

# Frequently Asked Questions

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## Where do photoshoots take place?

The majority of photoshoots are held at our boutique studio, based on the old Avana Bakery site in Rogerstone Newport. It's easily accessible - just a mile from the M4 or right off the A467, and includes a large working studio, product viewing area and dressing/changing facilities. A map and full directions can be found [HERE](#).

Weather permitting, we can also take your photoshoot outdoors to take advantage of one of the many beauty spots in the South East Wales area. The package price remains exactly the same as for a studio booking, but please note that there are set outdoor start times which change throughout the year to capture the best light for your photographs. You can find out more about outdoor session availability and view some recommended locations [HERE](#).

We do not currently offer mobile (home-based) sessions.

- **Outdoor sessions and the British weather**

The British weather being what it is, we do need to be a little more flexible around outdoor bookings. Once we have a date scheduled we'll check the forecast a few days before and get in touch to firm up our arrangements. If the forecast is poor or the weather looks set to be changeable, we have a number of options open to us :

i) We can reschedule your session to a new date

ii) We can change our plans and opt for an indoor session instead, keeping the option to fit in some outdoor shots using the green spaces just outside if there's a break in the weather.

iii) We can continue to plan for an outdoor booking but change the venue to the Fourteen Locks canal centre. This is close enough to the studio for us to abandon our session if the weather turns against us and finish up with some indoor photos

## How long does a photoshoot take?

You'll find an estimated time for each specific type of photoshoot alongside the package information on the website and this will also be stated on your booking confirmation.

As a rough indication :

- The majority of sessions last around 1 hour
- Newborn photoshoots can take up to 3 hours to complete
- Mini sessions are booked for just 20 or 30 minutes.

## How many photos will I receive?

For full length photoshoots, we guarantee that you will receive at least 20 final images to view on completion of your session.

How many actual prints/products you'll receive depends on your chosen package and the size and type of products that you want to order.

Some packages come with a selection of specific products already included, others include a set value to spend on products of your choice.

- You'll find a comprehensive list of all our available packages and pricing [HERE](#).
- Details of all our available products and their prices can be found [HERE](#).

## What do I need to bring with me?

Everything that you need for your photoshoot will be provided by us. We have a huge selection of props and accessories available for use and prior to your session we'll discuss the style of photos that you want to make sure that the appropriate items are available to you on the day.

Of course, it's often nice to include something of your own to make the photographs more personal and this is something that we'll discuss when you confirm your booking. If there's a personal prop or accessory that you'd like to use we'll work out the best way to incorporate it into your photographs.

You'll find ideas and help on preparing for your photoshoot [HERE](#) along with information about what you need to do to get ready for particular specialist sessions.

## What should I wear?

This depends on the look and feel that you'd like for your photographs, but you'll find plenty of hints and tips on clothing choices [HERE](#).

- [Can we include a change of clothing?](#)

We're happy to include as many styles and as many clothing changes as you'd like as part of a full length session, although we recommend keeping it to no more than two or three.

Due to time constraints, we can usually only accommodate one clothing set during mini sessions.

## When will I be able to see my photos?

Proofs from full length sessions will usually be available to view in your online gallery between 5 to 10 days after your session. We'll be able to give you an estimate of the exact turnaround time on the day of your appointment and you can then either make your product choices online or call in for an in-person viewing.

If you request sneak peeks of your images, these will be posted to facebook within 48 hours of your photoshoot.

Seasonal mini sessions will be subject to separate timescales which you will be advised of when you book.

## When will my products be delivered?

All products (except for digital downloads) are produced by our specialist production partners. You'll find full information about delivery timelines [HERE](#).

## How much does a photoshoot cost?

You'll find a comprehensive list of all our available packages and pricing [HERE](#)

We believe in being totally up front about cost, so all prices are published openly on the website and there are no hidden charges.

Every package is an all-inclusive start to finish service from planning for your session to the photoshoot, image editing and final delivery of prints, products or digital files.

There's no obligation to purchase anything beyond what's already included in your package and there's no need to decide on what you want until after you've viewed your proofs. If you don't want to purchase any extras there's no pressure and no hard sell - ever!

As a rough indication :

- Our average client spends around £600 on a full length package with additional extras
- Mini sessions are also available all year round if you're looking for a shorter, lower priced photoshoot
- Gift Vouchers may be purchased from just £50

## Are there any discounts available?

Information about all current offers can be found [HERE](#) on the website.

Last minute bookings resulting from cancellations or excess diary space will usually be offered at a discount on our facebook group as and when they become available. Join the [group HERE](#) to stay informed.

We may also run offers, promotions and giveaways at various points throughout the year. These will be published in our newsletter in the first instance before being posted online. You can subscribe [HERE](#) to keep up to date.

For great savings all year round [Bump & Baby](#) and [Baby's First Year](#) packages plus our [Sweet Memories Product Package](#) have significant discounts already built into the package prices.

All of our starter packages represent the lowest possible price we can offer for that particular session type while covering our overheads and shooting/editing time. These will normally be EXCLUDED from any offers and discounts.

## How do I book?

Please visit our [CONTACT PAGE](#) to find out how to get in touch to arrange your session.



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