

## Reasons for In-Home Family Photography

Capture everyday moments with your family in a relaxed environment. Showcase your family's unique style, including beloved pets in the photos, without travelling to a studio.

## Not Just the Way You Were

We specialise in capturing unscripted, unposed family photos that preserve personalities and moments in daily life. These treasured memories will be cherished for a lifetime.

## Comforts Of Your Own Home

You can have your family, newborn, senior, or maternity photography session in your home. There is no need to worry about getting everyone ready - we'll handle everything. Capture everyday moments to cherish for a lifetime.

## No Awkward Posing

During our family photo sessions, feel free to be yourselves and not worry about posing. We'll capture natural moments and make sure everyone feels relaxed. We can chat and take photos simultaneously if anyone feels uncomfortable. We'll give the children time to warm up to us, resulting in beautiful, unposed photographs reflecting your family's unique personality and style. Plus, you can make tea, and we'll bring cupcakes.



## HOW IT WORKS: Photography

### Step 1. Book the Session

Go to our Contact Us page and send us a message. Please choose Photography from the Other Home Services selection. We will email and call you as soon as possible. You may also contact us directly at 0434 229 733 or 0450 745 629 from 8:00 a.m. to 5:00 p.m. Monday through Friday.

### Step 2. Quotation

After the initial conversation, we will prepare a quotation.

### Step 3. Deposit and Final Payment

The booking must be confirmed 14 days before the event. A 20% deposit is required to confirm the booking and is payable 14 days before the event.

Final bill payment, less the deposit, is required 4 days before the event to allow 72 hours for new bank transfer transactions to complete.

### Step 4. Pay Via Bank Transfer

We want to make payment transactions as simple and secure as possible for both parties. While we do have premium SSL (Secure Sockets Layer) security coverage to

ensure whatever data you upload on our website stays private, we prefer that you do not expose your card details on our account.

We request that you pay us directly via bank transfer.

Account Name: Eleonor Fisher  
Bank Name: NAB  
BSB No.: 085-005  
Account No.: 408 466 154

We will send you an email confirmation once we receive the bank transfer.

### Step 5. The Photo Shoot

On the agreed date, we will arrive at your home at least 30 minutes earlier than the agreed time to familiarise ourselves with the surroundings and briefly discuss a suggested photoshoot list.

If you need to contact us directly, please email us at [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com) or call us at 0434 229 733 or 0450 745 629 from 8:00 a.m. to 5:00 p.m. Monday through Friday.

## FREQUENTLY ASKED QUESTIONS

### Booking

#### Booking Confirmation and T&Cs

ECF Photography reserves the right to decline any booking that is not confirmed.

The deposit payment confirms that you have read, understood, and accepted the FAQs and all the terms and conditions.

#### Quotations

The quotation, including GST, will be valid for 30 days.

#### I confirmed my booking but didn't get confirmation.

If you haven't received an email confirmation for your bank transfer within 3 days, please check your spam or promotions folder. If it's not there, please email us at [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com) in case you entered your email incorrectly. You can also call us for assistance.

#### Can I book over the phone?

We request that all bookings be made online wherever possible to ensure that details are entered correctly. If you are having technical issues, email us at [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com) or contact us at 0434 229 733 or 0450 745 629 from 8:00 a.m. to 5:00 p.m. Monday through Friday.

#### How far in advance do I need to book an event or place an order?

The sooner you book, the better. We can ensure we have enough photographers and assistants to cover your event.

#### Cancellations

We understand that sometimes plans change, and you may need to cancel or reschedule the event. We will do our best to accommodate your needs. Please let us know as soon as possible of any changes.

Please take note of the following cancellation policies for our Photography Services:

- Confirmed bookings cancelled 3 days before the agreed date will forfeit the 20% deposit.
- Cancellations made within 2 days before the agreed date will incur 50% of the bill.
- Cancellations made less than 24 hours before the agreed date are payable in full.

Bookings can be rescheduled or converted to a 3-month gift voucher. The client will be charged the amount due from the original booking, less the purchase price of the voucher. Refunds are not available for these vouchers.

Rescheduling less than 24 hours before the agreed time and date will forfeit the 20% deposit.

#### ECF eGift Vouchers

The ECF eGift Vouchers are available in denominations of \$100, \$150, and \$200. They apply to all ECF Cleaning and Other Home Services and are valid for use within 3 months.

