

# Cris Matthews

---

## PHOTOGRAPHY

### FREQUENTLY ASKED QUESTIONS

Here is a list of common questions we get asked. We hope this is useful to you, but if you do need any more information please do not hesitate to contact us by telephone on 0800 680 0256 or email me@crismatthews.com. We will try to respond as quickly as possible.

#### **What is the Pre-Wedding Shoot that is included?**

This is a really important part of having us take your wedding pictures taken by Cris Matthews Photography. It allows us both to work together before your wedding day, so you can feel confident on the day that your pictures will look fantastic. It's an important process if you are nervous about having your picture taken, it will give you the opportunity to see how great you look so you look nice and relaxed on the big day. The shoot can be arranged for a location that you hold special, or somewhere local to you. We can always suggest a few locations too.

#### **How long will you stay with us on our wedding day?**

At Cris Matthews Photography we believe that every part of the day is important. All our packages include a full days coverage, we will stay as long as you would like us to. There is no charge for "extra hours". We only shoot one wedding a day and do not offer half day rates.

#### **What if our wedding is far away, who will pay your expenses?**

We will cover all expenses in the Yorkshire, Lancashire and Manchester areas. For weddings outside that area we will add expenses for travel and accommodation to our fee. For weddings abroad we ask for our flights, transfer and accommodation expenses to be met.

#### **How many photographs will you take?**

We have no fixed number. We will often take hundreds of photographs at a wedding. The quantity taken is dependent upon many factors, e.g. the number of locations throughout the day, and the amount of available time between the ceremony and the reception. During the editing process a selection of at least the number stated in your contract, often many more, will be made for you to view.

#### **How many photographers will there be?**

Unless you have selected the second photographer option, the one photographer will be Cris Matthews. It is normal for an assistant to attend along with Cris. Sometimes we have people that come along for training and experience. In that event we will always request your permission prior to your wedding day. It is your wedding day and we want to ensure you are happy with any such arrangement.

#### **Do you take formal groups as well as candid photos?**

Yes, and as quickly as possible! We like to limit group photographs to a maximum of 30 minutes and will work to a pre-arranged list. We will ask your Ushers to help gather the necessary guests and the more organised you are about this, the quicker it will be.

#### **What do you do about eating on the day?**

As we will be with you all day, we are normally invited to eat the same meal as your guests. We are very happy to eat in another room nearby, but need to be on hand to photograph the speeches.

**How many photographs will we see?**

Most weddings produce between 150 & 300 fantastic images. We will present as many as we can to you. An average album would include a selection you have made of about 100.

**Extra prints or images seem expensive?**

When you order a print from us time, care and meticulous attention to detail is given to ensure that you and your guests look their very best. Prints are made at a professional printing lab to the very highest specification. All frames prints are bespoke and hand made for each picture. There is truth in the saying 'you only get what you pay for!'

**What cameras do you use?**

Here at Cris Matthews Photography we have invested in some of the latest professional digital SLR cameras. Our range includes the impressive 21 mega pixel Canon 5D Mk II to ensure the images captured are of the highest quality. Along with a selection of top quality professional lenses we can work in most lighting conditions, even in the darkest of churches.

**How much digital manipulation goes into our pictures?**

Every image is assessed for colour and tone. Most images are then 'tidied' to some extent before any black & white options are created.

**Is there an extra charge for this service?**

Some editing is carried out on a complimentary basis. However if you require additional editing to enhance reality then charges are made on a per photo basis of £5. We can reduce lines, whiten teeth or even a little nip and tuck if you think it's needed. All requirements can be discussed, it is important to us that you are happy with the images. With modern photography techniques almost anything is possible.

**How do we see our photographs?**

All photographs will be presented to you and your guests in an online gallery, from here your guests can order prints. You will also be sent a DVD with both full resolution and web sized (for Facebook etc...). A small number of photographs may also appear in the blog section of [crismatthews.com](http://crismatthews.com).

**When do we see our photographs?**

Our aim is to turn around the pictures as quickly as possible. We like to have your pictures ready for when you come back off Honeymoon, usually between one and two weeks after the day itself.

**What about the album, do we get to see that?**

An online version of your album will be made available to you before it sent for production. Once you have agreed the layout it will be sent off and will take a further 6-8 weeks to arrive back to us, digital albums are often much quicker than this. We do allow you to make changes to the layout, and include 20 changes to the layout. Further changes are possible and will be charged for at an hourly rate of £30.

**How long will our album take to arrive?**

Once you have agreed the design and layout, it can take up to eight weeks before you receive your album. Your album will be hand made to your specification. Digital print albums are often quicker than this.

**How will we get our album?**

If your package includes a Digital Album this will be sent to you Royal Mail Special Delivery. If you have opted for a traditional Matt Album we strongly recommend collecting this from us in Leeds, or we can arrange for courier delivery at an additional cost.

**If we do not want our pictures to be on the internet for others to see, what are our options?**

Your online proofing gallery is only visible to you. Only if you give out the link will other people be able to see your pictures. If you do not want public access to your pictures then that can be arranged, but please tell us. We sometimes use images we have taken on our main website for promotion purposes. If you don't want this please inform us.

**What quality are the images on DVD to print myself?**

All images are presented to you in jpeg format at a high resolution. They will all have been colour corrected and edited before we send the DVD. However we cannot guarantee the quality of the prints once it is out of our hands, and we would highly recommend having us print your pictures to ensure the highest quality.

**What happens if I want a reprint, in the future?**

We always try and keep your images as long as possible, and keep backups. However we cannot guarantee we will keep every picture we took, and would recommend you get some extra prints and store them away from your own home.

**If our album gets damaged by a flood or fire, can it be replaced?**

Yes, subject to availability. We keep accurate records of all orders and album layouts. We do however recommend that you have your wedding album and photographs insured on your home contents policy.

**How do we book you?**

We arrange a date for you to come and meet us first - it's essential that we all like each other and know that we'll get on well on your wedding day! Please give us a ring or email Cris and we'll organise this. Once a meeting has been booked we will hold your wedding date for you.

**We would like some video taking of the day too, do you offer that?**

The fusion of photography and video is something we are very excited about. If you would like us to take video as well as stills photography at your wedding we would be glad to discuss the options in person with you. We are in the process of building some exciting new products in this area.