

KINARD PHOTOGRAPHY

VIP CLIENT CUSTOMER SERVICE KEY POINTS!

***NO TIME RESTRICTIONS – THE MOST IMPORTANT PART OF YOUR DAY!!!!

YOU SHOULD NEVER WORRY ABOUT YOUR PHOTOGRAPHER OR VIDEOGRAPHER LEAVING YOU. IT'S YOUR DAY AND IT'S ALL ABOUT YOU. WE HAVE BEEN DOING THIS FOR 16 YEARS AND HAVE DONE OVER 500 WEDDINGS. WE HAVE NEVER SEEN HOW A WEDDING PHOTOGRAPHER GETS IT DONE IN 8 HOURS. THEY SIMPLY CAN'T DO IT AS THEY ARE GOING TO MISS SO MANY ITEMS, IT JUST CAN'T HAPPEN!! THEN IT CAUSES SO MUCH MORE STRESS FOR THE BRIDE AND GROOM TO GET THINGS DONE. WE ARE THERE ON AVERAGE OF 10-15 HOURS. YES, I SAID WE HAVE BEEN AT WEDDINGS FOR 15 HOURS. IF YOU THINK ABOUT THE HOURLY PHOTOGRAPHER BILLING YOU AT THE END OF THE DAY, YOU COULD BE LOOKING AT ANOTHER \$1600 TO \$2400 OR EVEN MORE IN EXTRA BILLED HOURS. IT'S NOT FAIR AND SHOULD NEVER HAPPEN! THE KINARD PHOTOGRAPHY TEAM IS HERE FOR YOU ALL DAY AND THAT WILL NEVER CHANGE!!

***WE HELP YOU WITH TIME MANAGEMENT FOR YOUR VERY SPECIAL DAY, FROM HAIR AND MAKE UP, ALL THE WAY TO THE RECEPTION. WE ALSO HELP YOU WITH HOW LONG THINGS REALLY TAKE. LIKE HAIR AND MAKE UP. NO MATTER WHAT, YOU ALWAYS ADD AT LEAST AN HOUR TO IT AS IT ALWAYS RUNS LATE. SOMETIMES 2 HOURS...LOL!!!

***DID THE FLORIST LEAVE YOU?? WHO IS GOING TO PUT THE BOUTONNIERES ON? PRESTON AND LINDSAY BOTH KEEP EXTRA PINS WITH THEM AND HELP PUT THEM ON THE GUYS 95% OF THE TIME, ALONG WITH THEIR POCKET SQUARES, AND HELP THEM WITH ANYTHING ELSE TO GET THEM LOOKING GOOD FOR THE BIG DAY.

***LINDSAY CARRIES AN EMERGENCY KIT FOR THE LADIES, JUST IN CASE THEY NEED SOMETHING AND WITH EVERY WEDDING SOMETHING COMES OUT OF IT. WE KEEP IT STOCKED VERY WELL, SO WE ARE READY FOR EVERYTHING.

***ONE VERY IMPORTANT THING TO REMEMBER IS THAT YOUR WEDDING IS YOUR DAY, IT'S ALL ABOUT YOU. IF SOMETHING MINOR HAPPENS, NO ONE IS GOING TO KNOW. JUST GO WITH THE FLOW AND ENJOY YOUR DAY.

***WE ONLY USE PROFESSIONAL GEAR. WE DON'T BUY ANYTHING THAT IS NOT CANON. YOU MUST HAVE THE GREAT GEAR OR YOU TAKE A CHANCE ON SOMETHING GOING WRONG. EVEN WITH THE RIGHT GEAR AND EACH CAMERA COSTING AROUND \$6,000, THINGS CAN GO WRONG. YOU NEVER WANT NON-PROFESSIONAL EQUIPMENT TO BE USED. THIS IS SO IMPORTANT, SO BE SURE TO ASK IF YOU ARE LOOKING AROUND AT PHOTOGRAPHERS, DOES EVERYTHING, NOT JUST THE CAMERA COME PROFESSIONAL. THAT IS WHERE THEY WILL GET YOU WITH GENERIC FLASH CARDS, OR NON-CANON BATTERIES, OR OFF BRAND NAME LENS. ALL CAN CAUSE HUGE MISTAKES!!

***THEN THE MOST IMPORTANT PART OF THE KINARD PHOTOGRAPHY TEAM, WE TAKE THE STRESS AWAY FROM YOU. WE HELP YOU WITH SOMETHING THAT IS NEEDED, WE DO ODD JOBS, WHICH NEED TO BE DONE, AND WE HAVE FUN WITH IT. IF YOU ARE NOT GOING TO HAVE A GOOD TIME WITH YOUR CLIENTS, THEN IT'S TIME TO PACK UP YOUR GEAR AND GO.

TODAY'S BRIDES AND GROOMS WANT TO HAVE AN AMAZING EXPERIENCE WITH THEIR PHOTOGRAPHER AND WEDDING FILM MAKERS. THAT IS KINARD PHOTOGRAPHY AND WE WILL NEVER CHANGE THAT!

WE HAVE OVER 55 – 5 STAR GOOGLE REVIEWS, AND JUST TALK TO ANY ONE OF OUR CLIENTS AND ASK THEM ABOUT US. YOU WILL GET GREAT THINGS SAID AND HOW YOU NEVER KNEW THEY WERE THERE, THEY DID THIS, THEY DID THAT, WE DO IT ALL.

THANKS FOR TAKING THE TIME TO GO OVER OUR WEDDING INFORMATION PACKET. WE WOULD LOVE TO CAPTURE YOUR VERY SPECIAL DAY FOR THE BOTH OF YOU. WE ARE HERE FOR YOU AT ANYTIME IF YOU HAVE A QUESTION ABOUT ANYTHING, NOT JUST PHOTOGRAPHY OR VIDEOGRAPHY. IF YOU HAVE A QUESTION, PLEASE CONTACT US AND DON'T STRESS OUT.

WE ARE HERE FOR YOU AS SOON AS YOU BOOK WITH US!!! WE DO BOOK USUALLY 12-24 MONTHS IN ADVANCE, SO BE SURE TO GET YOUR DATE BOOKED. THE DEPOSIT IS ONLY BETWEEN \$500-1000 DOWN TO BOOK, AND YOUR FINAL PAYMENT IS NOT DUE UNTIL 2 WEEKS BEFORE YOUR VERY SPECIAL DAY! WE THANK YOU BOTH ONCE AGAIN!!

THANKS,

PRESTON, LINDSAY, ALEX
THE KINARD PHOTOGRAPHY & WEDDING FILM TEAM