

Prices

All prices will be displayed clearly on the website and stated on your booking confirmation.

We reserve the right to make changes to package contents, prices and special offers without prior notice. However, if you have already committed to an advance booking while a lower price or offer was in place we will always honour that price for both your photoshoot and for any products that are ordered within two months of your session.

Product orders placed more than two calendar months after your photoshoot may be subject to any higher prices in place at the time of ordering.

Deposits

A non-refundable deposit may occasionally be payable to secure your appointment during peak periods or under specific conditions. This will be stated on the website and made clear to you at the time that you make your booking.

In these instances, appointments will not be secured in the diary until payment is received and deposits will not be returned in the case of a cancellation.

Payment

We accept payment by all major cards, cash and Paypal.

Payment for your photography package is due on or before the day of your session (at the time of your first photoshoot for multi-session packages)

Payment for any additional prints or products must be made prior to your order being posted to you or at the time of collection from the studio.

Your Consultation

Before your photoshoot we will always have a consultation with you either by EMail, telephone or in person. At this point you should make us aware of any specific shots that you want and of any other special requirements.

While we will try to accommodate special requests made on the day of your session we can't guarantee that it will always be possible.

Your Photography Package

In addition to the services included in your specific package, package prices also cover :

- administration and preparation costs prior to your photoshoot
- our time and expertise for both the duration of your shoot and in post processing
- the use of our props and accessories
- a proportion of our overhead costs associated with running a professional studio
- other sundry expenses which we may incur in carrying out your session

On rare occasions there may be an additional charge on top of your package price, for example, if you have asked us to source bespoke or personalised props / set dressing specifically for your session. This will be fully discussed with you at the consultation stage prior to finalising your booking.

Your Photoshoot

Information about the estimated duration of each session is published on the website and will also be stated on your booking confirmation. To ensure that you get the most out of your booking, we ask that you arrive punctually and allow sufficient time for us to complete your appointment.

During the course of the session, more shots will be taken than you'll see in your final viewing gallery. All unused shots are deleted from our hard-drive following the upload of finalised images to your gallery for viewing.

Our 20 Image Guarantee

We guarantee that you will receive at least 20 final images to view after every full length appointment.* If for any reason whatsoever we're unable to deliver this number of images we will offer you either a free follow up session or a second complimentary photoshoot for a later date. (*not applicable to mini sessions)

Orders

You will receive an automated email containing the link to your private viewing gallery within 5 to 10 working days of your photoshoot (unless specified otherwise) along with instructions on how to place your product order.

All processed images are kept on file at Sarah Lee Photography for at least 12 months after your final session and you will be able to continue placing orders against your photoshoot for this duration.

Prints and Products

Prior to submitting your product order each image will be individually processed and cropped for your chosen print size or product. Information about product delivery times and any P&P charges can be found [HERE](#)

What if something goes wrong?

We all know that life doesn't always go to plan. Children get ill, bad weather can cause disruptions and sometimes things just happen that are out of our control.

Postponing / cancelling your session

If you need to postpone your photoshoot please try to give us as much notice as possible so that we can reschedule to a more suitable time. In the event of a complete cancellation, 2 days' notice is required to guarantee that no costs will be incurred. Cancellations made less than 48 hours before your session date and/or no-shows may be liable to a £20 cancellation fee if preparations for your booking have already commenced.

If we're unable to fulfil a booking due to accident, illness or other circumstances beyond our control we will always give you as much advance notice as possible and wherever feasible we'll offer an alternative date and time that's convenient for you. In circumstances where rescheduling is not possible you'll receive a full refund of any advance payment and on request we'll also use our contacts to assist in sourcing another photographer to provide an equivalent service at a similar price. *(Note 1)

*Note 1 : In these circumstances our liability shall be limited to a full refund of any monies already paid. At the point of refund, our contract will be discharged and where a replacement photographer is sourced any new contract shall be between you and that photographer. We can accept no responsibility for alternative arrangements between you and a third party - you will be responsible for paying the replacement photographer's fees and for agreeing the specific terms of that contract.

During your session

During your photoshoot we will do all that we can to ensure that it's a relaxed and enjoyable session. There are, however, some things that we can't control.

For example, the willingness of young children to be photographed or weather conditions during outdoor sessions may affect our ability to deliver the exact shots that you requested. While we can take no responsibility for these factors, we'll work with you on the day to make sure that no matter what, you still receive special images to treasure.

In advance of the session we will have already done everything possible to mitigate against technical or mechanical failure and made sure that we have back-up equipment available. In the unlikely event that we're prevented from completing a shoot or delivering your finished images, we will provide a full or partial refund and/or a second photoshoot free of charge (as appropriate under the circumstances).

Delivering your Products

We're reliant on third parties (production partners / postal services / couriers etc) for delivering part of your package and where appropriate their terms and conditions also apply.

On rare occasions there may be delays or disruptions with production or delivery services which could affect the final delivery date of your products. Although these circumstances are outside of our control, we will always do everything within our power to make alternative arrangements and/or keep you fully informed about progress if your order is delayed.

Allergy Advice

All blankets and fabrics used during your photoshoot will be freshly washed prior to your session. We currently use Fairy Non Bio washing tablets and fabric softener, but please tell us in advance of the session if you have any concerns about skin allergies.

We publish specific allergy advice relating to cake smash sessions and are able to offer dairy-free or gluten-free variants. Please check the website and/or drop us a message to find out more.

Copyright

In all instances copyright of any images produced by Sarah Lee Screen remains with the photographer / artist.

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Sarah Lee Photography Studio
Foxhill Building
Wern Trading Estate
Rogerstone
Newport NP10 9LP

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