

# ShortDog Photography FAQ

Faq@shortdogphotography.co.uk

**Q. What are your session rates and can I book you for a private session or event?**

A. Yes, please contact me if you would like to book a session with me or if you would like me to be an official photographer at your event. More information and prices for private sessions can be found [here](#).

**Q. How far will you travel for a private session?**

A. I will travel as far as is needed. There will be no travel costs for any sessions within a 20 mile radius of Rugby, Warwickshire. However, if you wish to have a session outside this area there will be a 35p/mile charge (for every mile outside of the radius).

**Q. I run a pet business and would like you to take or supply some photos for us, is this possible?**

A. Yes! Commercial photography is something I have done a few times for some pet businesses, or businesses that supply or sell pet products. Please contact me for a commercial price list or to discuss with me what you'd like so I can suggest the best way to approach your project.

**Q. My dog is really nervous/ a rescue or under socialised, can I still have a session?**

Of course! As stated on the website, I specialise in nervous, fearful and shy dogs. I have spent a lot of time around dogs coming into rescues, and rescue dogs who are nervous and fully understand their body language and how to act around them. I will never rush your dog or force them to be my friend, everything will be done as calm, gentle and easy as they need and I can always work at a distance from your dog if it is so needed. For nervous dogs I usually suggest a 'pre-session meet' (if suitable to the needs of your dog) so we can all get to know each other and I can gauge how much space and easing in your dog needs, along with hearing from you on how to handle them. A small fee may incur for this meet, please contact me for more details.

**Q. Do you sell gift vouchers?**

A. I very much do! I absolutely love selling gift vouchers - knowing that someone is going to receive something unique and fun on a special occasion, whatever it may be. Gift vouchers are fully customisable and can include as much or little detail as you'd like! You can even buy gift vouchers for people once they have booked a session themselves, allowing them to get some extra prints and products etc.

**Q. How do I place an order?**

A. To place an order, click on the photo you wish to purchase and click on 'add to basket' on the left of the screen above 'previous'. From there select the size you wish to purchase; after you have selected all the photos just follow the instructions on your screen. For more details about the ordering please see below at 'how to order a collection'.

**Q. How do I order a collection?**

A. If you are buying a collection please select the collection you want to buy, as the option for one of the images and all other images select the '£0 addition to collection' option on the list. After this has all been ordered, you simply e-mail me with which additional pictures you want for which choice on the collection i.e 'xx, xx etc' as 8x12 prints and 'xx' as 30x20 canvas.

**Q. Can I order any other size photo?**

A. Yes, if you would like any size that isn't listed, please contact me and I will give you a price and whether that size is available for the type of print type you want (loose, standout or canvas).

**Q. The photo in the gallery is black and white can I have it in colour/the photo in the gallery is in colour, can I have it in black and white?**

A. Yes, any photos can be in either black and white, or in colour. Please e-mail me prior to placing your order with any differences you want on your picture.

**Q. How long do I have to order my photos and what happens if I don't order them in time?**

A. Ideally everything should be ordered within 9 days of your gallery going live, you will get a prompt from me on day 7 to let you know that your gallery is going offline soon, so that you don't forget. If you aren't able to order within 9 days, for whatever reason, I can either postpone your gallery going online until you are able to view and order the photos, or I will temporarily take the gallery offline until you are able to order (by pre-arrangement, only). If you want to place an order once your gallery has gone offline, there will be a £10 admin fee to upload your gallery again.

**Q. How much is postage?**

A. Postage and packaging is free.

**Q. Can I pay via PayPal?**

A. Yes you can, however, to cover PayPal charges there will be a £1 admin charge, please contact me for more details.