



frequently asked questions

Q – WHAT AREAS DO YOU COVER?

A – We are Brisbane based, but we photograph weddings Australian wide & Internationally! We have extensive experience in co-ordinating wedding photography requirements with our couples who live interstate/overseas and our travel fees are exceptionally low! We also have a great offer for customers interstate or outside of the South East Queensland Region. For further details on our travel costs, please contact our office.

Q – DO YOU OFFER A FREE CONSULTATION?

A – ABSOLUTELY! We provide couples with a free, no-pressure, no obligation consultation. Our consultations take approx 1 hour and during this consultation, we will chat with you about your plans and expectations for the day and create a time line of the day for you. This will also give you a good idea of which package will suit you needs best. We will also discuss topics such as locations and your preferred style of photography, and we are more than happy to assist you with ideas and suggestions to ensure that your photographic desires are met. You will also have the opportunity to view our portfolios and coffee table albums. All consultations take place at our office in Wellington Point and appointments are available from 10:00am to 7:30pm.

Q – DO YOU CHARGE TRAVEL FEES?

A – All of our wedding photography packages include travel time to your location of up to 1 hour from the Brisbane CBD. Additional Travels Charges may apply for locations that are outside of 1 hour travel time. The standard cost for additional travel fees are \$50.00 per hour to and from the location, but we ask that you contact us to discuss this option.

Q – HOW MUCH DEPOSIT IS REQUIRED TO BOOK YOUR SERVICES FOR THE DAY?

A – We require a non-refundable deposit of 50% of the total package price to secure your booking for the day as well as the signed Service Agreement. Payments can be made by Cash, Cheque, Eftpos, or Credit Card (Mastercard & Visa only).

Q – CAN YOU RESERVE OR HOLD THE DAY FOR US WITHOUT A DEPOSIT?

A – Unfortunately we are unable to “hold” or “reserve” your date without a receiving a booking deposit and signed service agreement.

Q – WHEN IS THE FINAL PAYMENT OF THE PACKAGE DUE FOR PAYMENT?

A – The final payment of the package is due 7 days before the wedding.

Q – CAN I UPGRADE OR DOWNGRADE THE PACKAGE ONCE WE HAVE BOOKED?

A – Upgrading – Absolutely! You can upgrade your package to include additional photographic coverage or products such as albums etc.

A – Downgrading – No. Once a package has been booked, you will not be able to downgrade your package to reduce the amount of coverage on the day.

Q – WHAT ARE “DIGITAL NEGATIVES”

A – Digital Negatives are your images from the day saved onto a DVD in high-resolution JPEG Format. These images do not have watermarks or logos on them and are print-ready.

Q – DO YOUR PACKAGES INCLUDE EDITING OF THE IMAGES?

A – Yes, all of your images from the day go through our post production procedure, where each individual photo will have colour enhancements performed, blemish removals, etc (where required) to ensure the quality of each image meets our high standard. We can also provide you with additional copies of your images finished in Black & White, Spot Colouring, and Sepia as required. This will also be discussed further during your consultation.

Q – WHICH PHOTOGRAPHER WILL BE WORKING WITH US ON THE DAY?

A – During your consultation, you will be advised of which photographers are available to assist you on your day.

Q – HOW MANY PHOTOS DO YOU RECEIVE IN EACH OF YOUR WEDDING PHOTOGRAPHY PACKAGES?

A - If you choose either the WHITE or BRONZE Package, there are limitations to the amount of photos you will receive on your Digital Negatives. If you choose the SILVER or GOLD Packages, you will receive an UNLIMITED number of images on your Digital Negatives. With the unlimited images, the exact number of images you will receive really comes down to the planning of the day, travel between locations and co-operation on the day. We are able to help you with a time line to maximize your photographic coverage on the day. During the day we capture photos non-stop, and the images you receive on your Digital Negatives are the best from the day.

Q – HOW MANY PHOTOGRAPHERS WILL BE PHOTOGRAPHING US ON THE DAY?

A - All of our packages include the services of 1 Professional Photographer on the day. A second Professional Photographer can be made available at an additional cost depending on your requirements for the day.

Q – DO WE OWN THE COPYRIGHTS ON THE IMAGES?

A - The negatives, DVDs, or digital images are the property of the "Client" for personal use and for the purposes of reproduction and giving of photographs to their friends and relatives. You must obtain written permission from, and compensate, the Photographer prior to the you or your friends and relatives publishing or selling the photographs or any portion of the photograph for profit.

Q – IS THERE ANY CHARGE FOR USE OF YOUR PROPS DURING THE PHOTO SHOOT?

A - Absolutely NOT! We offer couples a wide range of different props at no charge should they wish to use any for their photo shoot. During your consultation we will show you our range of props available and let you choose!

Q – DO YOU REQUIRE A MEAL OR REFRESHMENTS AT OUR RECEPTION?

A - Thank you, but No. We provide all of our own refreshments during the day and would prefer that the additional place setting be given to a friend or family member!

Q – DO WE CATCH UP BEFORE THE WEDDING DAY?

A - For the larger Packages (ie Silver & Gold) It is highly recommended that we catch up with you at the location approx 1-2 weeks before the wedding for a "Run Through". Usually this takes approx 30 minutes and during this time we confirm all of the times and details for the day, as well as confirm and discuss ideas for Location Shoot photos etc.

Q – ARE YOU ABLE TO SUGGEST WEDDING PROVIDERS TO ASSIST US WITH OUR DAY?

A - ABSOLUTELY! We can provide you with the details of QUALITY Wedding Providers we have previously worked with and highly recommend! You just let us know what service you need, and we will point you in the right direction!

Q – HOW LONG AFTER THE WEDDING DO WE GET OUR IMAGES?

A - Finalisation of your images and album proofs take approximately 6 to 8 weeks for us to complete.

Q – WHAT ARE COFFEE TABLE ALBUMS?

A - Coffee Table Albums are 20 page, 40 side professionally printed and bound albums, similar to a large hard cover book you would find in a book store. We have 2 different sizes of albums available, A4 or A3. Our Coffee Table Albums are available for purchase with any of our wedding photography packages. We have samples available to view during your consultation.

Q – CAN YOUR BUSINESS OFFER US ANY OTHER SERVICES FOR OUR BIG DAY?

A - YES! Our sister business, BEACH SHACK WEDDING HIRE can provide you with the services of Ceremony Styling Products for Hire for Beach or Garden Weddings including chairs & covers, decorations, signing table etc, as well Reception Decoration Packages, Lolly Buffet Hire and Wishing Well Hire. Please contact us with your requirements and we will be delighted to provide you with a quotation.