

## Dei Amor Photography - Frequently Asked Questions

**Effective Date:** 1 January 2026

### What type of photography do you offer?

Dei Amor Photography currently offers:

- Family photography
- Couples' photography
- Portrait photography
- Lifestyle photography
- Children and generational photography
- Select event photography (to be discussed prior to engagement)
- Photo organisation and scanning services
- Nature and macro photography prints
- Sorry, no nudes, weird stuff or boudoir

If you are unsure whether your session fits within these categories, please feel free to enquire.

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### Where are you based?

Dei Amor Photography is based in Queensland, Australia.

Sessions may take place outdoors, at agreed locations, or within the comfort of your own home.

Travel fees may apply for certain locations.

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### What should we wear to our session?

Neutral, earthy, and coordinated tones generally photograph beautifully.

It is recommended to avoid:

- large logos,
- busy patterns,
- neon colours,
- or overly matching outfits - although I'm not one to shy away from jeans and a white t-shirt. Additionally, matching linen clothing is always a favourite.

The goal is for your connection and personalities to shine naturally. A simple session guide may be provided prior to your booking.

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### What happens if it rains?

Outdoor sessions may be rescheduled if weather conditions are unsafe or unsuitable.

Dei Amor Photography will work with you to arrange an alternative date wherever possible.

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### **How long does it take to receive our photos?**

Turnaround times vary depending on session type and seasonal workload.

An estimated delivery timeframe will be discussed at the time of booking.

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### **How will my images be delivered?**

Images are generally delivered via:

- online gallery,
  - secure download link,
  - USB,
  - or another agreed delivery method.
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### **Do you provide RAW files?**

No. RAW/unedited image files are not included.

All images delivered by Dei Amor Photography are professionally edited with Adobe products in keeping with the artistic style and standards of the business.

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### **May I edit or place filters on my photographs?**

To maintain the integrity and artistic quality of the work, clients are kindly asked not to heavily alter, filter, or re-edit delivered images.

Minor cropping for social media is perfectly understandable.

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### **How long are my images kept?**

Edited galleries and image files may be retained for twelve (12) months after delivery.

Clients are strongly encouraged to download and back up their photographs promptly.

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### **Do you photograph in clients' homes?**

Yes – in-home lifestyle sessions may be available.

Any personal information provided, including home addresses and contact details, is treated respectfully and confidentially in accordance with Australian Privacy Laws.

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### **Are my photographs kept private?**

Client privacy is important. Images will never be sold or shared with third parties.

Selected photographs may only be shared on the Dei Amor Photography website or social media platforms with client permission.

Clients may opt out of social media or portfolio sharing.

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### **Do you require a contract?**

Yes. A photography session agreement is generally provided at the time of booking.

The agreement helps ensure clarity regarding:

- session expectations,
- payments,
- cancellations,
- image delivery,
- copyright,
- and privacy.

The full session contract is typically supplied privately during the booking process.

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### **Do you require a deposit?**

Some sessions may require a booking deposit to secure your date.

Any deposit requirements will be clearly communicated prior to booking confirmation.

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### **Can extended family sessions be arranged?**

Absolutely. Extended family and generational sessions are welcome.

Please enquire for custom pricing and session planning.

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### **How do I book?**

You may enquire via:

- the website contact form,
- email,
- or social media messaging.

Dei Amor Photography will then guide you through the booking process.

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### **What if I feel awkward in front of the camera?**

Please don't worry – most people do. Sessions are intended to feel relaxed, natural, and gentle rather than overly posed.

The goal is to capture genuine connection, personality, and meaningful moments.

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### **Additional Policies/Documents**

For further information, please see:

- Privacy Policy
- Terms & Conditions
- FAQs

These documents are available on the website footer.

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### **What experience and training do you have?**

Photography has been a long-standing passion and creative pursuit for many years.

Carolyn of Dei Amor Photography is primarily self-taught, with ongoing learning developed through:

- years of practical photography experience,
- study through professional online photography education,
- workshops and photography events,
- and continual personal and creative development.

This ongoing learning approach allows Dei Amor Photography to continue growing artistically while offering clients a thoughtful and heartfelt photography experience.

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### **Are you insured and do you hold a Blue Card?**

Yes.

Dei Amor Photography holds:

- Public Liability Insurance, and
- a current Queensland Working With Children Blue Card.

The safety, comfort, and wellbeing of clients – particularly children and families – are taken seriously.