Quick Pix Policies — Long Version

Customer Booking & Photography Policies • Effective November 1, 2026

Quick Pix is a photography service provided by Raise Nation LLC. Please read these policies before booking. By completing a booking and submitting payment, you confirm that you are at least 18, are authorized to book for all participants, and accept these policies together with your selected package and written booking confirmation. A parent or legal guardian must book for anyone under 18.

These policies apply to new bookings from November 1, 2026. Existing reservations remain subject to the terms accepted when booked, unless a change is agreed in writing. Specific written package terms, purchased voucher conditions, and applicable consumer rights remain relevant.

1. Booking, Payment & Package Inclusions

- Full payment is required at booking.
- Your session is reserved only after payment is successfully processed and a confirmation is issued.
- Your confirmation identifies your package, price, appointment, venue, and purchased additions.
- Please review it and promptly report any discrepancy.
- Quick Snap includes one photographed subject.
- Picture Perfect includes up to two photographed subjects unless the selected offer explicitly states otherwise.
- Full Experience includes up to four photographed subjects.
- Session length, outfits, backdrops, and included edited images are those stated in the purchased offer.
- Additional subjects cost $25 per person beyond the package allowance and require advance approval and sufficient session time.
- Larger groups require a custom quote.
- Additional time costs $30 per 15 minutes and is available only with schedule availability and written confirmation.

- Additional edited images for packages with a limited image allowance cost $10 each unless your written offer states otherwise.
- “All usable edited photos” means the photographer’s usable final selection.
- It excludes test shots, duplicates, missed-focus images, accidental captures, closed-eye images, and other rejected photographs.
- It does not guarantee every capture or a particular image count.
- Standard same-day online appointments are not offered.
- Text 833-736-3777 before reserving or paying for a same-day request.
- A same-day appointment is available only if confirmed directly by our team.
- Rush image delivery is separate from appointment availability.

2. Arrival, Preparation & Support Guests

- Arrive dressed and ready for your session.
- Outfit changes, makeup or hair adjustments, personal preparation, and prop setup count toward your reserved time.

- Solid colors and minimal patterns are recommended.
- You are responsible for bringing photo-ready clothing and personal items.
- If you expect to arrive late, you must notify Quick Pix in writing before your scheduled start time.
- Your session will still end at the originally reserved time.
- Late arrival reduces your available photography time and may result in fewer photographs.
- The photographer will remain available for your scheduled booking duration and is not obligated to extend the session or remain beyond your reserved time.
- Support guests are welcome but must not interrupt, direct, distract, or otherwise interfere with the photographer or session.
- Guests must follow staff instructions and venue capacity and safety requirements.
- Support guests are not automatically included as photographed subjects.
- Children must remain supervised.
- Please disclose accessibility needs, allergies, mobility limitations, or other considerations affecting safe participation before your appointment.

- We will make reasonable efforts to accommodate disclosed needs but do not provide medical supervision.
- Quick Pix is not responsible for lost, stolen, forgotten, or damaged personal belongings.

3. Props, Backdrops & Custom Setups

- Customers provide their own props unless provider-supplied arrangements are purchased separately and confirmed in writing.
- Props must arrive ready to use, with setup completed within the reserved session time.
- Included backdrops are limited to those stated in your package and available for your appointment.
- Provider-supplied balloons, flowers, cakes, decorations, furniture, specialty props, and custom backdrops require advance arrangements and a quote.
- Food, animals, liquids, glitter, confetti, smoke, flames, messy materials, and potentially hazardous items require advance approval.
- Backdrop appearance may vary with lighting, editing, and screens; an unavailable item may be replaced with a reasonably similar option.

4. Customer Cancellations, Rescheduling & No-Shows

- Payments are nonrefundable for customer cancellations except for the specific refund provisions below, applicable voucher terms, or refunds required by law.

