

Business Policies and Procedures

Contact

Alexis Long-Daniels, Head Photographer | Founder

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Website: lexoptics.net

Appointments: visit our website

Calls and emails will be returned within 48 hours.

Scheduling

Scheduling in advance (one week is preferred) will allow me to reserve time for you, prepare, and make your photo session a top priority.

Rescheduling and Cancellations

If your session begins **15 minutes or more** after the scheduled session time, a fee of \$30 will be charged to your card on file.

If you wish to reschedule your session, please do so at least **48 hours** prior to the session. If rescheduling is done **after the 48 hour** time period, \$30 will be charged to your card on file.

(Does not include rescheduling due to inclement weather)

*If inclement weather occurs, your session will be rescheduled at no additional fee.

If you wish to cancel your photo session, please do so at least **48 hours prior** to the session. If cancellation is done **after the 48 hour time period**, the remainder of your session fee will be charged to your card on file.

All cancellation and rescheduling late fees will be charged at the time of cancellation or rescheduling.

Confidentiality

I adhere to a strict code of confidentiality and your information will never be divulged to any third party.

Payments

All deposits and session fees are NON-REFUNDABLE!

Deposit of half of the session fee is required at the time of booking any session or event to secure appointment slot. Invoices will be sent automatically following session appointment confirmation. Deposits are due at the time of receipt of the invoice. If payment is not received by end of day, session appointment will be cancelled. All customers **MUST** add at least one card on file at the time of completing invoice for deposit.

The remainder of payment for session will be taken at the end of each photo session or event via

square reader. You will be provided with an electronic invoice to keep for your records.

We **DO NOT** accept checks or cash app (unless other arrangements have been discussed).

Social Media

When posting your photos to social media please use the hashtag #lophotocreative. Also, please tag our social media platforms to help us gain more great clients like you.

Instagram: @lo.photocreative__

Please feel free to contact us with any further questions!