

welcome to the



Rebecca Monroe

PHOTOGRAPHY FAMILY



oh you, we're so happy

I see you there, We've talked, gotten to know one another, and you chose me! Gosh, I'm so grateful! I know there are a lot of photography options out there and so the fact that you value my style, experience, and personality means a great deal to me. Thank you!

I look forward to getting to know you more and capturing photographs that truly hit those deep places in your heart—whether they're silly, serious, raw and candid, or brilliantly perfect.

Now that you're officially part of my client tribe (which is more like one big extended family), let me give you a little bit more info so this experience is everything you want it to be and more:

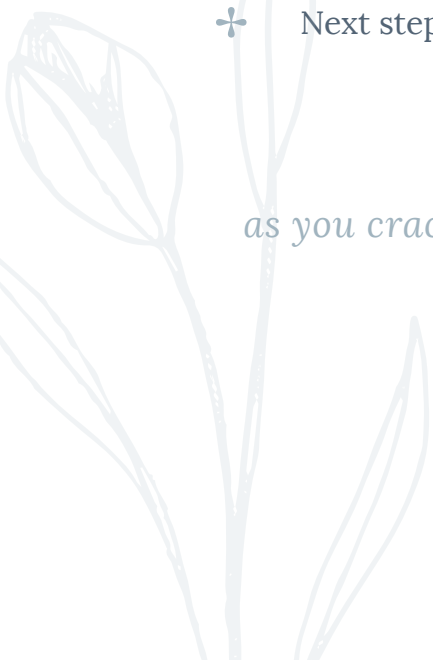
IN THIS AFTER-BOOKING GUIDE YOU'LL FIND:

- ✦ My office hours and communication policy
- ✦ Your client portal details
- ✦ Your experience from here
- ✦ Client expectations (final payments and session prep)
- ✦ Frequently asked questions at this stage in our journey together
- ✦ Next steps...

GRAB A CUP OF COFFEE

as you crack open these pages as I want you to feel right at home

xoxo, Becca





office hours

AND COMMUNICATION POLICY

(Because we want to communicate clearly and sincerely, right?)



office hours

I believe in the value of being present in every moment, which means I do my very best to be completely present in my family moments and in my work moments. If I'm distracted, it means I'm "off two minds" and I'm not at my best artistically, creatively, or (even!) logically.

So, I set some loving boundaries to make sure everyone gets the best of me and I'm taking care of myself, so that my creativity and artistry operates at full capacity.

Because many of my weekends and evenings are taken up photographing clients, I keep my work hours and family hours very separate so I can focus on my family when I'm with them and focus on you when I'm with you.

I shoot at varying hours throughout the week and weekend, but I have office hours Tuesday-Friday from 10am to 4:30pm Central Time.

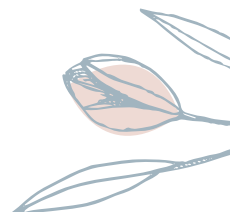
client portal

Now that you've booked, I'll get you set up in my online client and project management system, Honeybook. This helps me keep everything organized and allows me to serve you with extra love and attention.

Honeybook is super easy to use. There are no extra downloads and nothing that requires extra time.

You will receive all communication right into your inbox and only have to click a link to find what you need.

Please give me 1-2 business days to get this set up and you will receive your log-in details and password via email within that time frame. If 1-2 business days have passed and you have not received your access details, please email me and let me know.





hours and policy

During your project, our communication will primarily be held in Honeybook as well as your personalized Trello Board.

If you've reached out to me outside of my office hours above, please know that I will get back to you as soon as possible within that time frame. So, if you send me an email Friday at 6p.m. or Saturday at 9a.m., I will get back to you Tuesday after 10a.m. with my full focus, commitment, and passion poured into your response.

Please be sure to keep your communication concise and thorough. Be sure to gather all of your thoughts before hitting send.

I will gather the most important information with questionnaires sent to you via email. All you have to do is click the link and type your answers.

I'll also send you important information throughout our time together that will allow you to rest easy and know that you will be taken care of the entire time. At each interval, I'll provide you with pieces to keep you in the know and help you feel in control of the planning process.

DOES THAT ALL SOUND GOOD?

your experience from here

01. READ THE AFTER-BOOKING GUIDE

Finish reading this so you feel 100% prepared and confident about your upcoming shoot.

02. GATHER INSPIRATION

Once you've received an invitation for your Trello Board, start adding inspiration for your session. Unlike Pinterest, you can attach images and then add notes for me, so I can catch your vision more easily.

