



FAQs

236-700-0808 | hello@cardinalvow.com | cardinalvow.com

Communication 🙋

- Cardinal Vow Media uses Honeybook as the primary communication tool. The communication will be routed to your email you provided during sales but you **MUST** save hello@cardinalvow.com as a contact in your email so ensure we don't end up in the junk/spam folder.
 - To access the client portal go here: <https://cardinalvow.com/mywedding>
 - Login with the email you used to receive your contract.
 - The photographer(s) and videographer(s) will reach out to you as soon as possible, through Honeybook.
 - You can see some more FAQs at <https://cardinalvow.com/faq>
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Shooting Style 📷

- Cardinal Vow Media specializes in candid/photojournalist photography style. This is a shooting style that tells the events of the day as they happen. We are wedding story tellers!
- We do very few pre-arranged and posed shots except for during family photos.
- We will do some "posed-candid" shots during the formals where we will guide you through poses that look candid.

Editing Style, Songs & Delivery

- Cardinal Vow Media promises that you will receive the editing style that you see in our gallery pages.
- Editing style is based on the discretion of Cardinal Vow Media editing team.
- We do not do any photoshopping of any photos or videos.
- Sneak Peek photos will be delivered 14-20 days after your event date.
- Video Reels (60 sec) do not arrive before the highlight video unless you'd like to rush order it for \$199.
- Video editing requests must be sent to hello@cardinalvow.com within 7 days after your wedding day, preferably before your wedding day.
- Turnaround time to receive your final products is 8-10 weeks past your wedding day.
- All media will be delivered to you via an online platform, in which you can also download from.
- All songs for any video must be picked from the designated song website while following the instructions that are provided in the Final Details Questionnaire.
- For more information on video FAQs go to <https://cardinalvow.com/faqfilm>.

Meals for the Team

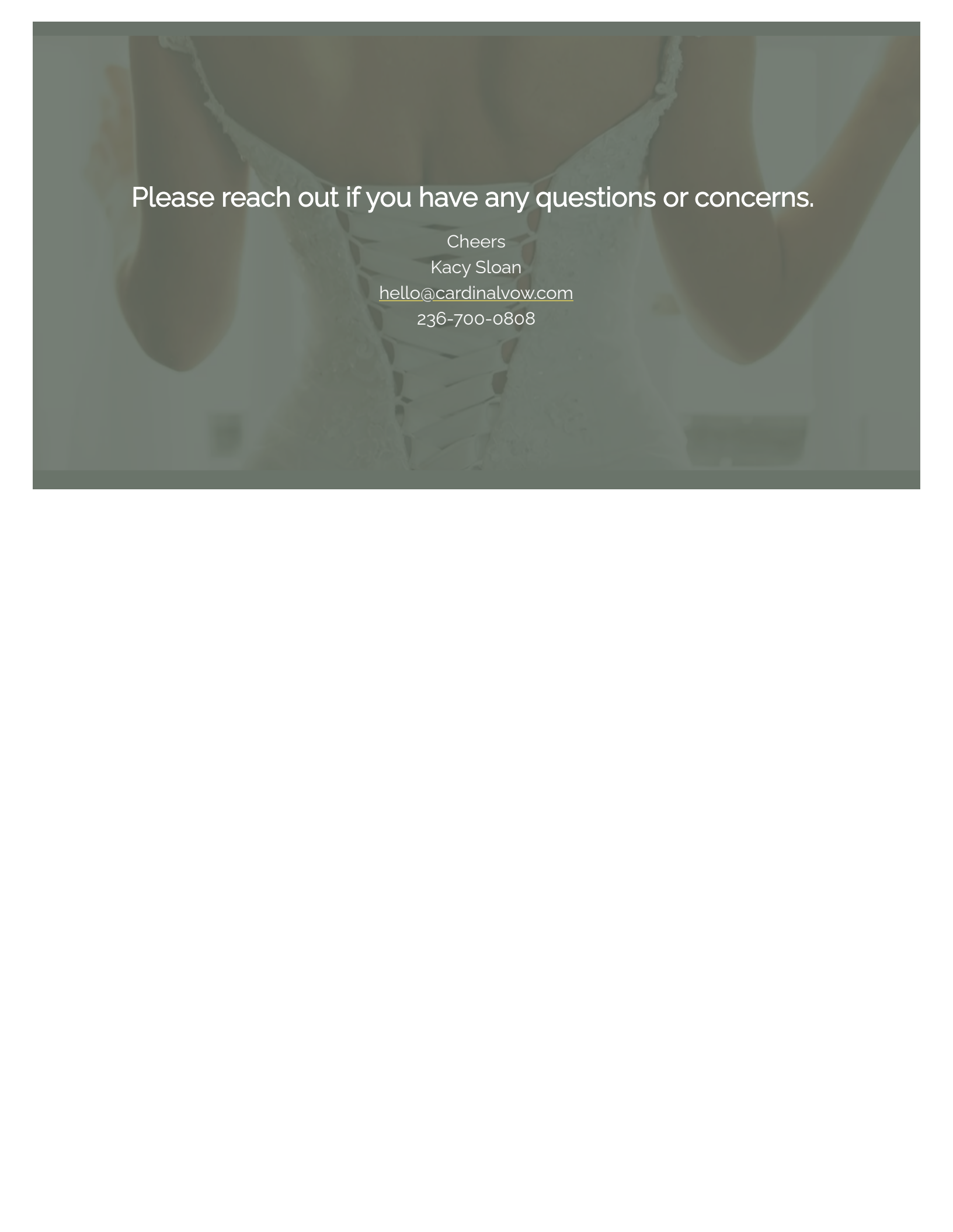
- Any booked time over 6 hours per team member will require a meal, provided by you.
 - Snacks and water should be provided for all team member during the day.
 - Half hour meal breaks need to be included in your booked time, not in addition to.
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Travel & Extra Hours

- Travel pay to the initial location will be discussed during the sales process and may change if the location changes.
 - Travel time between locations after the start time of the team members is considered part of the total hours booked.
 - Engagement Session travel fees will be discussed with the media manager and added to the final payment before your wedding day.
 - Extra Hour pay is \$150/hr per team member.
 - Extra hours can be added before your wedding day or after, depending on if the timeline on the day of your wedding goes overtime. In which case you will be invoices after the wedding date.
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Planning & Questionnaires

- Cardinal Vow Media will provide you with a very special Media Hints Brochure that will help with designing your timeline and things to think about before your big day.
- Please reach out to Kacy at hello@cardinalvow.com if you'd like some help organizing your timeline.
- We will also provide a Final Details Questionnaire that is a crucial part of ensuring that we receive all the information we need from you to perform our best. This must be filled out and returned to us a minimum of 4 weeks before your wedding day.



Please reach out if you have any questions or concerns.

Cheers

Kacy Sloan

hello@cardinalvow.com

236-700-0808