



RETAINER POLICY | Last Edited Nov. 1, 2022

A. Session Fees

Client agrees to pay photographer a retainer at the time of booking to secure appointment date and time. This retainer fee is non-refundable and will be applied to your final invoice. The balance is due at the time of the session. The session fee covers the time and talent of photographer, basic retouching and image editing, as determined by the photographer. Session fee also covers the creation, hosting and maintenance of an online photo proofing gallery to allow client to proof images from the shoot. Additional editing is available at additional expense as agreed upon between photographer and client. Prints or full-resolution digital images may be available for purchase.

B. Location Costs & Fees

Any costs/fees associated with the location the client or photographer has chosen for the photo session, if any, are the responsibility of the client. The photographer will not guarantee or arrange payment on any location unless previously agreed upon between client and photographer. Photo shoots further than thirty (30) miles from metropolitan Grand Rapids, Michigan may be subject to additional travel fees.

C. Rescheduling

If a situation or illness prevents a photo session from taking place, client may reschedule their session at least 24 hours prior to their shoot without penalty. Should client fail to give 24 hours notice, or decide to completely cancel the shoot, this session fee will be forfeited and will not be refunded. Photographer reserves the right to reschedule due to illness, weather, equipment malfunction, or other circumstances beyond their control.

D. Re-shoots / Refunds

Re-shoots are determined at the discretion of the photographer. Re-shoots and refunds will not be given for clothing choices, make-up, hair or weather related issues, or by not following the recommendations of the photographer.

E. Archive

After twelve (12) months, all images will be purged from photographer's hard-drive, except as needed for promotional purposes, to be determined by photographer at photographer's sole discretion. Photographer is not responsible for loss or damage to the digital files due to circumstances beyond photographer's control.

F. Payment

All payments are due in full unless payment arrangements have been made. Orders will not be processed until payment in full is received. If client has arranged a payment plan, order will be placed after the final payment has been received. If client pays entire session fee at the time of booking, the retainer fee will be forfeited and the remaining balance returned to client within 1-2 weeks from the date of the scheduled session.

G. Damage

Photographer is not responsible for the damage of portraits (prints) after delivery to client, including damage caused during transit by US mail. Client assumes all responsibility for the safety of all portraits upon receipt.

H. Model Release

By scheduling and hiring Ryan Velting and/or Epic Film LLC, client agrees to photographers Model Release. Model Release is available on our company website at www.ryanvelting.com, www.epicfilmco.com and via email by request.

I. Liability

Photographer is not responsible for any injuries inflicted upon any participating parties. Client(s) will be responsible for their children and for themselves and release photographer from any claims against their person or their business.

J. Copyright & Penalty

Ryan Velting and/or Epic Film LLC retains all copyrights to all images created during client's session. Fullm Print Release is available on our company website at www.ryanvelting.com, www.epicfilmco.com and via email by request.

Note from photographer: We work very hard to create images that reflect the goals of our clients, while keeping in line with our artistic vision and creativity. Many clients want to share the photos we've created for them, which is absolutely fine. However, when posting images we've created, we ask that you simply link back to our website at www.ryanvelting.com and give photographer credit. We hope that you will respect not only our hard work, but the time, money, and dedication that we've put into training and equipment to capture these images for you. Please do not steal them.

K. Session Requests

We are very flexible, and are more than happy to accommodate client requests in regards to the photo session, photo editing and final "look" of the images we're creating. Whenever possible, we work closely with our clients to ensure they are thrilled with what we've created for them.

For commercial and corporate clients, we strive to help meet your objective for photography that will be used for advertising and marketing, and work closely with our clients to accomplish the "look" that works for your business.