

# User Agreement & Policies

## 1. Booking Deposit

To officially hold your session date, a booking deposit is required. This is a **non-negotiable** amount—**up to 15%** of your estimated total—and it'll be listed clearly on your **invoice**. That deposit will go toward your **final payment** as long as:

- You **show up on time**,
- You **don't cancel or reschedule** the session.

If something comes up and you need to reschedule, you won't have to pay a new deposit **as long as it's within the rescheduling window** (see Rescheduling Policy). If it's **outside the window**, a **new deposit** will be needed. In some cases, depending on:

- The **type of session**,
- How **close** we are to the session date,
- My **availability** to reschedule, and
- How many times you've already **rescheduled**—

I may still be able to credit your original deposit toward your final payment. I'll let you know either way and make it clear on your **updated invoice**.

## 2. Rescheduling & Cancellations

Hey, **life happens**—I totally understand that plans change. If you need to reschedule, just **text or email** me **as soon as possible**. You can reschedule **without needing a new deposit** if you let me know by:

- **Weddings & Parties**: At least **2 weeks in advance**
- **Newborn & Maternity**: At least **1 week in advance**
- **Couples & Family**: At least **1 week in advance**
- **Individual Sessions**: At least **5 days in advance**

For anything not listed above, **5 days notice** is a good rule of thumb (unless we agreed otherwise). If you cancel or reschedule *after* these timeframes, the original **deposit may be**

**forfeited**, and you'll need to submit a **new one** to rebook. **Cancellation at any time automatically forfeits the deposit.**

### 3. Pricing

Prices listed online are just **general starting points**. Once we talk and go over the details (phone, email, form—whatever works best), I'll send you an **invoice** which is your estimated **quote** based on what we talked about.

Pricing is based on what we **discuss**, and I may change extra if **services are added or modified** at any point leading up to, or the day of, our scheduled session. Any updates—whether in **conversation or writing**—will be reflected in a **new invoice**, and I'll move forward based on that unless told otherwise.

### 4. Payment Terms

The **final balance** is due the day of the event. This is to ensure that once your gallery is **edited and ready**, I can easily distribute it to you without waiting for final payment. You'll have up to **14 days after your session** to make full payment.

**Final images will not be delivered until payment is received**—thank you for understanding!

There are absolutely **no refunds**. Once I complete our session, you have already received my services and I cannot give you a refund. If you have concerns regarding my work, just reach out. I'm always open to finding a **fair and reasonable** solution.

### 5. Photo Ownership

All photos taken during your session are my **intellectual property** and **copyrighted**. This just means you can't **claim** them as your own. However, you have full **personal-use rights**, including **printing** and **sharing** on personal/social platforms (credit is always appreciated!).

I retain the right to use photos for my **portfolio**, **advertising**, or **promotional** materials.

If you'd rather not have images of you used publicly, just fill out the **opt-out form**—super simple.

## 6. Photo Estimates

The number of images listed in your estimate is just that—an **estimate**. The final number may vary based on:

- Session **length**,
- Your **comfort level**,
- If we **start on time**,
- The **flow** of the event,
- **Outfit changes**,
- Or just the **unexpected**.

If you know ahead of time that any of these might affect things, **let me know!** I want to get the most out of your session and transparency helps me prepare for it.

## 7. Punctuality & Tardiness

Please try to **arrive on time**—we're working with a **fixed schedule**. If you think you'll be late, please **let me know right away**. I'll try to be flexible, but I can't guarantee extra time.

If you're **more than 15 minutes late without notice**, I'll have to mark the session as a **no-call-no-show**, which means:

- I'll **leave the location**,
- You'll need a **new deposit** to rebook (see Booking Deposit Policy.)

Keep in mind that **late arrivals may result in fewer images**, especially if I can't extend the session. It's always better to reschedule for a different day, especially when something unexpected happens.

## 8. Likeness & Inspiration Photos

Feel free to send **inspiration photos**—they help me understand the look you're going for! I'll do my best to match the **style or vibe**, but I can't guarantee an **exact recreation** because of natural differences like:

- Your unique **appearance**,
- Your **comfort level**,
- The **lighting or location**.

My goal is to capture **your authentic self**. I'll offer **posing tips** and guidance along the way—we'll make it special, I promise.

