refund your initial retainer provided we are able to contract another event for your original wedding or 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.

Please be sure to let us know whether your church or synagogue has any special restrictions concerning photography during your ceremony.

## **Copyright & Usage**

Customers may use their copy of their images for their own personal, non-commercial use such as for making reprints, sending as email attachments, creating their own personal web pages and the like. Customers will not authorize or permit the sale or use of any of the images or reproductions of the images for commercial use. Torre Photography will retain shared copyright in all images created and will have the right to make reproductions. We will only make reproductions for our customers, their immediate family or their friends. We will on occasion make or share copies or reproductions for other vendors directly involved in your wedding or other event. We will also make copies or use reproductions for our online portfolio, printed samples, or self-promotions or for professional competition and review.

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## **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. We also accept American Express and Discover via PayPal.

## **Date Reservations**

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

## **Delivery Times**

Delivery times vary seasonally.

We try to post images online for you and your families within 3-4 weeks of your wedding or other event.

Proof books are usually ready about 4-6 weeks from the date of your wedding or other event.

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**

High resolution digital cameras are combined with professional flash equipment to capture your wedding day images. Backup equipment is always brought to the event site to assure 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 or watermarked. You may use your copy of the image files for any purpose you choose with the exception of selling them or reproductions of them for a profit or other commercial interest.

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## **DVD**

You will receive 1 (one) DVD with a copy of your high resolution images (negatives). We encourage our clients to make at least one backup copy of the image files. Extra copies of your images on disc are available at a cost of \$100.00 each plus a nominal charge for shipping.

## **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 your event, you will receive a full refund of all monies paid.

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## **Metallic Prints**

Metallic reprints are available. Their cost is slightly higher than our regular reprints which are printed on Kodak Professional Endura paper. We can also create duo-tone reprints where part of the image is in color and the rest of it is in black & white. This process is also known as colorizing.

## **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 \$175.00 per hour with a one-half hour minimum. Coverage time runs uninterrupted once it starts. Therefore we encourage you to take advantage of the time we spend with you wisely.

## **Payments**

Checks should be made payable to: Martin A. Torre - Photographer

Unless otherwise agreed to in writing, a retainer of \$250.00 is required at the time of contract. A total of 50% of your contracted services is due 60 (sixty) days prior to the date of your wedding or other event. The remaining balance of contracted services is due by your wedding/event day. Many of our customers contract with us a year before their wedding date and optionally choose to make periodic payments. We will gladly provide you with updated statements reflecting periodic payments.

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

## **Photographers**

All of our photographers are accomplished professionals. While there will be some slight differences in the way we see things, all of our photographers have been hand-picked and trained to have very similar shooting style. This assures us of the ability to provide our customers with a very consistent look and quality regardless of which one of us covers your wedding or other event.

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## **Proofs**

Proof books are available with both soft covers and custom hard covers. Printed proofs in padded presentation boxes or in traditional proof books are also available. Proofs are not watermarked or marked "Proof".

## **Rehearsal & Rehearsal Dinner Coverage**

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

## **Reservation Fee**

You may wish to reserve Martin Torre to photograph your wedding or other event. If you choose to reserve Martin, the reservation fee is \$250.00. That amount will be added to the cost of your services and is payable at the time of contract. Should circumstances arise which prevent Martin from being available to photograph your wedding or other event, the reservation fee will be deducted from the total cost of your photography services.

## **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 of Files**

We will maintain an archive of your event or portrait image files on our computer system for up to one year following your receipt of your image disc, proofs or online display. Orders for reprints or albums **must** be submitted to us within one year of your receipt of your image disc, proofs or online display to assure availability of the files on our system.

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## **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.

## **Unlimited Locations**

We do not limit the number of locations that you might want to visit during your wedding or other event. Coverage time runs uninterrupted once it starts. Therefore we encourage you to use the time we spend with you wisely.

## **Contact Information**

**Martin A. Torre**

**Owner-Photographer**

**Member Professional Photographers of America**

**Torre Photography LLC**

**(703) 618-8897 VA (252) 489-1910 NC (866)779-0190 Toll Free**

**Fax: (703) 997-3031**

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