#### If I buy an ECF eGift Voucher, how will it be received?

Once payment has been received, the ECF eGift Voucher will be delivered to the email address and mobile number of the person you have nominated. We will send you a cc copy of the gift announcement email.

#### What happens if the value of my service is more than the credit on the ECF eGift Voucher I received?

No worries. You can simply pay the excess amount via bank transfer.

#### What if the credit on my ECF eGift Voucher exceeds the value of my service?

We will apply the difference to your next service within 3 months.

#### Can I transfer my ECF eGift Voucher to another person?

ECF eGift Cards cannot be transferred to another person and are not redeemable in cash.

### The Process

#### How many people are coming to our home?

We enjoy capturing candid or action shots and prefer multiple photographers for large groups to ensure we don't miss anything. For family photography, one photographer can chat or play with the kids while the other captures unguarded moments. Depending on your needs, we can also provide assistants to ensure the highest level of service and quality control.

#### How will you deliver the photos?

Within 48 hours of your photoshoot, your unedited photos will be delivered via the ECF Online Gallery.

#### What to Do Before the Photoshoot

- Avoid heavy alcohol consumption the night before or the morning of the photoshoot. You want to look and feel your best.
- Get enough sleep and use a cold compress in the morning to reduce dark circles around your eyes.
- Avoid trying new skincare products, as you never know how your skin will react.
- Limit your exposure to direct sunlight.
- Pay attention to your nails as well.

- Select appropriate and comfortable clothes well in advance.
- Practice beforehand if you plan to apply makeup and style your hair.
- If you are using props for your portraits, gather them a few days before the shoot.
- Shave the night before to avoid redness from irritated skin or cuts.
- Discuss your ideas about photo concepts with the photographer.
- Plan the locations in advance, including indoor and outdoor options in case of inclement weather for outdoor shoots.
- Understand what happens after the photoshoot.

#### **What to do before an in-home family photoshoot?**

Here are a few things that will help us make the best use of our time and generate excitement for the session.

- Please set up all games and activities before we arrive, including outdoor activities like football or blowing bubbles.
- Natural lighting is very important for in-home photography. Before we arrive, you may turn off all the lamps and open all the curtains and blinds. We start every session with a brief tour of the house so we can decide what rooms to shoot in. We'll use the brightest rooms in your home for the best photos.
- A photo session in your home is a special opportunity to showcase some of your favourite things and infuse your personalities into the images. Gather any special items you'd like to remember, and we will include them in the shots.
- Normally, for outdoor photo shoots, we advise parents to bring snacks and drinks for young children. Preparing snacks for the children can be a photo concept for in-home photo sessions. It's a good idea to have the ingredients ready
- A little lived-in clutter is a charming reminder of this stage of your life and can reduce the pressure of perfection during the session. But please put away anything you don't want to show in your photos.
- Remember to prioritise comfort for everyone. For a warm, connected photo, consider wearing your favourite casual clothes. It's also a good idea to wear lighter colours, as they will reflect more light onto your face, and to choose small patterns instead of large ones. The focus should be on your beautiful faces and expressions, not on your clothes.

#### **Do you edit the photos?**

Most of our family and event photoshoots are done in documentary style. Light editing, such as removing red eyes, is done automatically and free of charge.

We allow clients to decide which photos to edit heavily. Detailed or heavy editing may take up to two weeks to finish. There will be a small fee per edited piece.

### **Payment and Billing**

#### **How do I pay?**

We accept bank transfer payments only. To confirm your booking, we require 20% deposit 14 days before the photoshoot, and the balance 4 days before the agreed date.

#### **How do I get a receipt for my payments?**

After we receive confirmation of your payments, we will promptly email you the receipts.

#### **Do you charge for travel expenses?**

ECF Photographers will charge an extra \$25.00 for travel 30 minutes beyond the CBD.

### **Complaints and Feedback**

#### **I'm not happy with the service I got.**

We hope it doesn't happen, but we want to know about it if it does. Please email us at [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com), and we will help you resolve the issue. If there are any problems, it would be helpful if you could send us photos, if applicable, within 7 days so that we can address them promptly.

#### **How do I contact you in case of a legitimate claim?**

Please email us at [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com) within 24 hours after the service, complete with a description of the claim and photos, if any. We will review your case and respond as soon as possible.

