

A&J PHOTOGRAPHY AND STYLE

TERMS OF SERVICE FOR

PORTRAITS AND HEADSHOTS

By paying your deposit to book a shoot with A & J Photography and Style you are agreeing to these terms of service.

SCHEDULING POLICY:

Whenever an appointment is made, the time scheduled becomes committed to the person making the appointment. That block of time becomes off limits to anyone else seeking to make an appointment at that time. It means that if you cancel, not only will we not receive full payment for the time we've committed to working with you, it also means that there is almost no possibility of us being able to make up for our loss by "selling" that block of time to someone else.

A non-refundable deposit deters people from casually cancelling the time they have committed to. Cancellations and "no shows" are very hurtful in that they directly result in a loss of time and money.

In the same way that cancellations directly result in a loss of time and money, the act of clients casually re-scheduling their appointments is also detrimental. The rescheduling fee exists to deter casual and unnecessary rescheduling.

Deposit: All appointments require a non-refundable \$90 deposit *which will be applied toward your shoot*. In the case of weddings a 50% deposit is required. (Details of our wedding policy upon request).

Cancellations & No shows: we require a 48 hour cancellation notice. Cancelling on the same day of your appointment or failing to show up will result in a loss of your deposit.

Rescheduling: Rescheduling can be done without penalty up to 5 days before your photo shoot is scheduled. If you give us at least 48 hours notice, we charge a small fee of \$25 to reschedule. If you provide us with less than 48 hours notice, you will be charged a \$50 rescheduling fee.

SATISFACTION GUARANTEE

A & J Photography and Style stands behind the high-quality services we offer to you because your complete satisfac-

tion in the services we provide is our number one priority.

Our goal is not one-time clients. Our goal is to develop a long-term relationship with each and every one of our valued customers. We want you to be completely satisfied with your experience and your photos. We want to provide the type of quality service that you can't help but tell your friends about! We want to earn your trust, loyalty, and repeat business by providing you with an experience that exceeds your expectations.

If you're not 100% satisfied with your photos and the issue is something that we had control over, you may request a re-shoot at no additional charge and with no hassle.

Special actor headshots conditions:

If you're an actor seeking headshots, we provide an extended guarantee. You get four months from the date of your shoot to test your headshot out in the real world. If your headshot doesn't appear to be working for your purposes (ie. it is not generating any casting opportunities for you) and you feel it may be due to the photo, you have up to 4 months from the date of your shoot to request a headshots re-shoot.

Satisfaction Guarantee Terms & Conditions:

Please note, we do not provide refunds. However, we will be glad to provide you with a re-shoot.

If you are dissatisfied with your photos, for a reason we had control over, and you wish to schedule a re-shoot, you must express this to us directly and clearly by phone or in person at the time your CD of images is received. Because email can be lost or misinterpreted, we do not accept email as a valid way to request a re-shoot.

All re-shoots must be scheduled within 3 days of having received your CD of images. *Note: This does not apply to actors headshots.*

Re-shoots will be provided up to the same number of hours of the original shoot, but no more than 3.

Re-shoots are subject to scheduling availability and cannot be scheduled any quicker than availability allows.

In the case of one-time events & occasions, where re-shoots are not possible, clients will receive credit for additional services of equal or lesser value upon request.

This satisfaction guarantee applies to paying clients only.