



FREQUENTLY ASKED QUESTIONS

Hourly Charge

For weddings, we go by an hourly fee, \$500. This fee has no minimum but is automatically applied after 30 minutes past the last paid hour of service. If our staff is being held past time for continued service, this fee will be applied.

Contracts

Are given after a verbal and/or written agreement between CookieSnaps HTX and the representing party.

- Portrait/Engagement Contracts must be completed and signed by all required parties no later than 1-2 weeks before the day of service.
- Wedding Contracts must be completed and signed by all required parties within 4 to 6 months before the day of service.

If the decision to book with CookieSnaps HTX is made within 3 months or less from the desired day of service for weddings/events, we will do our best to accommodate if we are able to fit you into our calendar.

Non-Refundable Deposit

This is required alongside the CookieSnaps HTX Contracts in order to guarantee your date on our calendar. The cancellation and rescheduling policies are outlined in the CookieSnaps HTX contract.

- Portrait/Engagement deposits are due no later than 1 to 2 weeks before the desired date for service.
- Wedding deposits are due on the chosen date decided by CookieSnaps HTX, usually no later than a month after the contract is given.

If booking within 3 months out or less, we will do our best to accommodate.

How Soon Should We Book?

ASAP. We plan our calendar year out ahead of time, and with multiple date requests, it is a first come (Contract Signed) first serve honor system.

Payments

Are to be made in 2 installments:

- 1st payment is the Non-Refundable Deposit (50% of the total) that secures your date.
- 2nd payment is the final installment (50% of the total) that completes the total amount due for service. *This is due on the day of service.*

If there is a desired breakdown of payment, CookieSnaps HTX will do its best to accommodate AFTER the initial deposit.

Travel fees are included within the split payment.

Travel Fees

Applies to all photography services performed by CookieSnaps HTX & its associates. This does not include any personal stops made by CookieSnaps HTX & its associates in between travel points.

- Charge of fee: Fifty cents (\$0.50) per mile from Point A (CookieSnaps HTX Home Office) to Point B (Location(s) of the event) and back.

Estimates for mileage costs are given during the Consultation Call.

Methods of Payment

CookieSnaps HTX accepts: Card (Square Invoice), Check (Receipts Given), Venmo, CashApp



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Permission & Permits

It is the Sole Responsibility of the client(s) to secure permission and permits from ALL LOCATIONS to be utilized in order for CookieSnaps HTX to perform photography services.

We abide by the rules of all locations, and payments (deposit and installments) are not refundable if permission is denied by the responsible party for said location(s) desired for use by clients for CookieSnaps HTX services.

More outlined in the CookieSnaps HTX Contract.

Engagement Photos

On average last 1.5 hours on location.

If you require additional time after the 1.5 hours of service is completed, the charge is \$100 for each additional hour requested. We count each outfit and/or location change as an hour.

CookieSnaps HTX offers decoration assistance for engagement photo sessions. More information can be provided during the consultation call and found in our contract.

Do we print?

We offer print options only for wedding services at this time.

Can we bring a friend?

You can bring a friend or two to portrait/engagement sessions. We love a hype person.

Deliverables

Will always come through the secure CookieSnaps HTX Pixieset Gallery via email. The choice of images to deliver is up to CookieSnaps HTX using their best judgment. *Clients may preview photos during the session.*

- Portraits/Engagements - Allow 1 to 2 weeks for delivery of the full gallery.
- Weddings - Allow 1 to 2 weeks for a preview set of photos and 1 to 2 months for delivery of the full gallery.

CookieSnaps HTX NEVER delivers raw photos.

What if I am unhappy with the final products?

If I have delivered to you what is promised, one of my services outlined on the CookieSnaps HTX website, there is nothing more I can do beyond my listed services.

If you read through my entire FAQs and make proper preparations for locations, hair, wardrobe, and transportation, AND communicate clearly your vision, AND understand the style that CookieSnaps HTX photographs then all will go well.

Editing Style

CookieSnaps HTX does not alter the appearance of our clients, beyond clearing blemishes on skin, and stains or extensive wrinkles in clothes. We also clean up backgrounds. All to the best of our ability.