

# Mark Robinson

photography



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## Frequently Asked Questions

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[www.markrobinson.co.uk](http://www.markrobinson.co.uk)

In the tradition of Internet FAQs, the purpose of this document is to provide answers to the questions most commonly asked by prospective Brides & Grooms.

The questions are listed on the next page. Click on a blue question to jump to the page with the answer. There is a link on the bottom of each page to return to the list of questions.

Hopefully any questions you think of will be covered, but if your particular question is not answered – please contact me – I am happy to help.

Mark

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**Question 01: Where do you work?**

**Answer 01:** I work right across the UK. I am prepared to consider overseas commissions – please contact me to discuss further. My prices include wedding venues within 50 miles of my postcode (WV9 5BN). Other forms of travel (flights etc) are charged ‘at cost’ and would be agreed with you beforehand.

**Question 02: How much do you charge?**

**Answer 02:** My price list is available for download from my web site as a PDF document. It covers from ‘bridal preparations’ through to ‘first dance and a little dance-floor mayhem’. This allows you to relax and know that your photography will continue even if your day runs behind schedule.

**Question 03: What will our Portfolio contain?**

**Answer 03:** My price list details my most popular Portfolio options. All Portfolios include DVDs of your photographs for you to print, share or create your own album. If what you want is not there, please let me know and I will create a (no obligation) bespoke Portfolio just for you.

**Question 04: What is “Reportage” style?**

**Answer 04:** Reportage is a style of photography that (apparently) started in Australia and New Zealand. It is an informal style with the photographer using long lenses (just like the Paparazzi) to capture moments throughout the day. Unlike the Paparazzi I do what you tell me. Please visit my web site Galleries for a flavour of my style.

**Question 05: What format are the images you supply?**

**Answer 05:** The images are supplied as JPEG format images. Each image is saved with the lowest compression available – ensuring the highest possible file quality. Each CD/DVD has a set of images in the root directory and a directory named “Large” containing full sized images – ideal for printing. The images are as I print them – there is no copyright message. You may take the CD/DVD to your local printer, print them yourself. or copy the CD/DVDs for your friends and family.

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**Question 06: Should we choose the CD or DVD option?**

**Answer 06:** I would recommend DVDs since the image files sizes can be as large as 20 Megabytes each. A CD would only hold around 37 full sized images.

**Question 07: What hours do you work on the day?**

**Answer 07:** My most popular hours of coverage is from the 'bridal preparations through until just after the first dance'. This coverage allows me to tell the story of your day. If you wish for more or fewer hours – please let me know and I'll create a bespoke quotation for your day.

**Question 08: Will you take “formal” photographs?**

**Answer 08:** Yes of course. We should make a list of formal shots in advance so that we can get them sorted on the day with minimum fuss. If I might “borrow” your best man to round up the subjects we can proceed quickly, allowing everyone to get back to enjoying their day. I find most couples wish for a handful of the more traditional photographs. I would allocate 8 minutes per formal photograph so that we have enough time to get them completed. Of course, the longer I am taking “formal” photographs the less time I am able to devote to Reportage. Additionally if there is a specific subject you wish me to capture (or avoid) please let me know.

**Question 09: Are you a member of any professional organisations?**

**Answer 09:** I am a member of the Royal Photographic Society ([www.rps.org](http://www.rps.org))

**Question 10: How long after the day until we receive our Portfolio?**

**Answer 10:** I aim to deliver the finished Portfolio in 4 to 6 weeks. Occasionally this might extend to 12 weeks in exceptionally busy periods. I will tell you in advance if this is likely to happen.

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**Question 11: Do you require food & drink during the day?**

**Answer 11:** No, but thank you for asking. I bring food and drink to sustain me through the day. I take short breaks at appropriate moments both to eat and to swap batteries etc. (e.g. when everyone else is eating)

**Question 12: Can you send us your brochure and price list?**

**Answer 12:** I do not produce a brochure – my web site [www.markrobinson.co.uk](http://www.markrobinson.co.uk) contains thousands of photographs to demonstrate my style and skills. A printed brochure would be prohibitively expensive to maintain (and to contain the same information – be the size of a book). This is a cost that I would ultimately have to pass to my clients.

**Question 13: Can we meet?**

**Answer 13:** I am very happy to meet clients. Logistics can sometimes prohibit getting together if we live across the world or even opposite ends of the country. I organise most of my commissions over the phone and email and this always works very well. This is another reason that I work at keeping my web site up to date so that potential couples can get a good feeling regarding my work.

**Question 14: How do we book you?**

**Answer 14:** Once you have decided to commission me I will draw up a personalised contract for you both. Assuming you are happy with the contract – sign one copy and return it to me with a cheque for the non-refundable deposit (10%) and the day is yours. I will be in touch with you a month before your day to finalise arrangements and timings. The balance is also due at this time.

