
TRC Photo Wedding FAQ's

All couple's getting married come to us with a lot of questions. The choice of a wedding photographer is usually a very large expense and sometimes can be a little overwhelming when sorting through all of the information available. TRC Photo has put together this FAQ section to help you manage all of this information and hopefully put some of it in perspective, and also answer any questions you may have about our specific services.

Q: DO YOU SHOOT DIGITAL OR FILM?

A: TRC Photo is a 100% digital photography business. We do not offer film as a photography option any longer, as we prefer the digital medium.

Q: DO YOU BELIEVE DIGITAL IS THE BETTER CHOICE?

A: Digital is a different choice. Film has a different look and feel. However, I really feel that digital allows us more creative freedom. We are not restricted by film speeds, have more control over bad lighting at venues, and no longer have to change rolls every 36 images. We can shoot much, much more and try new things without worrying. It has afforded us the ability to reach so much further artistically. And of course, it allows the client more archivability. Images on DVD can be copied and stored in multiple locations for years to come. There is no longer a worry about degradation of the chemical negatives and/or losing them and never being able to have them replaced. It really is the better way when it comes to documenting and preserving that one day in your life that can never be repeated.

Q: HOW DO WE GO ABOUT BOOKING YOU?

A: As with most of your other wedding vendors, you will want to setup a meeting to come in and meet with us. Part of the process is seeing the work in print ... that is very important ... and also meeting with Tom. We are firm believers that you must establish a connection with your photographer. We start that process from the first meeting.

Q: SO WHAT HAPPENS AFTER WE MEET WITH YOU AND WANT TO SECURE YOUR SERVICES?

A: If you decide that you would like to book TRC Photo as your wedding day photographer, we will require a signed contract and a retainer to reserve your date. Retainers can be paid by check or through PayPal and can be submitted with the signed contract, which we will e-mail you. Our retainers range in value from \$750 up to a maximum of \$2500. It is dependent on the value of the total coverage you are booking. Please be aware that this fee is a retainer and not a deposit. The difference is that retainers are not refundable for any reason (cancellation of wedding included) unless Tom is able to book another event on that same day. The cancellation of a booked wedding represents loss of income for us and must be protected. Thank you for your understanding.

Q: DO YOU OFFER A PAYMENT PLAN?

A: If you are booking a la carte coverage only, the payment is in 2 parts. The retainer due upon contract signing and the final balance due on the wedding day. If you are booking a Collection, then payment is in 3 parts. The retainer, the wedding day payment and then a final payment due within 3 months of your wedding day.

Q: DOES TRC PHOTO HAVE A MINIMUM PACKAGE REQUIREMENT?

A: Yes, for a Saturday or Sunday event, we require the 8 hour minimum package booking that is featured on our price list. If you are having an event on any other day of the week, then we do provide coverage starting at 4 hours at a rate of \$400 per hour. This is an a la carte style coverage that provides the hours of photography, a private online gallery and your high resolution files on DVD.

Q: DO YOU HAVE PACKAGES?



Thomas Craig Photography by TRC Photo, LLC

Phone: 224-627-6330

E-mail: tom@thomascraigphotography.net

Website: www.thomascraigphotography.net

A: Yes, we also have Collections available for purchase, which provide product at discounted rates. We will also be happy to put together a custom collection for you, with a minimum requirement of 8 hours coverage and one main album.

Q: WHY DO YOUR PACKAGES NOT CONTAIN PRINTS?

A: Generally we don't include prints because we provide the high resolution files to our clients. This makes it easier and more cost effective to you, as our client, to do your own printing. This is a huge advantage when you're printing for friends and family, which usually calls for smaller prints like 4x6 and 5x7.

Q. IS THERE ANY REASON THAT WE SHOULD ORDER PRINTS THROUGH TRC PHOTO?

A: We suggest that you order your larger prints that you intend to frame and any other specialty products through us. We will retouch and prepare the product for printing through our professional lab, which provides you with a superior product. When doing larger prints, this additional quality control is a must and isn't something that you would be guaranteed to get from a consumer lab. You may view our print prices and products at www.mistercraig.smugmug.com

Q: IN WHAT FORMAT DO YOU PROVIDE OUR FILES?

A: We always provide camera sized files as high resolution JPGs at 300 dpi on a DVD. These images have been colour corrected to print well at any quality lab. We will always give you our recommendations on good places to take your images so that you get great results. We do not do any retouching to the images provided on your DVD, however, our colour correction methods still provide great quality images that won't show any needs for retouching until you get into printing larger images.

Q: IF WE WANT THE RAW FILES, WILL YOU ALLOW US TO HAVE THOSE?

A: No, I'm sorry, but TRC Photo does not provide access to raw files as we prefer to be fully in control of all colour correction on your images. Our colour production is very specific and part of our artistic expression. It is generally part of the reason that client's book us, therefore, it is very important that this is always consistent.

