



Joe Knows Photo UK

Client Guide - Images & post shoot.

Where are my photos stored?

They have been securely uploaded to a cloud based gallery and are available online at a URL you should have received in an email. (in addition to any password information where the gallery is private). If you are having trouble finding the gallery link and password email, try searching 'photos for' in your email client such as Gmail to filter the results. Galleries can also be found via: www.joeknowsphoto.co.uk

If the gallery is publicly available and you prefer it to be password protected, please let me know. I will immediately change the settings. Some events and sessions will be protected by default, such as situations where compliance with any safeguarding measures is required.

For most corporate events or public events, the gallery **will not be password protected until requested.**

Should I also save my photos?

Your gallery will be hosted for 6 months by default as a minimum period. Having said that, it is highly recommended that you download them in the highest resolution available and store them using a backup service such as Google Drive, OneDrive, iCloud, Dropbox or other cloud based storage at the very earliest opportunity you have.

I recommend you ask a close family member or friend to download them in high resolution too as an additional way to backup a copy of your photos.

Can I get copies of all the photos that were taken?

In short, yes and no. You will never get all, but it is possible to receive a lot more!

Depending on the package or session booked, you may only be released a limited number of images for download - to release all approved images, a "Full Gallery Release Fee" is payable.

On average for most sessions or events, many more photos are captured than are actually presented to you.

I personally select the best photos based on their photographic merits, story being portrayed and those that accurately reflect my work to the standard I expect. I find an excellent balance between **high quality**, fair **quantity** and **value for money**

If you received every photo, you would also get many duplicates and images that are near identical, test photos etc.

During times when I am shooting portrait and outdoor lifestyle photos, there may be bursts of photos taken per second (up to 15 per second!) but only a few selected on purpose to capture the most natural and flattering images - no one wants those 'half shut-eye' photos finding their way to Facebook or Instagram!

If you feel that there may be a photo missing from a moment or group photo that you recall me photographing, please let me know and I look back through my image catalogs.

**For everyone,
even the furry
family members**



Can you remove blemishes or spots from a photo for me?

Absolutely yes! Blemishes and spots are individually manually removed using professional editing software. Where possible in all close-up posed portraits.

It would not be feasible to remove small blemishes and spots from all photographs in a large gallery (such as an expo or birthday party) However I do offer a touch-up service for selected photos on request (please ask for a quote).

If you are viewing any portrait photos and you spot something that needs fixing that may have been overlooked - I am human! (such as a small bruise, spot or other blemish) then please let me know, I would be more than happy to correct it further (which sometimes can be a matter of taste).

I think some images look dark (well, to me at least)

This may be a combination of personal preference (we all like what we like!) or you may be looking at photos on a screen which is not colour and light accurate. If you believe some photos are too dark, drop me an email or call and I will certainly look to see if additional minor alterations will help you.

A small number of photos may be intentionally, creatively or artistically either shot or edited to be darker, such as silhouettes; or have vignetting to the edges of the shot to draw the viewers eye to a specific focal point. .

Why are some photos only supplied in Black & White?

Some photos may be provided by default in black and white. Normally they will be provided in addition to full colour version (where package includes), however from time to time it may be that only one version of the image will be supplied. This is done for one of three reasons:

(1) Image may look better or have more impact in black and white; or as it draws more attention to the subject. (2) The photo may only aesthetically work or look good in black and white only (there may have been strong unwanted colour cast such as green or pink from other light sources). (3) The photos portray a candid or emotional moment, and this works really well in black and white to convey the story, rather than seeing distracting colours in the frame.

In the example below at a party, the background is drab, grey and dated in 'real life' - as a monochrome image the subtle emotion between siblings is what your eye is drawn towards.





Y O U R S

POST DELIVERY

Once purchased, what can you do with your images? Well let's explain, but the memories are YOURS.

Can I print the images?

Yes, yes a million times yes!

I recommend using the maximum resolution files which are sent to you once any final edits are made. Please be aware that any prints you purchase should be bought to reflect the supplier's resolution, DPI / PPI requirements. Not all images will print to 80 inches x 120 inches. Typically most people print up to 12 inches x 18 inches (think A3 sized) and then add a mount and frame. Canvas printing is a little more forgiving.

The built in shop on your gallery is interactive and will advise you if the resolution is not suitable for the size print you are looking at.

You can of course use a vast range of suppliers - from supermarkets, to web sites, but there are many advantages to paying a little more for your printed items and using a professional photo printing lab, as used by Joe Knows Photo UK.

Can I share with family or friends for them to use / print?

Again, Yes - they are YOURS. Once purchased either by default in your package or with the retrospective "Full Gallery Release Fee" - all Images purchased are free to use except Commercial / Advertising (unless agreed in writing).

In fact, you can also have a mobile app to share with family and friends for quick and easy viewing straight on your mobile desktop!

Where stated - discount codes provided to you can also be used by family members for items bought directly via your gallery with my Lab partner.

Can I crop the photos?

Simply put - Yes you can crop the photos (they are YOURS), however cropping and exporting the JPEG again you will lose some detail and clarity.

If there is a particular photo you prefer to be cropped differently, please let me know and I can do this for you and retain more quality (although the resolution will always decrease during cropping).

Can I add filters or edit for Instagram etc?

Further applying filters, cropping or editing a JPEG photo will result in a degraded photo when it is saved again.

It is not recommend that you further edit any photos such as applying filters in Instagram etc, especially if you are printing from the file. You are of course welcome to ignore this advice.

Do I have to buy items through Joe Knows Photo UK?

I do not obligate you to buy prints from myself - you do of course at least need to own the digital files. If you have not bought them yet, you will need to do so first. Then you may use them at your own retailer.

You will by default have an online store created for your gallery for instant downloads, or you can order items via my integrated Lab Partner, providing industry class professional printing and wall art. If pricing is an issue, I can also manually order via a number of approved suppliers or in some cases produce locally at my home studio - quoted on a case by case scenario.



CHILDREN & FAMILIES



SPORTS & EVENTS



**Capturing
high quality,
natural
moments.**