



HeartsApart.org

FREQUENTLY ASKED QUESTIONS FOR “PHOTOFEST” SEYMOUR JOHNSON AIR FORCE BASE

We have put together a list of FAQ and answers based on past portrait sessions and the military families we have serviced. As an organization that is primarily supported by volunteers, our phones and social media pages are not answered around the clock and the information below may be very helpful to you if you're unable to reach one of our team members directly.

QUESTIONS SPECIFIC TO THIS PHOTOFEST

When and where will this photo event take place?

The Seymour Johnson AFB PhotoFest is scheduled for Saturday, August 17 and Sunday, August 18, 2013. All photos are scheduled to be taken at Eagles Landing on base. Each participating family will be assigned a specific time for their portraits to be taken and should plan to arrive at least 15 minutes prior to your assigned session.

Who is eligible to participate in this event?

Service members who are scheduled to deploy between August 17 and October 31 and will be serving abroad and separated from their family for 120+ days are eligible for this event. If you are scheduled to deploy after October 31, you should submit your portrait request following the instructions under the Schedule Your Portraits section of our website.

How do we sign up for this event?

- Go to the HeartsApart.org website's event page and follow the link for the HeartsApart.org Portraits of Honor PhotoFest or follow this link:
<http://www.heartsapart.org/events/SeymourJohnson/>
- Once on the proper page, you will need to follow the link and complete the online Seymour Johnson AFB PhotoFest Request Form.
- You must also download the HeartsApart.org Model Release Form and then complete that form and either email the completed releases to Portraits@HeartsApart.org OR fax them to 910-815-3828.
- Once both your request form AND your model releases are received, we can schedule your session.

How quickly will we hear if our portrait request is approved?

After submitting your information to HeartsApart.org, you will receive an immediate email confirmation that your form has been received. Once we have received your signed Model Release Forms you should expect to hear from us within 3-4 business days after that time and that contact will be made with you via email.

How long does a photo session take?

Each family is being scheduled for a one hour session. You will want to arrive at least 15 minutes prior to your assigned portrait session.

What can we expect to happen during a PhotoFest photo session?

We are offering this photo event in order to provide portraits to the maximum number of military families facing a deployment from your community and so the sessions will last for approximately one hour per family. Your family photos can be as formal or casual as you like. However, so that we offer a consistent experience to all of our participating families, and to honor the serviceman or woman, we will follow the template below.

- Portrait of Honor or Portrait of Courage: We will begin by photographing the service member in their full uniform, so the service member should be ready at your scheduled session time in their choice between Full Dress Uniform (including ribbons, hat, shoes, belt, shirt, etc.) or Dress Down / Combat Ready Uniform (including helmet, body armor, boots, etc). This is an important picture so please be sure you bring the full uniform of your choice. We know that the military has certain standards when it comes to published photographs of service members so we ask that you take extra time to make sure you have everything they need. If you select the combat-ready option, we suggest that you bring everything that is military issued (we can use anything and we like to get creative and have options).
- The service member **ONLY** will be allowed a wardrobe change if they wish to change from their uniform to their civilian clothing.
- Couple and Family Photos: Next we will take a family photo. The service member will change into civilian clothes and of course if you have children, they will be in these. This is also where we like to be creative so be sure to wear outfits that embody your personalities (as formal or playful as you'd like to get). We will also incorporate some family photos while the service member is in uniform as well.

What do we bring with us the day of the photo shoot?

We want you to be prepared and to also be creative. This photo session is about what will be meaningful to you and your family. At minimum, please bring the following:

- Full uniform for the service member with all necessary accessories
- Change of civilian clothes **FOR THE SERVICE MEMBER ONLY**
- Meaningful items (letters, jewelry, teddy bear, etc.)
- One or two items that may help to occupy time for any children during the times when Mom and/or Dad are being photographed

Why do we need to fill out a model release?

