

## **3xposed Images (Johnny Chan Photography) FAQ**

Below are some of the questions that my clients have asked me in the past. Therefore, to make life easy on other people I've compiled a list of FAQ that may be of interest to you. If you have a particular question that wasn't answered in this list please feel free to email me with your question. I will reply back to you soon.

### **What is your experience?**

I was introduced to photographic equipment at a young age because my father was a photographer. Therefore I grew up with nice and expensive equipment. I had my personal camera when I was about 10 years old. Photography started out as a hobby and then into a passion. I started wedding photography in 2003.

### **Are you a full-time or part-time professional photographer?**

I am currently a part-time professional photographer. As for wedding photography I tend to limit myself on the number of weddings I do per month. I want to provide quality and service to my client each and every time thus I limit myself.

### **Do you use film camera or digital camera?**

Currently I'm 100% digital for all my photography works. I use top of the line Nikon and Fujifilm DSLR bodies with professional Nikon lenses and flashes. However, film is available upon request. There will be extra charge for film. I only use professional grade film because I do not want to jeopardize your valuable photos. For film I use professional Nikon SLR body and professional Nikon lenses and flash.

### **Do you shoot in black & white or color?**

Since I shoot in color digital format I could change a specific image or images to black & white. This is the flexibility of using digital format.

### **How much should I spend on photography?**

This depends entirely on your budget. This is why I have a Basic Session and a list of options you may add. This is like creating your own package.

### **Do you allow other family, friends, and other relatives to take photographs?**

Usually I don't have a problem with the guests taking pictures of the wedding as long as they don't block my view. As for posed portraits the guest photographers may take the picture after I am done.

### **Do you have a time limit at each location?**

No, I do not have a time limit at each location. The wedding couple may go to an unlimited number of locations depending on the time available.

### **Do you do weddings outside Vancouver, BC Canada?**

Yes, I do location weddings. For weddings outside the Greater Vancouver there is a travel charge depending on distance. For wedding require travel days there is extra charge for lodging and gas money / air fare. I have done weddings photography in Greater Vancouver, Fraser Valley, Okanagan, and Asia.

**How many pictures do you take at each wedding?**

The number of pictures at each wedding depends on the number of hours I am hired for the wedding event. In my opinion the number of photos doesn't mean anything. It is the quality of photos that is important. My team and I averages about 80 – 100 pictures per hour.

**What if it rains or snow on the event date?**

In the event that it rains or snows then 'Plan B' will be in place. Otherwise, I am fine taking pictures in the rain or snow if you desire.

**Do you require a meal at the reception?**

If the wedding event is 5 or more hours then a meal is required for me and my assistant(s). Photographing the wedding event is hard work because we have heavy gear to carry around. If you do not wish to provide us a meal then we have to take 30 minutes meal break to replenish our energy level.

**Do you provide online proofing?**

Yes, I provide online proofing of your images over the internet for a period of 3 months so you and your family could decide which image you want for prints and enlargements. Your images will be password protected for your privacy. You may, however, give the password to your friends and family to share your images.

**Do you do digital slideshow?**

Yes. I can create a digital slideshow for you. If you wish you supply me the MP3 song and I could add this into the slideshow. Price starts from \$250.

**Do you provide retouching service?**

I only provide retouching to the enlargement images that my team and I captured at your event. Unfortunately I cannot retouch the images that were taken by others.

**Do you create albums?**

Yes, I do create albums for my clients using the images my team and I took during the event. This includes portraiture album, wedding album, parent albums, and web albums. Please see my current price list for album pricing. My current album suppliers are Renaissance and Art Leather.

**Do you work alone or with assistant?**

For wedding photography, I will have one or two assistants working with me as a team. Actually I wouldn't call them assistants because they are capable of doing what I can do. I preferred to call them my team members because we do work as one team and each person knows what to do in such wedding events.

**Do you have back-up equipment or photographer?**

Yes, there is back-up photographer in case I cannot attend the photography session. This is the reason I have a team of photographers helping me in wedding photography. Each photographer has his/her own equipment and back-up equipment.

**What is your turn around time?**

This depends on how busy I am with other photography events. On average the turn around time for online proofs is approximately 1-2 weeks after the wedding. For prints and album the turn around time is about 4-5 weeks after you have submitted to me your print selection.

**Do you print or develop the photos at home?**

No, I do not print or develop the photos at home. However, I do digital touch-ups at home. I take the digital images or film negatives to a professional photographic lab to have the pictures done.

**Do you include negatives?**

If I'm shooting film then 'yes' I do include the negatives for you. If I am shooting digital then you will get the unedited high resolution JPG images in a CD or DVD.

**Can I make copies of the CDs or DVDs images?**

Yes, please feel free to make additional back-up copies or copies for distribution to your family and friends. You will be given a set of back-up copy for safe keeping and a working set of discs for you to work with in your computer.

**Will I get back-up copy of the digital images?**

You will get a working copy of the unedited high resolution JPG images in a CD or DVD. As well, I will give you an extra copy (back-up copy) of the JPG images of the same images. This way you could store away your back-up CD or DVD in a dry cool place. The CDs or DVDs will be brand name high quality discs. I will not use no name brand CDs or DVDs to store your valuable images.

**Do you have sample albums and other portfolio you could show us in person?**

If you enjoyed my work in the website and my price is within your budget please feel free to contact me by email or phone to set up a consultation. During the consultation I can show you my sample album and other works.

**Do you require a deposit?**

Yes. This is to reserve the event date for you. As you know I can only do a limited number of weddings per year. You pay 1/3 of the total price at agreement signing and 1/3 a couple days before the wedding event and the balance 1/3 when you take delivery of the final product.

**Is the deposit refundable?**

The deposit is partially refundable. A nonrefundable retainer fee is 1/10 of the total package price. For example, you want to cancel the contract and you have paid 1/3 of the total (\$333.33) and the nonrefundable amount is 1/10 of the total which is \$100. Therefore, in this case I would need to refund you \$233.33.

**Do you accept credit card for payment?**

Yes, I accept credit card payment through PayPal only. Please take a look at [www.paypal.com](http://www.paypal.com) for more details if you don't already have a PayPal account. Alternatively, I accept cash or personal cheque as well.

**Is there surcharge if I pay by credit card through PayPal?**

No, I will not charge you extra if you decide to pay your installments by credit card through PayPal.

**Is tax included in the price list?**

No. Tax is not included in the price list. Tax (7% PST) will be added to the invoice. This tax (PST) goes to the British Columbia Provincial Government because my photography business is registered with the Government of BC.

**Do you offer a referral fee?**

Absolutely. Most of my wedding events are done through referrals. The referrer will get 5% to 10% of the package price before tax.