



*Photography  
by  
Delvene*

STUDIO POLICIES

## Welcome to Photography by Delvene

As our valued client, we want to make each photography experience a positive one, so out of fairness to both our clients and ourselves, please be mindful of our studio policies.

### Session Fee (Portraits)

The session fee includes the photographer's time, post production of images, a scheduled portrait viewing session, and a set of three matted 5x7 inch prints and their digital copies. A 30% non-refundable booking fee is payable to reserve your session time.

### Payments

We accept cash or direct deposit.

### Cancellation and Rescheduling

If you need to cancel or reschedule your photo session, please inform us at least 48 hours prior to your session. We understand that life happens and unforeseen circumstances or events occur, so just contact us and we will happily reschedule. Respectfully, we reserve the right to reschedule a session due to illness, emergency, death or inclement weather. We will ensure to inform you as soon as possible of any such circumstances and will arrange to reschedule at the earliest available date.

### Portrait Viewing Session

Your session fee includes a single portrait viewing session scheduled after your photo shoot. This gives you the opportunity to view your image gallery and to make decisions about purchasing additional products. We have a variety of beautiful products to suit all budgets and ways for you to enjoy and share your images. We will guide you through the process and make suggestions for displaying your portraits should you wish to purchase any add-ons.

### Orders

All orders should be placed within 14 days of the portrait viewing session to ensure you get your products as soon as possible. All orders have a 50% non-refundable deposit. Final payment is due at the time of pick up. Please allow up to 4 weeks for your order to be complete (8 weeks for weddings).

Due to the customised nature of portraits and products, all orders are final. Additional costs may be incurred should you change your mind once an order has been produced. Every effort is made to ensure you are happy with your product. Your images are archived for one year where you are able to order reprints at any time. After this time, your images will no longer be available. Prices are subject to change without notice.

### Happiness Guarantee

Our goal as a professional photographer is to ensure you are happy with your photos and products, and proudly share and enjoy them with your family and friends. If for a valid reason you are unhappy with the portraits, or there was a technical malfunction (equipment or computer failure), we will happily do a re-shoot at no extra charge. However, we cannot offer a free re-shoot due to reasons such as dissatisfaction with hair, clothing, facial expressions, inclement weather or other reasons beyond my control. In the event that you would like to schedule another re-shoot due to reasons above, then we will offer a new session at 30% off the regular session fee within 14 days of your portrait viewing session.

### Minors

Subjects under 18 years must have written permission from their parent or guardian to have their photograph taken.

### Copyright

Photography by Delvene owns copyright and ownership to all images as stated in the Portrait Services Agreement. It is prohibited to reproduce and sell images created by Photography by Delvene. Images whether in whole or part there of, may be used for marketing or competition purposes. They can be published in print and studio products, or online through websites and social media pages. You may only use the images for personal use. We ask you kindly to retain and not crop out our logo if images are posted on social media sites.

### Privacy Policy

Photography by Delvene is committed to your privacy. Any personal information collected from clients will remain confidential. First names or anonymity may be used on website blogs and social media.

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email: [info@photographybydelvene.com.au](mailto:info@photographybydelvene.com.au)  
mobile: 0413 326 089  
follow: Facebook and Instagram  
ABN: 15 609 973 622