Since HeartsApart.org is a non-profit organization based solely on photography, we may use some of the photos from session to build awareness for other military families who may be facing deployments and to advertise our organization to individuals who can help fund our efforts for military families. That is why we require you to sign a model release form so that we may keep more families connected during deployments.

Who do we contact if our schedule changes?

Please note that families are being scheduled on a first-come basis and there is currently a limited number of spaces available. If your schedule changes, we may be unable to reschedule you.

However, if you do have a schedule change, please contact Mary Heath at Mary@HeartsApart.org.

How can we get pictures printed? Can we order prints from the session?

HeartsApart.org wants this portrait session to be a gift to your family as our way of saying thank you for your service to our country. As a result, we do not require you to order pictures from any particular source. You are provided with a DVD of approximately 20 photos from your session. You will also receive a print release from HeartsApart.org so that you may get your photos printed anywhere you like. If there are any issues, all contact information for HeartsApart.org is provided on the print release.

How long does it take to receive the photo bi-fold and the DVD?

On average, it takes 4-6 weeks for us to produce and distribute the bi-fold and DVD. If you have not received it after 6 weeks, please contact us at Portraits@HeartsApart.org. Our goal will be to distribute these items prior to the scheduled deployment, but we cannot guarantee their delivery date.

What if I'm unavailable for the PhotoFest, is it too late for me to have portraits taken through a separate HeartsApart.org photo session? How much advance notice do you need to schedule a portrait session prior to a deployment?

If you are unavailable on August 17-18, you can submit a request for a traditional HeartsApart.org photo session. However, please keep in mind that there will be a limited amount of those sessions available, so if you can make it to the event, you have a better chance of being photographed. The process works best when we have at least one month's notice.

ADDITIONAL QUESTIONS ABOUT HEARTSAPART.ORG**Do you take homecoming photos?**

The mission of HeartsApart.org is to keep military families connected during deployments and for that reason, we do not currently provide homecoming photos.

Are we able to request a portrait session through Facebook?

No. Because our organization is supported by volunteers our Facebook page is not managed around the clock. So that we don't miss your request, we must have all portrait requests coming through the same source. Click on the "Schedule Your Portrait" link on our website for the most updated process.

Can we directly contact one of the photographers listed to schedule a portrait session?

Please don't. For many reasons, we need to ensure that we all follow the same process for scheduling a session. Our photographers donate their time and talent so we want to make the scheduling process as easy as possible for them and you by having one main contact with HeartsApart.org.

What kind of photos do you schedule?

At this time, our organization takes pre-deployment photos, photos during R&R if a family was unable to be photographed prior to the deployment, and photos of newborns who are born while the father is deployed and unable to be at the birth due to his military obligations. We also offer portrait sessions through newly added PhotoFest events when we are expecting to photograph many families in a shortened period of time.

Do you take photos during deployments?

Please refer to the answer above. At this time, the only photos during a deployment are family photos taken during R&R if a family was unable to be photographed prior to deployment. Because our mission is to keep families connected during deployments, we may on occasion schedule “photo events” for special occasions where family members are photographed and the photo bi-folds are sent to the serviceman or woman for example photo sessions of children during “Month of the Military Child”. If you have suggestions on appropriate photo events, please email those ideas to Events@HeartsApart.org.

Are there any additional discounts or benefits offered through HeartsApart.org?

Yes and we are always looking to expand the ways you can use these photos.

Currently we have a partnership with FatHead to provide 20% off your entire purchase. You will receive a code for this benefit when you receive your DVD.

If you have additional suggestions or contacts at organizations who may be willing to partner with HeartsApart.org, please email Sponsors@HeartsApart.org.

I still have questions, who do I contact?

For questions prior to scheduling a portrait session contact Mary Heath at mary@heartsapart.org....

If you have questions after your session is already scheduled contact Mary Heath at mary@heartsapart.org

To become a HeartsApart.org photographer send an email to Photographers@HeartsApart.org

If you have questions on how we are funded and what you or others can do to assist, please contact Teri@HeartsApart.org