Rescheduling Fees & Time Limits

- A request received at least 48 hours before your appointment incurs a fee of 25% of the package price, excluding add-ons.
- A request received less than 48 hours before your appointment incurs a fee of 35% of the package price, excluding add-ons.
- The applicable fee must be paid before a replacement appointment is confirmed.
- Each booking permits one customer-requested reschedule.
- The replacement session must take place within 30 calendar days of the original scheduled appointment, subject to Raise Nation's availability.
- Rescheduling does not restart that window.
- Reschedules caused by Raise Nation or approved severe weather do not count toward your one-reschedule limit.

If a Replacement Appointment Cannot Be Provided

- For a customer-requested reschedule, if Raise Nation cannot accommodate a replacement within 30 calendar days of the original appointment, the available package refund is limited to 25% of the package price, excluding add-ons.
- Any separately collected rescheduling fee for the replacement appointment that cannot be provided will also be returned.

- Separately purchased, unfulfilled add-ons will be refunded unless an agreed, disclosed, nonrecoverable custom cost has already been incurred.
- The 25% limit applies to the package-price portion of the refund, not the separately refundable rescheduling fee or unfulfilled add-ons.
- Separate provider-cancellation and approved-weather provisions apply to those circumstances.

No-Call/No-Shows

- If you miss your scheduled appointment without notifying Quick Pix by text or email before the appointment, you must make a new booking at full price.
- The 25% and 35% rescheduling options do not apply to no-call/no-shows.

5. Seasonal Packages & Discounts

- Mother's Day packages, holiday discounts, and other promotional offers must be used within 30 calendar days of the original scheduled shoot date.
- Any permitted rescheduled session must take place within that same window, subject to availability.
- Promotional packages and discounts cannot be carried forward beyond the deadline, and rescheduling does not extend their validity.
- If Raise Nation cannot accommodate a customer-requested replacement within the promotional window, the customer-requested rescheduling refund rules in Section 4 apply, including the 25% package-price refund, return of an unused rescheduling fee, and treatment of unfulfilled add-ons.

6. Inclement Weather & Provider Cancellations

- If severe weather makes travel unsafe, closes the venue, or prevents Quick Pix from safely providing your session, we will contact you to arrange a replacement date.
- No rescheduling fee applies to a weather-related change approved by Quick Pix.
- Reschedules caused by Raise Nation or approved severe weather do not count toward your customer-requested reschedule limit.
- For outdoor sessions, Quick Pix determines whether weather and lighting conditions are suitable.
- Light rain, cloud cover, wind, or temperature preferences do not automatically qualify for a complimentary reschedule.
- If weather may affect your attendance, contact us before your appointment; missing the session without texting or emailing requires a new booking at full price.
- Quick Pix may reschedule or cancel because of photographer illness, emergency, equipment failure, unsafe conditions, severe weather, utility outages, building issues, or other circumstances beyond reasonable control.

- If Quick Pix cancels and cannot offer a replacement date acceptable to you, you may receive a refund for the affected photography service.
- Quick Pix is not responsible for related travel, lodging, wardrobe, makeup, childcare, lost wages, or other personal expenses.
- If you are experiencing a contagious illness or symptoms that could place others at risk, contact us as soon as possible.
- Quick Pix may stop or reschedule a session for a serious health or safety concern.

7. Photo Selection & Standard Delivery

- After your session, you will receive a proof-gallery link.
- Submit complete final photo selections within seven calendar days of the proof-gallery email.
- For Full Experience, submit your selections or approval of the usable-image gallery as instructed.
- Proofs are for selection only and may not be downloaded, screenshotted, edited, published, or shared.

- Standard edited photos are delivered within 3–7 business days after complete, timely final selections are received, and no sooner than 48 elapsed hours after submission.
- Business days exclude weekends and holidays.
- The 48-hour minimum does not mean delivery is guaranteed within 48 hours.
- Earlier delivery requires a paid, confirmed rush option.
- Missing the seven-day selection deadline moves your editing and delivery to the next available opening in our schedule; the standard delivery timeframe will no longer be guaranteed.
- Paid rush delivery may be offered to prioritize late selections, subject to availability and written confirmation.
- Final images are delivered digitally.
- Download and securely back up your final images within 30 calendar days of delivery.
- Your gallery email will state the applicable deadline.
- Galleries and project files are not permanent storage, and availability after the download period is not guaranteed.
- Quick Pix is not responsible for files lost after successful delivery.

