



Frequently Asked Questions

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pixels





Frequently asked questions

Answers to some frequently asked questions...

1. Approximately how many photos do you take during the day.

We take sufficient photographs to tell the story of your day. You probably want definite numbers so to give you a really good indication, last year, at the smallest 40 guest wedding that we shot we took about 650 different shots. At a Hindu wedding that spanned a couple of days, almost 3000. There are two of us taking photographs for most of the day and the only time we are not taking photographs is during the wedding breakfast.

2. How much time do you require for formal shots after the ceremony?

We try to get the formals done as fast as we possibly can without cutting corners. Obviously a lot depends on how many formals that you require and we discuss this in depth at the meeting before the wedding. Unless it's a huge number of shots that you require 30 minutes would be the maximum and 20 minutes would be average. Because we are at your wedding for the whole day we find that the odd smaller group or two can be shot here and there throughout the day and evening so that we are never described as intrusive or overbearing.

3. Would you be able to take photographs at both the groom's house, and bride's house before the ceremony?

Yes.

4. Is there a discount for a wedding on a Sunday, Friday or a weekday?

No. For us it takes exactly the same amount of time as a wedding on a Saturday and our costs are identical.

5. Would there be a change in price if we choose not to have the magnets?

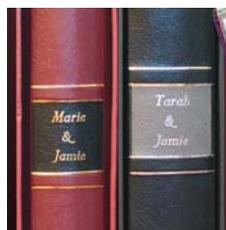
Magnets are optional and we offer an and/or option with our Thank You cards. I'm always happy to chat about this kind of thing. If you don't like our magnets, (and not everybody does) I am quite happy to print you 50 personalised thank you cards, or maybe a couple of enlargements in lieu.

6. Would we have full control of the content and design of the final wedding book?

Definitely. The image content of your album is completely your choice. In the same way, we submit the design to you and you make any changes that you require. Pixels employs a part time graphic designer who will create the initial layout. We will then tweak the design until it is to our satisfaction and then submit it to you.

7. What time in the evening do you leave our wedding?

We stay well into the evening to cover people having fun. We also love to take nightshots of the bride and groom where possible and in the summer it doesn't get dark until 10.00 pm. It's pretty dependent on the time of the wedding ceremony, time of meal, whether you decide to have magnets etc.



8. Would we have a chance to meet before the wedding day to discuss our requirements etc?

Definitely. We simply cannot do our job to your requirements without meeting you. A lot can be done via the web and email but we prefer to meet up about a month before the wedding. When you have finalised all of your details and things are unlikely to change, we will call to arrange the meeting.

Because the rules of wedding clergy and registrars vary so much from area to area we like to contact them directly before the wedding too. They all have their own rules and they vary from church to church, and also, in the case of Registrars, they can vary *between two officiants from the same District.*

9. If I were to hire you, who exactly would be shooting my wedding? Are the pictures on your website done by that photographer?

Yes. All of the the images on the Pixels website have been taken by Richard or the second photographer. We also have a third photographer who can help out at very short notice should something happen to one of us leading up to your wedding day. We also network with at least six other photographers within 100 miles of our address and help one another out should any one of us have a problem.

10. Do you charge extra for travel?

Because there are two of us travelling independently it is an expensive business travelling long distances. We cover a wedding up to 50 miles from our Pixels address with travel included in our package price. For destination weddings over 50 miles any extra fees for fuel etc are charged at cost.

11. Do you bring any backup equipment to the wedding?

Yes. We take at least two of everything to your wedding to ensure that we have a fully working backup should we have a problem. Two cameras each, at least two flashguns each etc.

12. What type and style of pictures do you take?

We take a mixture of candid and formal photographs to give you a great choice and mixture of photographs for your wedding album.

13. Do you take any panoramic shots?

We love taking panoramic shots whenever an opportunity presents itself!

14. Could you describe to me the most difficult wedding you ever photographed? How did you handle it?

We photographed a candle lit wedding blessing a year ago at 5 pm in December 2004... The only lighting available was candlelight. Technically very challenging but very satisfying.

