

## Frequently Asked Questions

### What services can you offer?

ajmphotos can provide a fully portable mini studio, using a variety of plain and themed backdrops, and Bowens studio lighting. We are able to provide both formal and photo-booth style photographs, photographing individual guests, couples, and small groups (the group size is dependent on the size of the background being used, and space available at the event)

### Why choose ajmphotos?

ajmphotos are professional, reliable, and provide high quality images at affordable prices. We will always work around you, and when working in partnership with charities and non-profit making organisations we will share a pre-agreed percentage of our NET profits. This amount varies between 10% - 20% of the NET profit, and the amount is dependent on the total number of photos sold, and provided our overhead costs to attend the event are covered.

### What do ajmphotos need to know when enquiring about booking an event?

Event date.

Event location.

Available space to set up.

Type of organisation.

Start and finish times.

Number of expected guests.

Onsite Printing, Online Gallery or both.

### Can you print pictures at an event?

Yes, we use a high-quality Dye-Sub photo event printer. As Dye-Sub printers use dry ink-dye ribbons with matching thermal photo paper rolls we are able to create incredible quality photos in a few seconds.

### What print sizes can you print?

ajmphotos standard event print sizes are, 8 \*6 inch (20 \* 15 cm) and 6 \*4 inch (18 \* 13 cm), although we can also supply 9 \* 6 (23 \* 15 cm) inch if requested in advance. We are also able to supply keyrings for guests to take away at the event.

Different print sizes and products are also available to purchase via the online galleries.

### How are photos supplied to the customer at events?

All purchased prints are supplied in a cardboard strut mount, and a plastic sleeve to protect them.

### Are your prices subject to VAT?

ajmphotos do not charge VAT as the company is currently not VAT registered.

## **Do we accept card payment?**

Yes, at events [ajmphotos](#) use iZettle to take secure card payments at events, and also when purchasing via an online Galleries.

## **Can I buy photos after the event?**

Yes, the photos will be available to purchase from an online gallery. This will be on our website which is linked directly to a photo laboratory.

## **Can the Gallery be password protected?**

Yes, if requested the gallery can be password protected, this can be requested from [ajmphotos](#) by email, or from the event organiser. When photographing dance and school events, images of children under the age of 18 years these will only be available to view on secure password protected online galleries.

## **Why do the images in the online galleries have a watermark?**

[ajmphotos](#) only upload high resolution images to online galleries, which are watermarked to protect them from being copied. Any photos purchased will be printed from this image file, and this watermark will not be on the final print.

## **How soon after the event are pictures online to purchase?**

[ajmphotos](#) always try to get the photos uploaded as soon as possible, we aim to have them available to purchase within 3 working days after the event. However, at our busiest times, as we often do multiple events in one week, this can take a little longer at peak times.

## **Do you charge to attend an event?**

[ajmphotos](#) do not usually charge to attend a charity or non-profit making event provided we are able to make direct sales to the guests.

Although we reserve the right to charge for travelling and out of pocket expenses in circumstances where the event is cancelled, or prevented from setting up, and we were not given sufficient notice of such to make alternative arrangements.

## **As an organiser what do I need to provide [ajmphotos](#)?**

[ajmphotos](#) will require clear access to unload and set up, and where possible a clearly defined space to operate in, we also need access to mains 240V AC power sockets available to use.

## **Do you visit a venue in advance?**

Yes, where possible [ajmphotos](#) try to visit all venues in advance to ensure that there will be sufficient space to set up, and this also gives us the opportunity to meet venue staff which generally helps things run smoothly on the day.

## **How much space is needed to set up your portable studio?**

This varies, and is dependent on the event, and what photographic services have been requested by the event organisers. Where possible we always like to set up in a separate area, so that we do not impact on the guests' enjoyment. When using a themed back drop we need a minimum of 4.3m \* 3.7m (12 feet \* 14 feet) although the photographer also needs to be able to get as far back from the subjects as possible.

## **What happens when things go wrong?**

Unfortunately, occasionally things go wrong, in the event of traffic or other uncontrollable circumstance preventing [ajmphotos](#) from being able to fulfil its contracted obligations, [ajmphotos](#) liability shall be limited to a refund of any monies paid by the event organisers. No further compensation will be paid.

## **Are staff DBS checked?**

[ajmphotos](#) is a family run business, and most of us have been enhanced checked via the Governments Disclosure and Barring Service (DBS), the majority are also licenced chaperones to work with children and young performers.

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

All images taken by [ajmphotos](#) are stored on secure hard drives and cloud storage which are all password protected.

## **How will my data be used?**

We will only use any personal data collected to process your order and will not share it with anyone else. We would love to keep in touch with you and contact you with the occasional update on any special offers, or products and services which may be of interest to you but we will always ask for your permission before doing this.

## **Can't find the answer you are looking for?**

Please email us on [info@ajmphotos.co.uk](mailto:info@ajmphotos.co.uk) or call us on 07899 560429 we will be happy to help.