

# FAQ GUIDE

EVERYTHING YOU NEED  
TO KNOW BEFORE WE WORK  
TOGETHER

# QUESTIONS & ANSWERS

## HOW FAR IN ADVANCE SHOULD WE BOOK?

I recommend booking 2–4 weeks in advance for standard portraits and 2–3 months for peak seasons (like fall or graduation). If you have a specific date in mind, reach out as soon as possible!



## WHEN WILL I RECEIVE MY IMAGES?

Galleries will be ready within 3 weeks from date of the session. We will schedule a reveal appointment where you will be able to choose your favorite images.

## STUDIO HOURS AND CREATIVE POLICY

To ensure every family receives my full creative focus and a dedicated design experience, Heirloom Moments Photography operates by appointment only.  
Office Hours: Tuesday – Friday | 10:00 AM – 4:00 PM

While my administrative hours are held during the week, portrait sessions are scheduled during peak "Golden Hour" light or on select Studio hours. As a boutique print studio, I am often away from my desk designing heirloom art or behind the camera capturing memories. Please allow 24–48 hours for a response during the work week.

I look forward to helping you move your memories off your hard drive and onto your walls.

## WHERE ARE YOU LOCATED?

I serve the greater San Diego area. Sessions can take place in my boutique studio or at one of the beautiful outdoor locations our region is known for.

## DO YOU PROVIDE RAW IMAGES?

I do not. RAW files are essentially unfinished ingredients; the editing process is a huge part of my artistic style. I promise I only leave out the ones where you're blinking or I'm testing the light!

# MOST ASKED QUESTION

## DO YOU PROVIDE DIGITALS?

My studio philosophy is centered on the belief that your memories deserve to live on your walls, not a hard drive. I specialize in providing tangible, heirloom-quality art products—from custom-framed wall portraits to hand-crafted albums. While the focus is on the physical artwork, digital files are included with your corresponding print purchase.



# QUESTIONS & ANSWERS

## WHAT SHOULD BE WORN FOR A SESSION?

Choose Solid, Muted Colors: Neutral, earthy, or muted jewel tones work best. Think cream, gray, navy, burgundy, forest green, or mustard yellow. They are less distracting and often flatter skin tones.

Avoid: Bright, neon, or fluorescent colors (like bright red, orange, or hot pink) and patterns and logos.

After your session is booked and confirmed we will provide a style guide to help you choose.



## WILL YOU HELP ME CHOOSE THE LOCATION?

Absolutely! Once we chat about the "vibe" you're going for—urban, nature, studio, or "at-home cozy"—I'll send over a list of my favorite curated spots.

## DO YOU OFFER PAYMENT PLANS?

I understand the necessity of budgeting and am happy to work to fit your needs. I know you're going to love so many of your images, and I'll do my best to ensure that you get what you desire in all the sizes and styles you'll be proud to display for years to come.

## WHAT HAPPENS IF IT RAINS?

I keep a close eye on the weather. If it's looking like a washout, we will make the call 24 hours before to reschedule to the next available date or move the session indoors if possible.

## DO YOU TRAVEL?

Yes—often and happily. Depending on the location there might be a travel fee.

TOGETHER, WE CREATE THE  
CHANGE YOU'VE BEEN LOOKING  
FOR – STEP BY STEP

*Heirloom Moments*  
PHOTOGRAPHY

If you're ready for the next step,  
let's make it happen.



## STILL HAVE QUESTIONS?

Contact us for information and schedule your discovery call.

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