

APPOINTMENT FAQs

WHAT KIND OF APPOINTMENT SHOULD I SELECT?

- **Grad Sitting:** There is no sitting fee and this selection includes a 20 minute session with 9-12 creative poses and various backgrounds (including your class composite photo if applicable). We offer official graduation caps and gowns as well as diplomas, books, bouquets and other fun props to preserve special moments in style.
- **Reshoot - \$25 plus tax:** If you would like to come back for a second session, you are welcome to book a reshoot. For \$25 plus tax we will combine all of your photos into one gallery.
- **Class Composite Photo Only:** no appointment is required for this service. If you wish to only have the class composite photo taken, you can walk into our studio any time during our open hours and we will take just your class composite photo in between appointments. This photo is not available for purchase.
- If you don't see your exact degree in the drop down menu, just choose the closest and add a note on your appointment. We double check your full degree with you when you come for your appointment as well.

IF I MISS MY APPOINTMENT OR I AM LATE, IS THERE A REBOOKING FEE?

- If you need to cancel your appointment, we ask that you give us as much notice as possible so other graduates have time to book that spot.
- **MISSED APPOINTMENTS:** Any appointments that are missed without prior notice will be charged a \$25.00+tax rebooking fee (due at the time of your appointment).
- Appointment times are 20 minutes. If you are late, please be aware that we may not have time to accommodate additional requests (e.g. groups, special props, dogs). If you are more than 8 minutes late, your session will be automatically canceled as we will be unable to provide the quality and quantity of photographs in the remainder of your session that this milestone in your life deserves.
- Please click here for more information: ****[CANCELLATION/LATE POLICY](#)****

HOW EARLY SHOULD I ARRIVE FOR MY APPOINTMENT?

- We ask that you arrive 5-10 minutes early to give yourself time to find parking and to fill out a form once you arrive. Please arrive fully dressed and ready for your shoot.

CAN I BRING A FRIEND?

- Yes! You can bring up to three guests with you to your session for a group photo. We ask that all guests wait outside until it is time for the group photo. **Please note that we can only accommodate one individual graduate per appointment time so if your friends would also like individual photos, they will need to book their own appointments.**

CAN I BRING MY PET?

- We allow certain pets to join you for your session for a \$25.00+tax fee. Please click here for more information: ****[PET POLICY](#)****

DO I NEED TO BRING ANYTHING?

- We provide official graduation caps and gowns as well as diplomas, books, bouquets and other fun props. There is nothing that you are required to bring, however you are welcome to bring an item that is significant to you.

WHAT SHOULD I WEAR?

- The gown has a v-neck so we recommend a blouse or collared shirt with a tie. If you do not want anything to show at your neck you could instead wear a tank top or a lower-cut shirt. Your pants and shoes will not show in any photos.
- **Common Law** - We provide the tuxedo shirt and tabs so please wear a white t-shirt or tank top. The law tabs will be disinfected by spray or steam between each use. If you have sensitive skin, please bring your own shirt with winged collar to wear.
- Click here for more information: ****[WHAT TO WEAR](#)****

WHAT IS A CLASS COMPOSITE?

- It is what you see displayed in some faculty halls with all the photos of the graduates who were photographed and their name underneath.

DOES MY DEGREE HAVE A CLASS COMPOSITE?

- Not all Student Associations/Faculties arrange a class composite. If they do, you will receive information directly from your Student Association or Faculty. Photography deadlines will vary and be communicated through them as well. If you are not sure, just email us and we will let you know if one has been arranged for your degree.

DO YOU HAVE A WAIT LIST FOR APPOINTMENTS?

- No but we are open all year so keep checking back on the booking site - new spots open up often and will reflect instantly on our site. *HINT*- Sundays seem to be a time when we receive the most cancellations for the upcoming week.

I AM A uOTTAWA STUDENT AND I SEE THAT THEIR LOCATION IS FULLY BOOKED, CAN I BOOK AT THE CARLETON LOCATION INSTEAD?

- We do not have uOttawa hoods at the Carleton location, and we do not have Carleton hoods at the uOttawa location. Both universities have their own unique style of hoods and gowns.
- Please make sure to have your composite photo taken at the correct university.

I GRADUATED A FEW YEARS AGO, IS IT TOO LATE TO GET MY GRADUATION PORTRAITS DONE?

- Nope - it is never too late to get them done! There are deadlines to be included in a class composite (if applicable), but it is never too late to have your personal portraits taken.

I GRADUATED FROM A DIFFERENT SCHOOL, CAN I STILL BOOK AN APPOINTMENT AT PORTRAITS NOW?

- Yes! We accept graduates from any school (high school and middle school included). Please note that each school has their own unique style and colour of hoods and gowns, but we can work with you to find something similar at either of our studios. Please leave us a note on your appointment booking to give us a heads up.

STILL HAVE A QUESTION? CONTACT US!

- Carleton: 613-526-8899, carleton@portraitsnow.ca
- uOttawa: 613-232-1165, uottawa@portraitsnow.ca

WHERE ARE YOU LOCATED?

<p>Carleton University Location Mon-Fri 9am-5pm 1125 Colonel By Dr 1st floor Nideyinàn building (formerly the University Centre) Room 131C Ottawa ON K1S 5B6 (down the hall from Ollie's Pub)</p>	<p>uOttawa Location Mon-Fri 9am-5pm 85 University Private Room 028 Ottawa, ON K1N 1H3 (down the hall from Pivic Store)</p>
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