

FREQUENTLY ASKED QUESTIONS

Do we have to have an appointment?

Although walk-ins are welcome, we do not make any promise how long it might take to fit you in between appointments or how long you might wait. We also will not stay open once all of our appointments are finished. Appointments are always recommended. Please check our calendar at silverstarpicturesbunnies.com & select the Bunny Schedule Tab, when we have a date marked SOLD OUT, we will not take walk-ins. You should always call first to see if we have availability, especially weekends and the week of Easter.

If we spend time with a bunny and we do not like any of the pictures, do we still have to pay a minimum fee?

Yes, first, **we do not guarantee smiles**, you must bring those with you, and whether or not you select an image, you will be charged the minimum fee of \$30 plus \$5 for each additional child in the session. Due to our scheduling we cannot do retakes. Remember a portion of the session fees are donated to RabbitRescue and hopefully you will understand that we must charge for every visit regardless of whether or not an image is selected from the photo shoot.

Can we select the bunny? Can we hold the bunny?

Usually not and no. We are very safety conscious -- both for the children and the bunnies. All of our bunnies are adorable, friendly and have experience in sitting with children for photos. However, **we** select bunnies that we know are rested to prevent them from becoming stressed. We appreciate your understanding.

Can we have more than one bunny in the session?

Again, for safety reasons we don't usually have more than one bunny in the session at a time.

How long are the bunny sessions and can we have more than one pose during a sessions?

Our photo sessions are scheduled every 5 minutes which allows for a 5 minute session with a couple of minutes between sessions to get settled on the set. If you have multiple children and you want individual poses plus a group pose you should book appointments back to back for each pose. You are required to make a minimum purchase for each pose and appointment made. If you do not reserve the time for multiple poses and we are fully booked we may not be able to accommodate your requests.

Can we take photos with our mobile device or record the session?

No, personal photography is NOT permitted. One of the primary reasons is that while the photographer is attempting to get the best professional image, parents many times distract their kids by having them look at their devices and it makes it difficult if not impossible for our photographers to get the right image.

If you would like to schedule a time to take your own images, let us know and we will work out a time and pricing for you to use the set and have a wrangler available to help with the bunny.

Any Additional Questions, please call 972-834-4300 OR 214-695-2861,