



QUESTIONS ?

Where will my session take place?

Gretchen has scouted out a variety of beautiful outdoor locations in the Denver area. From rustic woodlands to urban architecture, rest assured there is a spot perfect for you.

What should I wear?

The biggest rule to remember is to be yourself and to be comfortable! Also, ideally, your wardrobe choices will look at home in the rooms where wall portraits will be displayed. I am happy to advise! Make sure outfits are well fitting and coordinated, but not necessarily matching.

How much time should I plan for the session?

Most often sessions are completed within an hour. This gives us plenty of time to get to know each other and to "play" instead of merely "pose and smile". It's best not to over schedule session day whenever possible so that kids feel fresh and no one is anxious or rushed. It also is advised to leave anything you would not want in the photo out of sight as sometimes it can be distracting to little ones.

When will we see our images?

About 1 week following your session your images will be ready for viewing. Please set up your Viewing and Ordering Consultation with Gretchen as soon as possible to accommodate challenging schedules. As your ordering is completed at this appointment, it is important that all decision makers be present.

What will happen at the viewing and ordering consultation?

Your viewing and ordering consultation is a super exciting time! Gretchen will present you with fine art images that she created especially for you. It's emotional and fun! Most people expect to find a few images that they love and are surprised to find that they actually love *most*, if not *all* of them. Gretchen will present you with many different options and help you find the best way to get all of the images that you love. Ordering will be done at this appointment so it is important that anyone who wishes to participate in the decision making process be present. Please plan ahead by locating potential areas in your home to display your stunning portraits. Gretchen is happy to share her professional opinion in this matter as well. One of the pleasures of commissioning a professional portrait photographer is to give the portraits as gifts to family and friends, so create a list of loved ones you may want to bless. In addition, your images will be placed in an online gallery for 2 weeks following your appointment for extended family and friends to view and order.

What if I am not sure what I want?

No problem! First we will go through your images and you will select your favorites. Then we will figure out which products will allow you to have ALL the images you love. After that, I will guide you in creating a custom collection that includes those very images and products. I have made it as simple as possible for you to make your decisions.

Will you work with my budget?

Not to worry! I have designed an investment guide including a variety of options to fit most budgets. I realize custom portraiture is an investment and I am honored when clients choose me to create artwork for their families. After all, our portraits are one of the few significant purchases we make that will someday be owned and cherished by the very subjects in them! In other words, my children will likely never own my SUV or want my much-loved 80's movie collection, but they will adore the portraits of our family all the days of their lives, as will their children's children. Payment plans are available with qualified investments.

Is payment due at the time of ordering?

Yes. Cash, check and all major credit cards are accepted. Please make checks payable to Gretchen Pilcher. Due to the custom nature of photography, all sales are final.

How long does the viewing and ordering consultation last?

Please plan on approximately 60-90 minutes for this fun appointment and arrange childcare if at all possible so you may be free of distractions.

How long will it take to receive my order?

Quality art takes time. Your handcrafted images will be treated with care so please allow 3-5 weeks for your completed order. Orders may be picked up at 2841 Havana Street Denver, Co 80238.

Do you archive session image files?

Purchased images are archived and available for re-order for 1 year. Unordered images are removed from the system two weeks after your viewing and ordering consultation to make room for new clients. While I completely understand that life is busy, timely orders are essential for keeping a business running smoothly and allow me to devote time to each client.

What is the best time of day for an outdoor session?

The light of day is softest and most appealing in photographs in the morning or evening. The mid-day sun can cause harsh shadows and squinting, so I aim to schedule our session before 11:30 a.m. and after 3:30 p.m. That said, the biggest factor for our time together should be your kids' schedules. Happy, rested kids with full bellies always have great photo shoots, no matter what time of day!

Can our pets be in our photos?

Yes! Your pets are part of the family, too. It is helpful to bring someone along to handle the pets when they are not participating in the shoot so they don't cause too much of a distraction.

Do you use props?

My goal as a photographer is to engage with your family and create a relationship that allows children to be themselves. Although props can enhance images, they can also be distracting or steal some of the attention from our main focus, YOUR CHILDREN! I carry a limited number of props for this reason but am happy to include props that are special to your family, especially in newborn sessions where a hand-knit blanket from Grandma makes our image even sweeter.

Copyright: If I purchase digital negatives do I own the images?

Copyright is defined as the exclusive legal right to reproduce, publish, sell, or distribute some form of work, such as artistic work. All images remain the property of Pilcher Photography and Gretchen Pilcher. All images are protected by U.S. Copyright Laws. Reproductions of any kind are strictly prohibited unless accompanied by a print release letter signed by Gretchen Pilcher. When you purchase your digital negatives on an archival disk, flash drive or via digital download you will receive a print release letter stating that you have permission to make prints, reprints and enlargements up to size 16x20 at any lab of your choosing. The full resolution files are accompanied by a web-sized, watermarked image which can be used for web purposes. The watermarked, web-sized images are for online sharing, such as Facebook, email or a family blog. Web-sized images have been optimized to look best online but will not print well. Watermark must remain on the photos when sharing. This is for the client's protection as well as the photographer's. Watermarking greatly discourages theft of photos. Pilcher Photography reserves the right to use images and/or reproductions from your session for display, publications or other lawful purposes as stated in the Model Release clients sign before any photo session may take place.