Q: DO WE GET EVERYTHING YOU SHOOT?

A: We provide you with an edited selection of everything we shoot for your day. You receive an incredibly beautiful story, containing only the BEST images. We want you, as the client, to relive your day and present you with images that best represent that.

Q: DO WE HAVE ACCESS TO THE OTHER IMAGES?

A: We do not keep the other images on file once we have delivered your finished wedding. To help us eliminate the need for massive memory storage requirements, we only maintain the delivered images.

Q: HOW LONG DO YOU KEEP OUR IMAGES?

A: Your delivered and edited wedding images are kept on file by TRC Photo for a minimum of 3 years from your wedding date.

Q: HOW MANY PHOTOGRAPHERS WILL COVER OUR EVENT?

A: Base minimum coverage provides you with Tom Craig as your main photographer along with an assistant. If you require a second photographer, this coverage can be purchased. All Collections that currently appear on our price list automatically provide second photographer coverage.

Q: CAN WE SPLIT THE HOURLY COVERAGE?

A: Hourly coverage is continuous and begins when we arrive at the first location. We do not split hours, unless we are shooting a multi-day event and then each day's coverage would still be on a continuous basis.

Q: WILL YOU PHOTOGRAPH MULTIPLE DAY EVENTS, AND IF SO, HOW IS THIS PRICED?

A: We most definitely will photograph a multiple day event, as is common with a lot of Indian clients' requirements. We price these events as single events and just charge based on an hourly basis as if it was one continuous day. Then the client can breakup those hours over the days required. However, each separate day's hours are on a continuous basis as if it was a regular wedding event.

Q: IF WE HAVE TWO PHOTOGRAPHERS, CAN WE SPLIT THEM UP TO COVER TWO LOCATIONS SIMULTANEOUSLY, LIKE GROOM'S AND BRIDE'S HOUSE?

A: If you are hiring TRC Photo, then you are expecting the creativity and vision of Tom Craig. This cannot be provided by splitting the team. We find that there isn't always a style flow between the bride's and groom's when this happens. What we usually recommend is that Tom will photograph the groom's location first, leave the second photographer at that location to travel with the men to the ceremony location, thereby providing some additional candid coverage. Then Tom will head to the bride's and follow her through to the ceremony. This solution usually works great and provides a creative flow to your images.

Q: DO YOU BRING AN ASSISTANT?

A: We will always have an additional assistant with us. If you have booked single photographer coverage, then the team consists of your photographer and assistant. If you book two photographer coverage, then your team consists of two photographers and an assistant.

Q: DO YOU REQUIRE ANY SETUP TIME FOR LIGHTING?

A: We only require setup time for additional lighting at the reception. This takes approximately 15-20 minutes to get ready. If you have booked two photographers for your event, then we will always have one photographer shooting the reception/cocktail party, while the other sets up the lights with the assistant.

Q: DO YOU BRING A BACKDROP TO THE RECEPTION FOR GROUP PHOTOS?

A: TRC Photo is not a traditional studio and we do not provide any formal portrait setups for guest photos at your reception.

Q: DO YOU PROVIDE PROOFS?

A: Proofs are included with a Collection booking, or you can purchase proofs as an additional option with your a la carte coverage, or you can include them as a product in any custom package we put together for you.

Q: DO YOU HAVE ANY STUDIO LOGOS OR PROOF MARKINGS ON THE FRONT OF YOUR PROOFS?

A: We do not place any embellishments on our delivered proofs. Our proofs are 4x6 prints and beautifully presented in proof albums, as well they are printed on only the best quality photographic paper.

Q: DO YOU ATTEND THE REHEARSAL?

A: Generally we do not attend rehearsals. If you wish TRC Photo to attend your rehearsal there is a fee for this service. Please inquire. If we are doing a destination wedding for you, this service is included.

Q: AM I GUARANTEED A CERTAIN NUMBER OF IMAGES?

A: We deliver approximately 50 finished images per hour shooting, however, we do not make any guarantees. Some hours garner more images than others, i.e. the photo shoot portion of your day will always provide us with more photo opportunities compounded in an hour than your reception might. Generally it does all tend to balance itself out overall when the final product is delivered to you.

Q: HOW LONG DOES IT TAKE TO GET MY ONLINE GALLERY AND PROOFS?

A: Your online gallery and high resolution files are ready within 4 weeks of your wedding date. If you've chosen the proofing option, it takes an additional 2 weeks to complete delivery on the proofs and files, but that does not affect the posting of the online gallery.

Q: CAN WE GET A COPY OF THE SLIDESHOW POSTED ON YOUR BLOG?

A: Currently I cannot provide access to that slideshow, as the software that I use to produce it does not produce a single file. It requires multiple files and folders. However, there will likely be a point in the future where I'll be able to include a slideshow on your high resolution DVD. At that time, I will announce it. There will be no additional charge for this option when it does become available.

