



## Graduation Portraits ~ Frequently Asked Questions

*We've tried to anticipate your questions regarding graduation portraits. If there are questions that we have not answered, please contact us.*

### **When are you at my school?**

We schedule repeat visits to each of our partner schools. Visit your Student Association website for dates at your campus location.

### **How do I book a Portrait session appointment?**

Portrait sessions are by appointment only. Appointments can be booked online through your Student Association website. Drop by the SA office for a Grad Photo Info card - it will provide all the information you need to login and book your appointment.

[www.studentassociation.ca](http://www.studentassociation.ca)

### **If you are unable to keep your scheduled appointment please contact us to cancel and reschedule.**

Appointment times are limited, so we strongly encourage students to book their portrait sessions early in the year. This helps you avoid year-end conflicts with exams, placement and allows ample time to schedule retakes if required.

### **What is a Sit Fee?**

Your sit fee pays for the time you spend with the photographer(s) at your session, use of all props and to upload your proofs to our web site.

The sit fee is payable (cash only) at the time of your portrait session.

Your sit fee is:           \$15.00 each (No Composite Programs – most programs)  
                                  \$30.00 each (Composite Programs – see list for programs with Class Composite –  
                                  you will be included on the composite and receive your own personal copy)

### **What can I expect at my photo session?**

The length of your session usually lasts approx. 7-10 minutes.

Please arrive at your session a few minutes before your scheduled appointment. When you arrive at the session you will be asked to fill in an information card. This provides the information we require to be sure your pictures get to you as quickly as possible. The photographer will take several shots using different poses and backgrounds, and includes one casual shot (no gown - street clothes)

**Gowns and Props:** We provide almost everything you will need -

- Gowns, Mortarboard (graduation cap), diploma and a selection of floral presentation bouquets.
- We also provide a hood or sash for your school or program.

### **What should I wear to my photo session?**

We provide the gowns and props needed for your sitting

- Ladies: a clean, pressed white shirt blouse with a collar
- Gentlemen: a clean, pressed shirt and a tie

You'll only be seen from the waist up, so don't worry about what you are wearing for shoes and pants.

### **What about my hair and makeup?**

- Select a hairstyle that you're confident with.
- Make sure fingernails are clean and trimmed – you will see them in some photos
- Ladies, apply makeup as you would for a special day.

- Gentlemen, please shave as close to your sitting time as possible to avoid 5 o'clock shadow. Beards and mustaches should be neatly trimmed.

Glasses: All glasses, including non-glare, reflect light. The photographer will try to minimize reflection, but cannot guarantee the outcome. Glasses may be a part of your personality, so we suggest that you have some taken with your glasses and some without.

### **Can I bring my own props to my photo session?**

Yes, bring along musical instrument, uniform, sports equipment, and special accessories such as your school ring, or program props.

### **When will I receive my proofs?**

Your proofs will be posted online approx. 3-5 days after the school session date. You will log on to our website where you will access your own personal account where you will find your sample pictures and portrait package information. You will receive a card that contains all the information you require to log into your account.

### **How do I order my Graduation Portraits?**

You can order 2 ways; through our online ordering system or by downloading a Portrait Order Form from our web site. We accept payment by credit card or e-transfer. Your portrait package will not be processed until we receive payment in full.

### **How long does it take to receive my finished Portrait order?**

From the time BWProductions receives your order and payment, expect 3-4 weeks until delivery of your portraits. At certain high-volume times of the year, this timing may be slightly longer.

### **How long will my portrait images be kept on file?**

Your online account will remain active for at least one year from the date of your portrait sitting. We archive your digital images for at least 5 years.

### **About your Proofs**

Proofs are "sample" pictures. They are not retouched, cropped or colour corrected. Proofs should be viewed for composition, pose and expression only. All colour correction, cropping and retouching is done in printing.

### **What about Retouching?**

Retouching is included in the price of your portrait package (in all but our Portrait Folio package). Your finished portrait order includes removal of skin blemishes. Retouching to hair, clothing and glasses may be requested, an additional charge may apply.

### **USB Packages – digital images only**

High resolution images (not retouched) are available on USB – These are "rights" released so you can print, copy or share online in any way you like.

### **What if I don't like my proofs?**

Your satisfaction is guaranteed. We schedule return dates to each school and we will gladly retake your photos. We simply replace your old proofs with your new ones - at no extra charge, or we'll refund your sit fee.

### **Can I have pictures taken with my friends?**

Yes, we are happy to do friends pictures. Ask the photographer for details.

Additional questions – please contact us:

#### **BWProductions Photography**

Web: [www.bwproductions.ca](http://www.bwproductions.ca)

Email: [bwproductions@rogers.com](mailto:bwproductions@rogers.com)

Office: Toll-free: 1.877.507.GRAD (4723) or 905.591.0249

On-site cell: 416.568.6700