

Fotografica Studio Ltd
1611 Lynn Valley Road
North Vancouver, BC V7J 2B5

Telephone: 604.984.6698
Email: schools@fotograficastudio.com

SECONDARY SCHOOL PROGRAM - FAQ

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SECONDARY SCHOOL PROGRAM – FAQ

Payment

Do I have to pay on photo day?

NO - Your school is on a preview program. This means that all students will be photographed and have proofs of their photos sent home to decide then if they want to purchase any photos.

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

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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.

Preview Program

What is a Preview Program?

On the PREVIEW program, you are able to see your pictures before you order. You will receive two small picture proofs attached to your order envelope seven to ten days after the first photo day.

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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.

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.

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?

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If your school has a uniform make sure to wear the 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, and 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 done a week before photo day.

Missed date

What if I missed photo day?

Our photographers will be returning to your school for an additional portrait session. Please check with your school for those dates.

Retakes

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

YES - The school will announce a date for retakes. At that time 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. Please do not add payment in the order form if you are having retakes done. Please wait until you receive your new set of proofs with a new order form.
RETAKES WILL NOT BE TAKEN IF PREVIEW FORM IS NOT RETURNED ON RETAKE DAY.

Returning Proofs

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

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 labor involved in producing small batches of orders. Check the school for exact drop off location of your photo orders.

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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

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

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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 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.

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.

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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

ID Cards

I like my ID Card photo, can I order a package from it?

YES - You may order a package from an ID Card photo by contacting our studio (604) 984-6698. An order form will be sent to you. Package pricing will be slightly higher than original photo day pricing.

I lost my ID Card, how do I get a new one?

If you lost your ID Card please contact Fotografica Studio Ltd., (604-984-6698), we will produce a replacement card for a fee of \$15.00, payable with VISA or MasterCard. ID card will be mailed to you within a week.

I missed both photo sessions and still do not have an ID Card?

At this time Fotografica Studio does not offer individual sittings for creating ID cards. Please contact Translink web site for more information:-

<http://www.translink.ca/en/Fares-and-Passes/Student-Passes/GoCard.aspx>

Occasionally we may be able to schedule you for a sitting. There is a \$15.00 fee at the time we book your appointment, payable with Visa or MasterCard.

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