

# **HI-LITE SPORTS PHOTOGRAPHY**

CUSTOM SPORTS PHOTOGRAPHY

## **Frequently Asked Questions**

### **1. How do I place an order?**

Answer: Download our "How to place an order document" for complete information and procedures for teams and individuals on how to place an order.

### **2. Do you sell trading cards, buttons, magnets or other merchandise with my child's image on it?**

Answer: No, our focus is Custom Print Photography and we do not offer these items. If you do require these items for your team, we suggest you contact a number of excellent photographers within the city of Saskatoon who can offer you these items.

### **3. What is your most popular package?**

Answer: By far the most popular package that teams have requested (in both hockey and baseball) has been package #404. With this package each player will receive an 8x10 custom individual collage as well as an 8x10 custom team photo. Advantages of this package:

- You do not have to rely on a certain date for all of your players to be in attendance for a team photo. Often it is difficult to find an occasion which is agreeable for everyone especially when you a full roster of players plus coaches. The team photo is assembled from individual photos and thus gives us the flexibility of photographing players or coaches who cannot attend on a certain date. This allows for no missing players in the team photo.
- The individual photos which make up the team photo are taken off ice in a dressing room or other suitable space. These photos are done prior to your practice or ice time, thus you do not have to allocate costly ice time to a photo session.
- Every player in the team photo will have an acceptable image (no closed eyes, looking away or odd expression).
- Action photos are taken at games or practices with no disruption (practices are normal with the exception that we ask players to dress in full uniform)
- Please view examples of this package under the Packages tab.

### **4. Does everyone on the team have to order the same package?**

Answer: Yes, we require members of the team to receive the same package. Other formats may or may not be made available for purchase depending on our current workload.

### **5. What if some people don't want a team package?**

Answer: If less than 75% of your team receives/orders a team package, your team will be subject to a \$75.00 shoot fee which will be added to your invoice. ***Team managers should ensure team commitment prior to booking our services.*** Shoot fees will be waived if:

1. more than 75% of your team receive a team package

***OR***

2. your total team order exceeds \$750.00

## **6. Can I purchase smaller versions of the custom individual or custom team collages?**

Answer: No, custom individual collages and custom team collages are only available in 8x10 size or larger. It has been our experience that when these custom photos are less than 8x10, the images which comprise these photos become unacceptably small. Single images which make up these collages may be purchased in a smaller format.

## **7. Can I still order photos past the deadline date?**

Answer: Yes, although we encourage players to respond by the deadline dates imposed, photographs are archived and are always available for purchase. Deadline dates are imposed to allow time for processing and handling, to ease the process for team managers, and to ensure prompt delivery of team packages by certain dates (eg. Wind-ups, season ending, etc.). Individual client requests for photographs must be pre-paid.

## **8. I don't like a certain image of my son/daughter. Can I change it?**

Answer: It is not uncommon for an average team of 15 players to contain a portfolio of 600-750 images, or 40-50 images per player. From these photos, there is usually only about 10% that we deem as acceptable. Unlike posed photography, action photography poses unique challenges to capture the right image. Although we make every effort to present the athlete in the best possible way, collages/images can be revised if alternate photos are available. Please note that you may be subject to additional charges if changes are requested past the order deadline date.

## **9. Who do I pay?**

Answer: Please direct payment to your team manager as all orders will be invoiced through your team. Cash or cheques are accepted; please make cheques payable to either "Terry Seto" or "Hi-Lite Sports Photography". For team managers, full payment is due upon the delivery of your package.

## **10. I want to schedule a team photo, but I have difficulty getting all of my players to show up on a certain date. Do you have any suggestions?**

Answer: This is very common especially with teams in the older divisions (midget, bantam). In this situation we recommend a team photo such as item #304 which can be found under our "Team Formats" tab on our website. We can assemble a team photo from action or posed shots taken over 2-3 occasions, eliminating the need for all of your players to be at one locale on a particular date. This team photo is also part of Package #404 which also includes a custom 8x10 individual collage photo.

## **11. When should I book your services?**

Answer: You should contact us as early in the season as possible. Our bookings for the summer and winter seasons fill very quickly and we only service a limited number of teams per year. Early bookings also allow for auxiliary time for capturing players who are injured or on suspension.

## **12. Can I get the jpeg files of the images you take?**

Answer: It is our policy that we do not release the jpeg files of the images we take. **Hi-Lite Sports Photography** maintains copyright of images provided both electronically and printed. Images may not be reproduced, sold, or used for any commercial purposes without prior written consent.

**If you did not find the answer to your inquiry in our FAQ page, please email your question to [twseto@shaw.ca](mailto:twseto@shaw.ca)**