



Lehr Pet Photography's Frequently Asked Questions

This document includes Lehr Pet Photography's policies, protocols, and conditions as of the date of its posting. All information included is publicly available and free to download or share. This document may be updated at any time at the owner's discretion. For the most updated version of the FAQ form, visit www.lehrpetphotography.com.

Do you take photos of people?

Yes, Lehr Pet Photography takes pictures of people with their pets. This may include any number of people and animals. Lehr Pet Photography will not perform a photoshoot that does not include any animals.

What animals are accepted?

Lehr Pet Photography welcomes ALL pets with open arms, even exotic ones. The species of the animal may determine factors such as the setting of the photoshoot, as well as conduct and handling to ensure safety and comfort of the animal based on its particular needs.

What payment methods are accepted?

Currently, Lehr Pet Photography accepts payments in the form of a check or cash. Clients will be expected to pay in person before their photoshoot.

Do you provide consultations?

Yes. A free consultation will be provided to the client over the phone after the session is scheduled and confirmed. This includes discussing the type of animal(s) and factors such as behavioral traits, temperament, physical abilities, triggers, the client's personal preferences, or anything else that may be relevant in deciding the proper setting for the session. This allows both the photographer and the client to take measures beforehand for ensuring the most optimal experience.

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Is there a refund policy?

Refunds will not be issued for completed photoshoots under normal circumstances. Refusal of a refund includes circumstances such as the client choosing to end the photoshoot early or being personally displeased with the result of the photos.

Is there a cancellation policy?

Any client that cancels a session within 5 days prior to the scheduled session will be charged 25% of the listed price on their invoice.

Any client that cancels a session 24 hours or less prior to the scheduled session will be charged 50% of the price listed on their invoice.

Any client that fails to appear to the scheduled session without notice will be charged 50% of the price listed on their invoice.

Are my photos protected?

All photographs will be stored digitally on a zip drive or memory card. No photographs will be publicly shared or used for advertising without the verbal or written consent of the client. With the client's consent, photographs that are uploaded to any public domain which is not owned by Lehr Pet Photography will be watermarked.

Under the rare circumstance that photographs are lost and unable to be sent to the client by fault of the business including: damage or loss of equipment, loss of a memory card or zip drive, or accidental deletion, the client will be able to schedule a new photoshoot for free to make up for the mistake.

What if something goes wrong?

If for reasons such as poor weather conditions, health emergencies, or any threat to the safety of involved parties, or other serious circumstances that would prohibit the start of a

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photoshoot, clients will be allowed to reschedule/relocate their photoshoot without any extra charge.

If the photographer fails to appear due to any circumstances and causes the photoshoot to be canceled, the client will not be expected to pay and can reschedule or cancel their photoshoot without any extra charge. Additionally, under these circumstances, the client may be provided with a promo code or discount for their next photoshoot.

If an ongoing photoshoot is disrupted by incidents such as poor weather conditions, health emergencies, or any threat to the safety of involved parties, the client can choose to relocate the session, or can choose to end it- in which case a refund equal to the amount of time lost will be provided.