8. Paid 24-Hour Rush Delivery

- Rush fees are additional to your package price and apply only to the images selected for rush delivery.
- Remaining images follow the applicable standard schedule.
- A rush fee does not purchase additional images beyond your package allowance.

Edited Photos for Rush Delivery	**Additional Rush Fee**
Up to 5	$25
6–10	$45
11–15	$65
16–20	$85
More than 20	Custom quote

- Rush delivery is within 24 elapsed hours after both complete final selections and rush payment are received, provided Quick Pix has confirmed availability and accepted the request in writing.
- Your confirmation will state the delivery deadline.
- Advanced retouching is priced separately and may require additional time; its scope and deadline must be confirmed separately.
- If Quick Pix misses a confirmed rush deadline for reasons within its control, the rush fee will be refunded.
- This remedy covers the rush surcharge and does not promise a refund of the package price.
- We will communicate the revised delivery time.

9. Retouching, Creative Style & Paid Revisions

Light Retouching — Included with Edited Photos

- Minor enhancements create a polished, natural-looking photo.
- These may include lighting and color adjustments, cropping, blemish removal, subtle skin smoothing, and slight adjustments to body shape or facial features.

Advanced Retouching — Additional Fee

- Extensive changes or creative edits may include significant body or facial reshaping, detailed skin corrections, replacing backgrounds, combining photos, or adding, removing, or creating elements absent from the original image.
- Advanced retouching requires review and a price quote before work begins.
- Requests are subject to approval and may require additional delivery time.
- Exact results are not guaranteed.
- Rush fees do not include advanced retouching.
- Review our portfolio before booking.
- Inspiration photographs may guide a session, but exact recreations are not guaranteed.
- Posing, lighting, framing, image selection, cropping, coloring, and editing remain within the photographer's creative judgment.
- Differences caused by lighting, wardrobe, location, printing, or screen settings are not automatically defects.
- Edits outside our creative standards or considered deceptive, harmful, discriminatory, or unlawful may be declined.

Minor Revisions — $20 per Combined Request

- Revisions are not included.
- Submit minor-revision requests within seven calendar days of final photo delivery.

- A $20 fee covers one combined request across the session’s delivered photos, not a separate fee for each photo.
- Identify the affected photos and communicate all requested fixes together.
- Additional fixes submitted later may incur another $20 fee.
- Minor revisions may take up to two business days after payment and receipt of complete instructions.
- Business days exclude weekends and holidays.
- Advanced retouching is quoted separately and may take longer.
- Revisions do not include replacing a selected photo with a different image.
- RAW files, source files, rejected images, and unedited photographs are not included unless separately agreed in writing.

10. Client Photo Usage & Marketing Permission

- You may use your delivered photos for personal or commercial purposes, including websites, social media, business promotion, paid advertising, and print materials, without additional permission or licensing fees from Quick Pix.

- Quick Pix retains copyright to the photographs; this permission does not transfer copyright ownership.
- By booking a Quick Pix session, you authorize Raise Nation, its officers, photographers, and videographers to use photos from your session for marketing and promotional purposes, including portfolios, websites, and social media.
- If you do not consent to this use, notify Raise Nation in writing before your session.
- Selecting “Do not use my photos for marketing or promotional purposes” during booking records a written opt-out.
- For anyone under 18, separate, explicit written permission from an authorized parent or legal guardian is required before promotional use.
- Booking alone, silence, or an unchecked adult opt-out box does not grant permission to use a minor’s images.
- Declining promotional use does not affect the photography service.

