**Policies** & **Procedures**

**Sessions**

-The Session Fee must be paid in order to book your session.

-Once a portrait session has begun, your session fee in non-refundable.

-Mini Sessions include the session fee, editing, 10 high resolution digital images and a limited print release.

-If you are more than 15 minutes late to your session, it will be considered a no show. To reschedule, you will need to pay for another session.

-No other recording devices will be allowed during a session. This includes phones, cameras, tablets, etc.

-Location Sessions are subject to weather/availability. We can provide the location upon request at the time of booking. If you have a location, make sure you have explicit permission to be on the property. We are not liable for damages/injury on your property. Any costs for locations not chosen by MotoPhoto will be the clients’ responsibility.

-Additional people: We strongly recommend limiting the number of people you bring to a session to the parents and 1 additional helper (unless they are in the pictures). Having too many people in the session can be distracting to small children.

-Issues: If you have any issues during or after a session, please notify the owner immediately so that we may help make corrections to ensure the best quality of service. If problems are not addressed until after our services are complete, we cannot guarantee our ability to remedy the issue. Also, if we are not made aware of the issues until after an order is placed, no refund will be given. Our goal is to ensure the best possible experience but we need your help to do so.

Wiggly Kid Clause: While we love the playful nature that children possess, we ask that parents watch their children around lighting, backdrops, etc. Playing with the equipment is not permitted due to safety and cost reasons. Parents, it is your responsibility to watch and correct poor behavior(anything that would cause physical harm or damage) during the session. If your child chooses to not listen, we will have no other choice but to stop the session. If the session is stopped due to this reason, there will be no refund. If you wish to reschedule due to this reason, we will allow for one 30 minute make-up session. We are not responsible for lack of usable images if this is the case.

Special Cases: If you have any additional needs, please notify the photographer at the time of booking. We are more than happy to make accommodations that will improve your experience.

**Cancellations/ Rescheduling**

-We understand life happens. If you need to cancel your session, you may do so up to 48 hours before your session. Cancellations within 48 hours of your session will forfeit a refund. This is due to not having adequate time to fill the spot.

-We reserve the right to reschedule due to illness, personal emergency, or inclement weather. If a session cannot be rescheduled due to photographer cancellation, we will refund your paid session fee.

-If you are feeling sick, please call to reschedule. We want you looking and feeling your best so that we can give you the best result.

**Images/ Ordering**

-Online galleries will be available for 30 days from the date of completion. If you need additional time, please let us know. If your online gallery has expired, please call us and we will republish it and send you the new link.

-Any outsourced item must be paid in full at time of order. (Canvases, boutique items)

-Discounts are not stackable. One discount is allowed per transaction.

-MotoPhoto will make every effort to retain your portraits for up to 1 year. However, technology is not always reliable. We strongly recommend purchasing the digital images for your own records. After one year, we will remove your portraits from our system without notice as to not overload our network.

-All high resolution digital images come with a limited print release.

-Basic retouching will be done on all images. This includes lint removal, stray hair, lightly smoothing/ evening skin tone, dark circles under eyes, (limited) acne removal. Some edits will not be done unless instructed to before editing.

-Retouching that requires an additional fee: (more extensive) acne removal, glass glare, braces removal, wrinkle removal, Band-Aid removal, head swap, combining images, adding additional people, slimming (natural look), any removal of an item ( jewelry, nail polish).

-Additional fees due to retouching are per image.

-Raw Images: Under no circumstance will we release RAW images. We will only show our best work to ensure the quality of our brand. This means you will not see every image that was taken during your session. We will remove images that do not meet our artistic standard.

-Due to the custom nature of this work, all sales are final. No substitutions, exchanges or refunds are available after placing your order. Replacements will only be given in the case of damage caused by the studio.

**Turnaround Time**

-Headshot: 1-3 business days

-Regular Portrait session: 4 days- 2 weeks

-Weddings/Special Events: 2 weeks- 4 weeks

\* All times are estimates and are subject to change due to the season

**Weddings/ Events**

-A deposit of 50% of your quoted fee is due in order to reserve your event date along with your signed contract. Remaining payment is due the day of the event. Rescheduling large events need to be done 4 weeks before the event. If you need to reschedule after this time, additional fees will be applied. Cancellations less than 4 weeks from event date are non-refundable.

**Copyright**

-MotoPhoto by Capio Photography holds the copyright to all images and reserves the right to use images for advertising, publication, etc.

-All images are copyrighted by MotoPhoto by Capio Photography. It is illegal to copy or reproduce these images in any manner unless you have purchased the limited printing rights. This includes but is not limited to: making copies, scanning, printing from home or at any other photo processing site, downloading from our website, uploading images to websites (Facebook, Instagram), screenshots of images, etc. Once images have been delivered, no alterations can be made to the images including filters and cropping. Any additional edits to the images is illegal. If you post images on social media, you must give credit to #MotoPhotobyCapioPhotography. You may not use the images for financial gain such as advertising, stock images, print sale profits or resale of any nature.

Right of Refusal: All policies set forth by MotoPhoto by Capio Photography have been implemented to provide clients with the best possible service and the best possible price. The points outlined in this document are non-negotiable. Please treat us with respect, and we will show you the same courtesy. If, for any reason, we do not feel able to provide you with the service you require, another photographer may be recommended. MotoPhoto by Capio Photography reserves the right to refuse service to any client who knowingly and intentionally disregards any of the aforementioned policies. If you have any questions about these policies, please don’t hesitate to ask.

\*Prices are subject to change without notice. It is best to order quickly after your session to avoid additional costs.

The above policies will be effective 01/01/2022