



[t] 0771 584 8446
[e] info@union32.co.uk
[w] www.union32.co.uk

Frequently Asked Questions

Q: Can we meet Stuart & Kirsty to discuss our requirements in more detail?

A: Of course. Please call us to arrange a meeting at either our/your home or a local coffee house, perhaps the pub!?

Q: How do I confirm the booking of Union32 for my wedding?

A: All we require is a deposit of £100 to secure our services for your big day. As soon as this is received, your booking is confirmed. Please note this deposit is non-refundable.

Q: Will my wedding be the only wedding that Union32 will cover that day?

A: Yes. We have a strict policy of only accepting one booking per day in order to give you our full attention.

Q: Is Union32 a member of any professional industry organisation?

A: Yes. Union32 are proud members of the British Institute of Professional Photography and strictly adhere to it's policies and guidelines for operating professionally within the photographic industry. Our membership number is 00008701.

Q: What will Union32 require from us in preparation for our big day?

A: A couple of weeks before the big day, we will contact you to discuss your day in a little more detail with you with regards to the schedule for the day and any special requirements you have. To ensure that Union32 get all of the formal/family shots you require, it is important that a list of these is created and held by a member of the wedding party (perhaps the best man?). This will ensure that we don't disturb you on your special day and any queries or questions are dealt with via them.

Q: How long will you stay at my wedding?

A: We do not believe in limiting the hours of our coverage. Depending on your selected package, we can cover your bridal preparations and would typically stay until the completion of the speeches and the natural break in the day that follows. However, we can be flexible and the option of staying to cover your first dance is available if you require.

Q: When could we expect to see our photos and album from our wedding day?

A: When your big day is over, Union32 will begin the post-production and image preparation of your photographs. We typically will have the photo's ready for you within 90 days, however this can sometimes take a little longer during the busy summer season. As your album will be hand-made by our specialist partner, these take up to 60 days from the design being submitted to them.

Q: When is full payment required?

A: Full payment is required upon the delivery of your photos and/or album. If paid by cheque, the cheque must clear before your photos and/or album is delivered to you.

Q: Do Union32 have a set of standard terms and conditions?

A: Yes. They are available for download from our website.

Q: Who owns the copyright to the images that are created from our wedding?

A: As is standard within the photographic industry, the photographer will own the copyright to the images created. A disk of high-resolution images is now included with all of our packages and you will receive a free unrestricted licence to print and duplicate the photographs as you wish.

Anything else? Just ask!