

SharkFin Studios - Client Policies

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Thank you for choosing SharkFin Studios! I want every session to be easy, enjoyable, and something you're genuinely happy with. These policies explain how booking, payment, cancellations, and delivery work so there are no surprises. If anything here is unclear, just ask. I'm happy to talk it through before you book.

— Chris Parker, Owner & Photographer

RETAINER & PAYMENT

A 50% retainer is required at the time of booking to secure your date. The remaining balance is due 7 days before the event.

CANCELLATION

Cancellations must be made in writing (email is fine).

- **Within 72 hours of booking:** full refund of your retainer, as long as your session is more than 14 days away.
- **More than 7 days before your session:** your retainer is non-refundable, but it can be applied as a one-time credit toward a new session booked within 6 months.
- **Within 7 days of your session:** the full session fee is due.

TRAVEL EXPENSES

Quoted rates include estimated travel costs. Any pre-booked travel — airfare, hotel, ground transportation, or vehicle rentals — is non-refundable once booked, regardless of when a cancellation occurs. If actual travel costs exceed the retainer, the difference will be invoiced separately.

RESCHEDULING

If an event or service requires rescheduling, it must be done at least 7 days prior to the original event date. Your retainer will be applied to the newly scheduled date and time. Any rescheduling requested within the 7-day window will be treated as a cancellation. Any non-refundable travel costs already incurred remain your responsibility.

PAYMENT DETAILS

Your 50% retainer and remaining balance (see Retainer & Payment above) can be paid by ACH, check, credit card, or Zelle. For company bookings, I'm happy to invoice your accounts payable team. Invoices for company bookings are due within 30 days of the invoice date, unless otherwise agreed. I know payment processes can take a little time, so there's plenty of room built in: balances unpaid more than 60 days past the invoice date are subject to a late fee of 1.5% per month on the outstanding balance. If your team needs different terms, just let me know ahead of time and we'll work something out.

IMAGE DELIVERY

Your finished images are delivered by private online download link within 3 business days after your session, as high-resolution JPEG files. For group headshot days, images are organized by person, and I'll flag anyone I couldn't identify so your team can confirm. The 14-day review window in the Satisfaction Guarantee starts on the delivery date.

EDITING & RETOUCHING

Every image you receive includes professional editing and light retouching, such as minor skin blemishes, stray hairs, or covering tattoos on request, at no extra charge. Advanced retouching, such as body reshaping, background replacement, or compositing, is quoted separately. Unedited original files aren't provided.

SATISFACTION GUARANTEE

Once the images are delivered, you'll have 14 days to review them and let me know if anything needs to be corrected. Corrections are always free. If editing can't resolve the issue, I'll reshoot at no charge, including my session fee, as long as it's requested within that 14-day window. For shoots that require travel, only the travel costs for the reshoot would need to be covered. Once your images are approved and delivered, I keep a copy on file, but only at a smaller, lower resolution. That means edits or changes after approval aren't possible, so please take the full 14 days to review.

IMAGE USE & LICENSING

SharkFin Studios keeps the copyright to all images. With full payment, you receive a license to use your images anywhere you need them: websites, LinkedIn and social media, proposals, company directories, marketing materials, and printing. A print release is included, so you can print your images wherever you like. Paid advertising, resale, or transferring rights to third parties require my written permission first. Please don't alter images beyond cropping without asking me first.

PORTFOLIO USE & MODEL RELEASE

I may share favorite images from your session in my portfolio, on my website, and on social media (Facebook/Instagram @sharkfinstudios). If you'd rather I didn't, just tell me in writing before or after your session and I won't use them. No problem at all. For corporate clients, I won't publish employee headshots without the company's approval.

FILE RETENTION

Your download link stays active for 30 days, so please download and back up your images right away. Once your images are approved and delivered, I keep a copy on file, but only at a smaller, lower resolution. That means edits or changes after approval aren't possible, so please take the full 14 days to review. Re-sending images after the download link expires isn't guaranteed.

PRIVACY & YOUR INFORMATION

I respect your privacy. When your team books through the SharkFin booking page, I only ask for first and last name, plus an email address if you'd like an email confirmation or calendar invite. Your information is stored securely and used only to schedule and deliver your session. It is never sold or shared outside your organization's coordinator.

GROUP & CORPORATE HEADSHOT DAYS

- **Planning:** To lock in your date, we'll work out the date, start and end times, location, and estimated headcount ahead of time.
- **Self-scheduling:** I'll set up a private booking page for your event. Your coordinator shares the link and access code, and each person picks their own time slot. Your coordinator also gets a live view of who's booked, and check-in on the day is handled on a tablet.
- **Setup:** I'll arrive early to set up before the first session. Please make sure I have site access, parking, and a suitable space to work in.
- **Company look:** If your company has a standard look (backdrop, attire, framing), please send examples ahead of time and I'll match it. If someone chooses not to follow the company's preferred look, I'll let them know, but I'll still take their headshot.

IF I CAN'T MAKE IT

In the rare event that I can't photograph your session because of illness, emergency, equipment failure, or circumstances beyond my control, I'll reach out right away to reschedule. We'll reschedule at no cost to you; if a new date doesn't work for you, any payments for services not provided will be refunded. My total liability is limited to the amount you paid for the session.

HOW TO REACH ME

Questions about any of these policies, or ready to book? I'd love to hear from you.

- Contact: use our contact form at <https://sharkfinstudios.com/contact.html>
- Website: sharkfinstudios.com

I typically respond within 24 hours.