03. LET'S TAKE SOME PICTURES

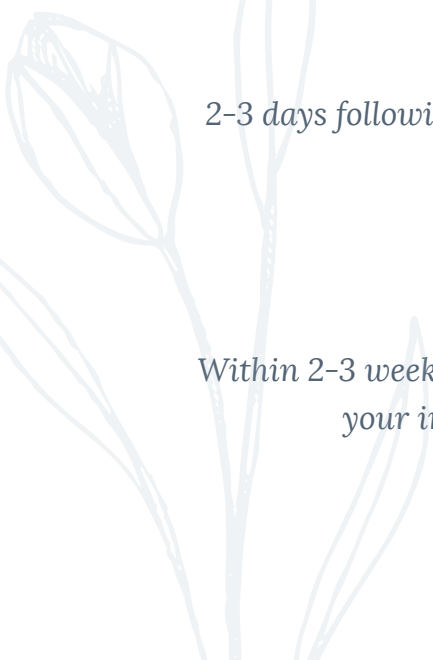
2 weeks before your session, I'll send you an email indicating that we're 2 weeks out and asking if you have any final questions. This is where I'll send you location details or you send me location details. 1 week before your shoot, I'll double check the weather and shoot you an email with any need-to-know information.

04. SNEAK PEEKS

2-3 days following your session, I celebrate with you on social media with a couple of "sneak peek" glimpses of your photographs.

05. A FULL HEART

Within 2-3 weeks, I'll send you a link to an online viewing gallery where you can view your images, download them directly, or order prints and albums.





IMAGINE YOUR FAMILY IN A PHOTO JUST LIKE THIS!

CLIENT EXPECTATIONS

Expectations? I know—I'm going there. But, in a good way! We all have expectations and it's the worst when they don't get met, so I find that if we lay a great foundation for an excellent working relationship now, it helps ensure that we meet *(and exceed)* one another's expectations.

sound good?



FINAL PAYMENT INFORMATION

Thank you for paying a \$100 non-refundable deposit to secure your session date. That deposit was deducted from your balance due.

Final payments are due within 10 days from your session date. If I have not received the remaining balance within 10 days, I will send a courtesy reminder email, however, I must receive payment within 24 business hours or I will be unable to keep your session date.

As a reminder, payments can be made via check, PayPal, debit card, or credit card.

session preparation

ALL THE MUST-KNOW INFO AND TIPS IN ONE PLACE

Okay—let’s talk about the FUN stuff. Styling for your shoot!

In just a couple of days, you will receive a style guide from me. This will include inspiration, links to my favorite shops and boutiques, and a link to my carefully curated Pinterest board. But I must ask - don’t fall down the Pinterest rabbit hole. That will only stress you more.

It will also include pictures of the items I have in my “prop shop” for you to browse. If you’d like to use any of the items, you can note that in your Trello board.

DAY OF SESSION

Please arrive 15 minutes early to the agreed upon location to give us time to get set up. If I’m doing an in-home lifestyle shoot, I’ll arrive 15 minutes early ;-)



frequently asked questions



What do I do in the case of bad weather for our photos?

I will determine if the weather is bad enough to reschedule. I will typically wait until the day of the session to call it. Weather can fluctuate quite a bit, even in just a few hours before the shoot. I do not reschedule just for clouds or gloomy weather. I might suggest bumping your session time up a bit, but you'll stay in the loop.

When will I see the photos after the session?

A few days after the session, a couple of sneak peeks will be posted on social media. Please feel free to share these with family and friends (but be sure not to print or edit with filters in any way).

Can I print my digital images or use them on social media or on a blog?

Yeppers! You sure can. You receive the rights to all of your images, so you can print them or share them, whatever you fancy.

What if my kids are acting like crazy and we don't get one good shot?

I know that's a real fear many families have. But, trust me! We always get a good shot and often many, meaningful documentary style, candid photos that most people love even more than the shots where everyone is looking and smiling. Be at ease, I've worked with many families and have some tricks up my sleeve that helps us get a variety of shots you'll love.



Let's be friends

ON SOCIAL (IF WE AREN'T ALREADY)

You're style guide will be in your inbox in a jiff, but in the meantime, head over to my Facebook and Instagram accounts and get inspired. I'd love to see you over there.



WHAT ARE YOUR NEXT STEPS?

As soon as you receive the email to your client portal, please log in and start providing the information requested. Once you've done that, please head to your Trello board and play away as you share inspiration and insights with me.

I'm so excited for your session and can't wait to capture beautiful and meaningful photographs for you, so that you remember this season of life.

xoxo, Becca