

Fotografica Studio Ltd
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If your question hasn't been answered please give us a call at 604-984-6698

We'll be glad to help you.

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ELEMENTARY SCHOOL PROGRAM – FAQ

Payment

Do I have to pay on photo day?

NO - Your school is on a preview plan. This means that all students will be photographed and their proofs will be sent home attached to the plan. You can decide if you would like to purchase the photos.

May I include my brother or sisters payment in my envelope?

NO – Please include separate payments for each student in separate envelopes, this is to avoid any mistakes in allocating payment to package orders.

How can I pay for my order?

We accept cheques (**not post-dated**), Visa and MasterCard. Please make cheques payable to Fotografica Studio Ltd.

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Preview Plan

What is a Preview Plan?

With our Preview Plans, you may preview proofs of two poses before you purchase your picture packages. Your previews will arrive at your school, complete with ordering procedures, about seven to ten days after photo day.

Is it okay to order from both previews?

YES - Complete packages may be ordered from both previews. However, a package may NOT be split between the two poses.

Are the finished enlargements exactly like the previews?

NO - Previews are only first-run prints. The finished enlargements will be slightly cropped and colour corrections may be applied for a better print.

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Why did I receive just one and not two proofs?

Most order envelopes have 2 previews. If we are unable to print from a preview, or if the eyes are closed, we will enclose only the best preview.

Appearance – clothes, glasses

What should I wear?

If your school has a uniform make sure to wear a full, clean, uniform.

Students wearing eyeglasses will have the choice of being photographed with or without their glasses.

Tips for better portrait photos.

Long sleeves are recommended. Small patterns or solid bright colours photograph best. Avoid white or very pale colours. Avoid hats or caps they create shadowing on your face. Hair should be neat. If you need a haircut make sure to have one a week before photo day. Decide with your child beforehand how you would like them to wear their hair.

Missed date

What if I missed photo day?

Our photographers will be returning to your school for an additional portrait session. Retake day is usually on the preview plan otherwise please check with your school for dates.

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Retakes

I do not like my proofs can I have a retake?

YES - The school will announce a date for retakes. At that time, you must return your proofs along with a note explaining to the photographer what you did not like about the first photos. This helps the photographer capture what you would like to see. Retakes will not be done if photo day preview form is not returned on retake day.

Returning Proofs

When should the proofs be returned to the school for pick-up?

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There will be a date stamped on the order envelopes. This will be the date that the orders must be back at the school. All orders will be picked up two days after that date. It is very important that all orders are received at this time, or a late charge of **\$15.00** must be added to the order to cover the additional labour involved in producing small batches of orders.

After the order has been sent back to the school how long will it take to receive the finished packages?

It will take approximately 2-3 weeks for delivery.

Products

What is a Family Plan?

Families with 3 or more children in Kindergarten to Grade 7 and attend the same school, qualify for a Family Plan. The first two students pay full price, additional children who order a package of equal or lesser value, pay only half price.

I purchased a digital file and printed at home, why don't I get good results?

Our digital files are high resolution and are meant for printing with professional photo labs. Home printing or printing at discount stores may not give you best results. Contact our studio for more information.

Where's the class group photograph?

Class and Panorama photos are taken on a separate day and will be delivered on a separate day.

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I like the package I've received. Can I order more?

YES - A Re-Order form is included in your package, and it shows how you may order more photos from our studio.

I loved the photos. Does Fotografica Studio take family photos?

YES - Give us a call to learn more about our family group and graduation portrait photography services. Visit our website www.fotograficastudio.com

Can I change a package?

A range of packages is formatted in our photo printers that CANNOT be changed. However, you may add extra photos to the package you have chosen.

I lost my preview form?

Most time the forms are in your son or daughter's bottom of the school bag or in their locker, please make sure to look again. If you really lost your preview form we can provide you with a digital form with both poses. There is a \$10 fee to prepare and deliver a new form. Fee is prepaid with Visa or MasterCard.

How can I order Team Photos?

If you would like to order your team photos, please contact our studio by phone at: 604.984.6698 or by email at: schools@fotograficastudio.com

How can I order photos from the Graduation Ceremony?

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Order forms for grade 7 group photos are distributed 2 weeks before the event. Make sure to submit your order on time. If you didn't received a form please contact our studio. We will be happy to provide you with a form via email.