15. I plan to have a videographer at my wedding as well. Do you have any problems working with a videographer present?

No. As long as he or she is not an "in your face" videographer. The odd videographer that we have worked with has worked this way and made it very difficult to get the shots that we like to take and slowed the proceedings down to a snails pace. We prefer, where possible to work with videographers who employ the "fly-on-the-wall" type techniques and shoot things as they happen. We have known videographers to use a video camera like a still camera and set shots up a foot in front of a bride's face so that we cannot take any shots..

16. Will you meet with or at least talk with my videographer before my wedding day?

We do like to have a chat with a videographer in order that we both get to cover your day in the most efficient manner possible. We don't regard it as a competition and ideally we are both working to the same goals to cover your day as beautifully and efficiently as possible. The chat is to ensure that we simply don't get in one another's way.

17. Do you have any prohibitions against family and friends snapping pictures during the wedding?

Not at all but we do prefer it if the guests wait a few seconds after we have set up a shot before taking their pictures. It is very apparent why we prefer this. The people in the photographs can often be distracted and end up looking in completely the wrong direction at the point that our shot is taken. We are happy to show you samples to see exactly what we mean. We also rarely use flash in our images to retain the atmosphere and ambience and a badly timed shot by a guest using flash can ruin our shot. (Most guest cameras make it difficult to turn the flash off.)

18. Will you come to the rehearsal? Is there an extra charge for it?

Providing one of us is available we like to attend your wedding rehearsal and meet the clergy. Because we are happy to make the extra effort it can make the difference with a vicar who will often prevent photographs being taken of the service itself. They have been known to change their minds when they realise how professional we are and that we don't use flash or move around the church during the ceremony at all. It's not something we charge for.

19. Will I be able to request that certain shots be taken and provide you with a detailed shot list to add to your normal shot list?

It is not a problem at all. Between us we will compile a shot list of the formal photographs that you require. We have found that by supplying the ushers and the bestman with a copy of the list that it can speed the formal group shots up dramatically.

20. Do you do any retouching or airbrushing? Is this included? If not, how much extra does it cost?

Unless it is a large amount of retouching we are happy to include any of the basics. At one of our weddings last year the bridegroom cut himself when he was shaving in the morning. You wouldn't know that looking at the bride and grooms' wedding book...

21. *What is your payment schedule?*

We take a £400 retainer to reserve your wedding date.

The balance of your package must be paid at the meeting a month before your wedding date. You can pay in stages up to that point via cheque, cash or a Switch/Debit card.

22. *Can I keep the proofs? Is there an additional charge for this?*

All proofing is now made via our proof DVDs. The disc with its personalised jewel case is yours to keep.

23. *Do you have a ceremony only package for small weddings?*

Yes. If you are getting married and having a relatively small and intimate gathering and only require a few hours of coverage and a smaller album we are happy to quote on a job by job basis according to your requirements. These bookings are usually taken no more than six weeks before the wedding.

24. *Do the photographers require food at the wedding reception?*

The photographer who attends the bride's home before the wedding usually starts taking pictures at around 9.30 am and sometimes earlier. Photographs are taken constantly of everything that is going on throughout the day and most of the evening.

The only time that we are not taking photographs over the course of the whole day is during the wedding breakfast and whilst we don't require a full meal supplied by the caterer, although it is always appreciated, we do need to eat something.

It is a very long day for us and it is useful for the caterer to give us something to eat while the main meal is being served to the wedding party. That way we are raring to go when the speeches start at the end of the meal.

If the hotel are unable to give us anything to eat we are happy to bring food of our own but we need to know that in advance so that we can make our own arrangements.

25. What can we do to help you do the best job for us?

Please make sure that we have as much information about your wedding day as possible. If there are any extra ceremonies, speeches or surprises taking place on the day make sure that we know about them.

If you have any specific images that you like, from bridal magazines etc, take a copy and let us have it well before your wedding day. The meeting a month before is fine.

Please make sure that the venue where your reception is taking place knows that we will be taking photographs for the duration of the reception. They will often try to make arrangements for us to take a set up shot of the cake, at the beginning of the reception, for example. We will be there to cover the real cake cutting.

If you have any other questions that we haven't covered here you are welcome to give us a call.