**Question 15: Which Photograph albums do you use?**

**Answer 15:** I use 2 types of main album:

- albums from an Italian company called Mario Acerboni. They are known (romantically!) as the “8102” These are simple and elegant with black card pages to show off your photographs and acid free sheet over each page to protect your memories for years to come.
- Bellissimo “coffee table” contemporary style magazine format. Please see the Bellissimo FAQ document for more information.

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**Question 16: Can we choose the style of photographs?**

**Answer 16:** I shoot digitally in colour (in RAW file format) and use Photoshop to transfer the photographs into Black & White, Sepia Toned (a brown colour making the photograph look old) or Black and white with coloured subjects. If you do not like a particular style I will not include that in your Portfolio. It's your Portfolio – you can choose the balance of photographs – or you can leave it to me if you wish. If I include a Black & White or Sepia toned photograph in your Portfolio the colour version will be included on the CD/DVD so you can print/share it later.

**Question 17: What size of printed Photographs do you use?**

**Answer 17:** For the Mario Acerboni album the majority of photographs are 5"x7", occasionally I will use 5"x5", 8"x8", "8x6" or 10"x8" if it suits the photograph. Of course, you have the option of choosing the photographs within your album – I'll send you the DVDs and you can either send me a list of the photographs you want on each page – or an overall list and I'll do my best to fit them in. All my photographs have a "lustre" (non-glossy) finish. All photographs have a white border which I feel displays each image to its best effect, especially when mounted on the black card of the albums. Most images will print successfully up to 20"x16" (depending on the resolution of the printer).

**Question 18: Can we reprint our photographs?**

**Answer 18:** Yes, your Portfolio includes a licence for you to make unlimited printed or electronic copies for yourselves, family and friends. You may **not** use the images for either commercial purposes or competitions without my written permission. Mark Robinson Photography retains copyright on all photographs. That said, I have never yet refused permission for commercial or competition use – this is so I can keep track of where my work appears.

**Question 19: What camera equipment do you use?**

**Answer 19:** I use Canon digital SLR cameras with Canon L series Image Stabilised (IS) lenses and Canon Flash guns. I use up to 21 Megapixel Cameras for my primary and back-up equipment.

**Question 20: Do you have references available?**

**Answer 20:** I am happy to put you in touch (email or telephone) with previous clients if you would like to discuss their Portfolio or any aspect of my service. The last pages of your quotation contain a selection of comments from previous clients.

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**Question 21: Do you photograph guests at tables during the breakfast?**

**Answer 21:** Yes of course, *but I would advise against this*. People generally do not like to be photographed whilst eating (at tables). If you wish for group photographs I suggest you include these groups in the “formal photographs” list and allocate an appropriate amount of time (5 minutes per photograph). Experience has shown me that guests do not like to interrupted during their meal. It can also interfere with the smooth serving of the wedding breakfast (causing the day to run late). It can also prove to be a logistical nightmare as you will find that at least one member of each table will be absent (toilet break, feeding baby, smoking, fresh air, talking to other tables etc.) at any one time.

**Question 22: Can we pay by credit card?**

**Answer 22:** Yes. I can accept credit card payments online using Paypal ([www.paypal.com](http://www.paypal.com)). If you would like to pay me using Paypal please send let me know and I will generate you a money request email when your payment is due. You do **not** need a Paypal account to pay online. You follow a link in the email and enter your credit card details on the secure screen. *Please do not email me your credit card details as I am unable to process them and email is basically insecure.*

**Question 23: How might we reduce the price of our Portfolio?**

**Answer 23:** Please contact me with your requirements and I will do my best to suggest a way to deliver what you require within your budget.

**Question 24: Can we pay you by a direct “bank to bank” transfer?**

**Answer 24:** Unfortunately, due to a high number of “wedding scams” this facility is not available. I offer a number of payment methods. Under no circumstances will I divulge my banking details. Please see Question 22 for payment options.

**Question 25: Why do you charge a surcharge for images on CD?**

**Answer 25:** Each wedding produces a large number of photographs which usually are large enough to fill 2 or more DVDs. Each DVD of photographs equates from 4 to 5 CDs. Although CD's are cheaper to buy than an individual DVD – each CD takes the same amount of time (and ink) to produce. I would advise couples to take the DVD option (assuming they have the DVD player in their computer) as it is not only cheaper – but means much less swapping of disks needed to view the entire Portfolio. As you can see from the photo below – the 3 DVDs on the left contrast with the 15 CDs used to hold the same images.



**Question 26: What is your environmental policy?**

**Answer 26:** I try to conduct my business in as much of a “green way” as possible. I try to engage clients (where possible) using Internet, email and telephone. I use high quality UK firms for my printing needs to avoid air miles. Where possible I combine delivery journeys to minimise the carbon footprint of each wedding.

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**Hopefully your question has been answered. If not, please call or email me.**

**Thank you, Mark**