## 9. Advertising & Promotions

Photos from our session might be shared on my **website, social media**, or used for **promotional materials**. If you'd prefer to **opt out of having your likeness used** this way, no problem—**just fill out the opt-out form**.

[Opt-Out Form for Advertising and Promotions](#)

You can **fill this form** out at any time, either **before** or **after** our **session**. Just keep in mind, I can't **control third-party platforms** once something is out there. This is why it's super important to opt-out before final payment is processed and photographs have been distributed.

Also, if your session includes **other people or children**, it's your responsibility to make sure **they (or their legal guardians)** are aware of and agree to this policy.

If I don't receive an opt-out form from anyone involved in the session, I'll assume **everyone is comfortable** with promotional use.

## 10. Prints & Third-Party Fulfillment Policy

We're happy to offer **prints** of your favorite photos **upon request!** Prints are available at an **additional cost** and are a great way to bring your memories to life beyond the screen.

Here's how it works: once you've received your **final digital images** and your **photography session balance is paid in full**, we'll chat about what prints you'd like—**sizes, quantities, finishes**, and more. After that, you'll receive a **separate invoice** for the printing costs along with an **estimated delivery timeline**.

Please keep in mind that all print orders are fulfilled through a **trusted third-party printing service**. While we choose vendors known for their quality, **Dezly Pics is not responsible** for the final print results or shipping process. This is why I highly recommend customers take our digital images and print with their favorite printing services (see Digital Image Quality & Printing Guide Policy)

A few things to note:

- **Prints are optional** and not included in your standard photo session or digital package.
- **Pricing varies** depending on the **size**, **material**, and **shipping method** you choose.
- Because we use a **third-party printer**, things like **paper type**, **color accuracy**, or **slight cropping** may vary—and we **can't guarantee or control** those details.
- If there are any issues with your prints, you'll need to **contact the print provider directly** to follow their **return or refund policy**.

## 11. Digital Image Quality & Printing Guide

I want your photos to look just as amazing in print as they do on screen! All final images are delivered in **high-resolution JPEG format** from a **24-megapixel camera**, which gives you plenty of flexibility for printing. If you are looking for any other formats, let me know ahead of time so that I can include them upon delivery (see Photo Delivery Policy.)

To help you get the best results, here's a simple guide to how big you can print without losing that beautiful sharpness:

### Recommended Print Sizes (3:2 Ratio, 24MP)

<u>Print Size (inches)</u>	<u>Max Quality (300 DPI)</u>	<u>Notes</u>
4" x 6"	✅ Excellent	Standard print, perfect sharpness
6" x 9"	✅ Excellent	Slightly larger, great for albums
8" x 12"	✅ Excellent	Ideal for framing
12" x 18"	👍 Very Good	Beautiful clarity for wall prints
16" x 24"	👍 Very Good	Great size for galleries and homes
20" x 30"	👍 Very Good	Statement piece, retains detail
24" x 36"	⚠️ Good	Best viewed from a few feet away
30" x 45"	⚠️ Good	Some softness; better for artistic use

Billboard	👍 Very Good	Clear and retains detail from afar
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A Few Helpful Tips:

- **Use the original files** I send—not screenshots or social media downloads. Those are compressed and won't print well.
- If you plan to crop your images (like for an 8' x 10'), keep in mind that parts of the photo will be cut off if you move forward with a print that isn't a 3:2 ratio.
- Bigger prints (like 24" x 36" or more) may have a little more blur when viewed up close. This is because they are meant to be viewed from a distance—that's totally normal!
- I always recommend going with a **professional print lab** for the best results (color, detail, and paper quality make a big difference!).

If you ever have questions about printing or need a version sized for something specific, just reach out—I'm always happy to help!

## 12. Photo Delivery

All final photographs from Dezly Pics will be delivered through **Google Drive and/or in person via USB drive**. All photos will be distributed in full quality JPEG and PNG – I will not distribute RAW files under any circumstance.

**If you require your USB drive to be mailed**, this must be **communicated prior to submitting final payment**, as an **additional shipping and handling fee** will apply. This charge can be included in your final invoice, for your convenience, but you **must communicate** this a **few days prior to the event date**.