

frequently asked questions

1. Where are you located?

I'm located in Sydney's Northern Beaches.

2. What is the turnaround time?

I typically required 5-10 business days to plan, shoot and turnaround images. Faster turnarounds are possible. Please call or email hello@mamabear.com.au to discuss if you need a quick turnaround.

3. What information do you need for the shoot?

In order to make sure that I deliver images that are aligned with your brand and appealing to your target audience, you will be asked to complete a short questionnaire. This should take you no more than 5-10 minutes.

4. How do I get my products to you?

You can send your products via Australia Post or courier, or deliver them directly. Any products that are sent for the shoot will be returned unless otherwise specified. Please include a postage paid envelope or organise a courier to collect the products at the end of the shoot if that's your preferred delivery method.

5. In what format will I receive the images?

You will receive high-quality images in JPEG format which are optimised for social media use. You can choose whether you want to receive the images in original format (portrait or landscape) or square format so that it's Instagram ready. Images are sent via Dropbox or Google Drive.

6. Will my images be edited?

Most of the work I produce is for social media purposes. The photography fee includes standard editing such as cropping, adjusting the colour temperature, exposure, contrast etc. to ensure that your photos look amazing!

7. How do I pay for photography?

Payment can be made via bank transfer (direct deposit). A 50% deposit is required upfront to secure the booking.

8. Do you charge for props?

I have access to some wonderful props for your shots like homewares, linen, stationery, jewellery, beauty products, and more. However, if we require additional perishable items then you will need to cover the cost of these props.

9. How do I book?

Simply send an email to hello@mamabear.com.au indicating your photography requirements and then you will be provided with a more detailed quote.