11. Minors

- A parent or legal guardian must make the booking, accept the policies, handle payment, and remain present throughout any session involving a participant under 18.
- The adult must have authority to approve participation and must disclose any relevant custody restrictions before the appointment.
- The booking must identify each child’s name and age and the guardian’s name, contact details, relationship, and authority to consent.
- Participation consent and marketing authorization are documented separately, with signature and date.
- Marketing authorization is optional and is not preselected.
- Clothing, poses, props, and requested edits must be age-appropriate.
- The child or guardian may request a pause.
- The photographer may stop any unsafe activity.
- Requested body-shape or facial-feature changes require guardian approval and must remain age-appropriate.
- Booking communications and galleries are sent to the authorized adult.

- Quick Pix will not publish the child's full name, school, location, or other identifying details alongside promotional photos.
- Access to the child's information and gallery is limited to authorized recipients.

12. Safety, Conduct & Property

- Follow photographer and venue instructions.
- Running, horseplay, unauthorized equipment handling, and entry into restricted areas are prohibited.
- Weapons, illegal substances, smoking, vaping, and unlawful activity are prohibited.
- A person who appears intoxicated or impaired may be refused service.
- Unsafe, threatening, discriminatory, disrespectful, harassing, abusive, or inappropriate conduct may result in immediate termination without refund.
- Quick Pix may stop or modify unsafe poses, activities, props, or setups.
- You are responsible for damage or disruption caused by you, your participants, children, or guests.

- Reasonable repair, replacement, cleaning, and loss-of-use costs may be invoiced; unauthorized messy materials may result in cleaning charges.
- Participation involves ordinary risks of moving, posing, and using props around photography equipment and the chosen location.
- Follow instructions and disclose limitations that could affect safe participation.
- Nothing in these policies excludes responsibility that cannot legally be excluded.

13. Outdoor Locations, Printing & Service Interruptions

- Outdoor and on-location sessions are subject to weather, light, crowds, permits, property rules, and environmental conditions.
- Unless included in your offer, you are responsible for parking, admission, permits, and other location costs.
- Travel outside the standard service area may require an agreed additional fee.
- Third-party restrictions or interruptions may affect available photographs.
- Quick Pix cannot guarantee color, cropping, sharpness, or print quality from third-party printers.
- Check dimensions and cropping before ordering.

- Direct concerns about independently purchased print products to that provider.
- Quick Pix maintains reasonable equipment and backup procedures.
- If images are lost, damaged, corrupted, stolen, or not captured because of equipment or storage failure, accident, or circumstances beyond reasonable control, the available remedy is a reshoot or refund of the amount paid for the affected service, subject to applicable rights.
- Severe weather, natural disasters, government restrictions, public emergencies, utility outages, building closures, transportation disruptions, civil unrest, and comparable circumstances may prevent or delay performance.
- We will work in good faith to reschedule when practical, with the provider-cancellation and weather provisions above applying where relevant.

14. Privacy, Disputes & Written Agreements

- Client information is used to manage bookings, communicate about sessions, process payment, and deliver photographs.

- Contact and payment information will not knowingly be sold.
- Protect gallery passwords and download links.
- Booking records and image files may be retained for business, legal, backup, and archival purposes, but long-term storage is not guaranteed.
- The applicable Raise Nation privacy policy also applies.
- Please contact Quick Pix with a payment or service concern so we can address it.
- Disputed payments may be challenged using booking confirmations, attendance records, communications, gallery activity, and delivered files.
- This does not limit lawful consumer rights.
- These policies, your selected package, invoice, and written booking communications form your service agreement.
- Exceptions must be approved in writing.
- If a provision is unenforceable, the remaining provisions continue to apply.
- Applicable consumer rights are not waived.
- Gift cards and purchased vouchers retain their issue-specific conditions.

15. Contact

Text only: 833-736-3777

Email: contactraisenation@gmail.com

Contact page: https://www.raise-nation.com/contactus

Baltimore booking: https://www.raise-nation.com/quickpixbaltimore

DMV booking: https://www.raise-nation.com/quickpixdmv

Use email or the contact page for written notices, including late-arrival notifications and marketing opt-outs. Include the booking name, appointment date, and enough detail for us to identify your reservation.