

Voucher Guidance, Terms & Conditions & F.A.Q.s

Q. I would like to buy a Portrait Session or I have been gifted a voucher and want to book in.

A. Simply call the studio on 01202 517535 with a couple of possible dates in mind and we will check the availability in our diary. Please have a payment card to hand as we ask for a booking deposit of £25. (This is refunded at your viewing session or when you place your order). Please bring your gift voucher with you to the session and your diary so that we can schedule in your viewing session.

Q. What if we can't find a time that we can attend midweek?

A. Mid-week sessions run Tuesday to Friday at 10:30 am and 14:30 pm. Voucher holders for mid-week sessions have the option to top-up and convert to a Saturday session.

Q. What if I need to change the booking date?

A. Up to 48 hours prior to the booking we simply re-schedule free of charge. For last minute changes we charge a re-booking fee of £25.

Q. I have been gifted a family portrait session but would like to have an alternative photography service, can I use this voucher?

A. Stuart Lane operates a range of other services eg. portfolio and non family portraits, pet portraits, location portraiture and commercial photography. Vouchers are not generally accepted across different services due to different charging structures, however if you are unsure, feel free to enquire, sometimes there are options.

Q. Where is the Studio?

A. The studio is held discreetly within the residence of studio owner and photographer, Stuart Lane. There is no shop frontage so be careful not to sail straight past! Any problems, call 01202 517535 for guidance. There is plenty of on road parking. The studio address is: No. 75 Markham Road, Charminster, Bournemouth, BH9 1JA, opposite the Bay Tree Montessori Nursery School. Please be aware that the studio operates an appointment only system.

Q. How long does a portrait session take?

A. Typically about an hour and a half but as family sizes and age groups vary, this is just a guide, it could take a little less or more time. It is very important to arrive promptly for your appointment so that we can accommodate any additional time needed.

Q. I am Nervous in front of a camera.....

A. You are not alone! It is very important to us that we relax people so expect to have a good natter with Stuart along the way. This gives him a chance to get to know you and your family and to find ways to show you at your best.

Studio Etiquette.....

Please ensure the children are fed and watered as, with the exception of babies bottles and breast feeding , we ask that no food and drink to be bought into the studio area.

Please remember to turn off your mobile phone during the session.

Special advise re Babies:

We will pre-heat the studio to a higher level for their comfort. This is especially important if you wish to have photographs where the baby is bare.

We keep a stock of emergency wipes and have a changing matt but please come prepared with your own nappies and a change of clothing for them.

Please bear in mind your childrens' sleeping and feeding patterns when scheduling your session. Go for a time they are due to be awake and have a full tummy. The 10:30am slots tend to be best for babies and toddlers.

Special advise re Toddlers and young children:

Stuart has photographed thousands of children and has tackled some challenging ones along the way but absolutely loves the process of winning them over. His approach involves making friends first. For some children this process happens as they step through the door and for others it can take a little while for them to overcome their shyness.

Whilst some may be clingy with parents, Stuart will encourage them to build confidence with him and play in the studio. Parents are encouraged to keep a low profile at this stage and observe from the comfort of the sofa. Please allow him to lead this process as even a call out at the wrong time can remind them that they might like to hide behind mum's legs instead!

If they have a favourite toy or item that you would like to have in the photograph then bring it along however just bring one or two so that they don't become a distraction.

What Should I Wear?

Gentlemen, if you are normally clean shaven, give extra special care to get a close shave.

Choose simple and comfortable clothing, nothing too tight! It's also a good idea to coordinate your look if you are planning to have couple or family shots.

Avoid pale colours, they tend to look washed out with studio lighting.

Opt for simple clothing, most poses are from the waist up so concentrate on what you wear on your top half. Bright colours work well and dark clothing tends to minimise body size. Avoid busy patterns and logos as they can easily dominate a picture.

For those with green or blue eyes, consider wearing blue or green clothing or accessories to bring out your eye colour.

Always make sure your hair looks its best.

Ladies, please avoid stilettos and small profile heels as they are incompatible with the studio floor.

What Should the Kids Wear?

Jeans and dungarees work really well as do bright coloured tops.

Do bring a change of clothes with you as you can be sure this is the day that they find a muddy puddle on route or sit on that forgotten chocolate in the car!

Normally we have the kids take off their shoes and socks as the studio floor is slippery and they are safest this way. It also helps them to sit more comfortably and looks very cute.

Make-up Tips

Don't go too heavy with the make-up, a more natural look tends to be most flattering. Use a foundation that matches your face and neck colour. Apply it to your eyelids and neck to blend the effect. A matte foundation works work's well.

To avoid redness, don't be too enthusiastic with eyebrow plucking on the morning of the shoot.

If the area under your eyes looks darker find a concealer that both lightens and covers up dark circles. The same concealer you use for dark circles can also be used to help hide blemishes.

If you want to achieve thick lashes apply several thin coats of mascara.

You will be pleased to know that we can also give you a digital makeover.