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If your question hasn't been answered please give us a call. We'll be glad to help you.

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

Phone: 604-984-6698  
email.: [info@fotograficastudio.com](mailto:info@fotograficastudio.com)

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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?

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). Please make cheques payable to Fotografica Studio Ltd.

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## 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.

### 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.

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## Appearance – clothes, glasses

### What should I wear?

#### **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 which always 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 additional portrait session. Please check with your school for those 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, 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.

### **I received a retake slip, what do I do now?**

Bring the retake slip with you and give it to the photographer on Retake Day.

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## 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 **\$10.00 must be** to the order to cover the additional labour involved in producing small batches of orders. Check the school for exact drop off location of your photo 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

### **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 <http://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.

## 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), who will produce a replacement card for a fee of \$5.00. It will be delivered to your school within one 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.bc.ca/Transportation\\_Services/Fares\\_Passes/go\\_card.asp](http://www.translink.bc.ca/Transportation_Services/Fares_Passes/go_card.asp)

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