

## FREQUENTLY ASKED QUESTIONS

**A. Travel fees** apply to all photography services performed by CookieSnaps HTX. 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.

*(This does not include any personal stops made by CookieSnaps HTX inbetween travel points. Estimates for mileage costs are given upon Consultation Call with the client.)*

**B. 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 to 2 weeks before the session for services by CookieSnaps HTX to be performed.)*

*(Wedding Contracts must be completed and signed by all required parties no later than 2 months before the session for service by CookieSnaps HTX to be performed.)*

**C. A Non-Refundable Deposit** is required alongside CookieSnaps HTX Contracts. This deposit with the contract guarantees your date. 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 no later than 2 months before the desired date for service.)*

**D. Payments** to CookieSnaps HTX 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 is made. If all payments are not made in the requested time frame your date of service will not be saved and/or your photos will not be delivered.)*

**E.** We go by a charge by the hour fee of \$500 for weddings. 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.

**F. Methods of Payment** accepted: Card (Square Invoice), Cash/Check (Receipts Given), Venmo, CashApp

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**F.** Engagement photo sessions that require additional time after the original hour of service is completed, will have a \$100 charge for each additional hour requested. We count each outfit and/or location change as an hour.

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

**I.** Deliverables will always come through the CookieSnaps HTX Pixieset secure link 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)*

**J.** CookieSnaps HTX NEVER delivers raw photos.

**K.** It is the Sole Responsibility of the client(s) to secure permission and permits from ALL LOCATIONS utilized for the event 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). More outlined in the CookieSnaps HTX Contract.)*

**I.** Can I bring a friend or two? Yes.

**J.** How long do portrait/engagement sessions last? *On average 1 hour.*

**K.** What if I am unhappy with the final product? If I have delivered to you what is promised, one of my services outlined above, 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.)*

**L.** How much editing do we do?

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

**M.** Do we print? *We offer print options only for wedding services at this time.*