Q: ARE WE RESPONSIBLE FOR FEEDING THE PHOTOGRAPHY TEAM?

A: We ask that you provide the photography team with a hot meal if we are staying past 8 p.m. If no meal is provided and we are required to work your reception, then a meal charge of \$75 per team member will be charged to your account and payable upon delivery of your finished files or proofs. We suggest that it is good practice to provide us with a meal to keep us fueled and going. We are working very hard for you through the day and generally get very little opportunity to eat.

Q: WILL YOU WORK WITH A SHOT LIST?

A: TRC Photo is a non-traditional studio, and therefore we do not work from detailed shot lists. We do, however, ask for specific direction from you on the timeline of your day to be sure we don't miss any important events. And we also look to you to tell us what formal family photos you would like. Any list of family photos you provide us with will help us determine how much time we will need to complete those images requested.

Q: DO YOU HAVE SPECIFIC RECOMMENDATIONS ON HOW MUCH TIME EACH PORTION OF THE DAY WILL NEED FOR PHOTOS?

A: Yes, we would like to recommend the following minimum allotment of time for photos throughout your day:

- 60 minutes at the groom's house
- 90 minutes at the bride's house
- 30 minutes of pre-ceremony setup at the church or ceremony location and candid photos of guests
- 30 minutes post ceremony time for mingling with your guests and candid photo opportunities
- 30 minutes minimum for immediate family photos
- Additional extended family groupings require a minimum of an extra 2 minutes allotted per group
- 30 minutes minimum for wedding party photos
- 30 minutes minimum for bride and groom photos
- 60 minutes pre-reception to allow for lighting setup, detail shots and cocktail hour candid photos
- Coverage up to 11 p.m. at the latest, if you wish to have good comprehensive coverage of your entire reception.
- Also be sure to add any driving time between locations to everything above

Q: WHAT IF OUR DAY RUNS BEHIND SCHEDULE AND WE NEED YOU STAY FOR ADDITIONAL TIME?

A: We will always stay at your request. Overtime requested on the day of the wedding is at a rate of \$250/hr. and is billed in 30 minute increments. It is payable upon delivery of your finished files and/or proofs.

Q: DO YOU GUARANTEE TO TAKE PHOTOS OF ALL OUR FAMILY MEMBERS AND GUESTS?

A: We cannot possibly make that kind of guarantee. If you provide us with the family group photo list, we will always do our best to complete it 100%, however, sometimes timelines run late and circumstances mean that we need to cut some of those photos. That is always something we will consult with you on and ultimately the final decisions on cutting photos will have to come from the client. As for candid images, while we do our best to include as many guests and family as possible, there is absolutely no guarantee that we will get a photograph of everyone, and sometimes timelines do not provide us with as much "candid" time as we would like to have.

Q: WILL YOU DO TABLE SHOTS WITH US SO THAT WE GET A PHOTO OF EACH TABLE?

A: Yes we will, but due to the nature of this sort of thing, timing is of the essence. We take two shots of each table and deliver the best of the two to you. We do not guarantee that all of them will be perfect and without blinkers. Also please be aware that these images are not always the prettiest, as food, drink and other things are always on the tables, as generally this type of shooting has to take place during dinner. And we are always faced with situations where people are not at the tables. So its not unusual that the odd table might be forgotten, especially if you have a large number of guests. We do not take responsibility for tables that do not get their photos taken.

Q: WHAT TYPE OF LIGHTING DO YOU USE THROUGHOUT THE DAY?

A: We pride ourselves on our ability to be as unobtrusive as possible. Therefore we use flash as little as possible throughout the course of the day. We will photograph the majority of your ceremony with natural light if possible. We do like to be creative as well, so during your photo shoot, we will manipulate and use the natural light to the best of our abilities. We do sometimes use additional lighting methods such as reflectors and video lights, but that is reserved for just the photo shoot portion of your day. At your reception, we setup additional flash lighting in the corners to add mood, however, this lighting is only triggered by our equipment.

Q: WILL YOU SCOUT THE WEDDING LOCATIONS AHEAD OF TIME?

A: If required and if we have never been there previously, we will discuss this with you to see if it is necessary. If we deem that it would be a benefit to do so, then we will visit the location along with the client. Please note that visits will usually have to be scheduled for a time between Monday to Friday due to our heavy shooting schedule on the weekends.

Q: WHAT TRAVEL FEES ARE REQUIRED IF WE ARE GETTING MARRIED OUTSIDE OF THE GTA?

A: We will travel at least 50 miles from Lake Villa, IL to photograph a wedding free of charge. Any other locations are quoted on an individual basis.

Q: WHAT TAXES ARE WE REQUIRED TO PAY?

A: TRC Photo is required to collect sales taxes on all products and services.