

Client Information & FAQ

I am a new client. What is your work process?

I work closely with my clients to understand their expectations of the booking, clarify the scope of work requested and assist in guiding them to a solution that solves their service needs. Once aligned on details I will create a proposal outlining expected costs based on the scope of work requested.

What are your service rates and what is included?

My fee schedule for 2019 is located below. All rates and fees do not include applicable tax. Clients may be eligible for discounts based on scope of work requested. Please contact with any questions or requests for photography services not mentioned.

- [Stephen Masker Photography 2019 Fee Schedule](#)

I am interested in an executive portrait for myself or my company. Do you have a studio?

Studios are often located far from the client and operate at inconvenient hours. Instead of a portrait studio at a fixed location I provide a studio-to-you service that is unique to every client. This service generally includes the transportation and set-up of one photography backdrop (selected by the client), all related studio equipment, my time spent on-location, licenses to use and publish the work(s), secure image hosting, and photography assistants, when applicable. Estimated arrival, equipment set-up, session start and equipment breakdown times will be communicated to the client in advance and are necessary for planning a fluid photoshoot.

For indoor on-location portraiture, the following is recommended:

- In general, a large space such as a conference room or large office is preferred, preferably away from windows or with blinds that close, with furniture that is easily portable, is already relocated, or an already vacant room; This space is used to accommodate the necessary on-site workspace and maneuver the photography equipment involved.

For outdoor on-location portraiture, the following is recommended:

- Outdoor portraiture is in-trend and is often requested by clients for their social media profiles, professional networking, business cards and company profiles. The best circumstance for one or multiple outdoor portraits is a space with convenient access on level ground with consideration to weather and temperature. A shaded, easily accessible location is most ideal and I will work with the client to make a recommendation.

For portrait sessions involving multiple associates:

Associates should be made aware of their individual predetermined portrait start time (assigned by the client), the specific location of the photographer (e.g., room number), a description, photo, or direct web

link to examples on my website of the background selected - so attending associates are aware of incompatible colors - and the expense policy agreed to between the client and myself to reduce payment confusion.

- Each associate requires a minimum processing time on-site to create and select their headshot; The time involved for each associate will be estimated by the photographer and communicated to the client during the booking process based on the scope of work requested.
- The average processing time for each associate's headshot is between 10-15 minutes per-person on-site. For this reason, it is encouraged the client clearly communicate and encourage all associates to arrive-on time or early to their session with awareness to the details mentioned above.
- At the end of the associate's portrait session I work with the associate to review and select one image of their preferred portrait and record the image number of their preferred choice next to the associate's name on the session sign-in sheet. This is useful for future reference when a client or associate makes an inquiry regarding a past photoshoot, easily aligning a face to a name.

What is the estimated turnaround time for images? What is the delivery format? Can you rush an image for myself or my employer?

Turnaround time depends on several factors but is largely dependent on the requested scope of work and current projects for existing clients. In most cases images are edited and returned to the client in two weeks and delivered as high-resolution JPEG files unless otherwise agreed to between the client and myself. This timeframe is only a general approximation and is entirely unique to each client. Rush processing on edited images returned to the client in under 48 hours is a separate expedited editing service. Images requiring a turnaround faster than 48 hours may be subject to a rush editing fee as established between the client and myself.

Where do I access the images from the photoshoot?

I will provide a direct web link to the client for viewing and download access to all relevant images from the photoshoot. Anyone with this direct web link may view and download the images, making it convenient for large teams or multiple associates to locate and download their portrait. All uploaded photos are guaranteed secure hosting for 30 days from the date of upload.