



HeartsApart.org

FREQUENTLY ASKED QUESTIONS FOR PORTRAIT SESSIONS

We have put together a list of FAQs that are most commonly asked by our families. As an organization that is primarily supported by volunteers, we are not able to respond to questions around the clock, so the information below may be very helpful to you.

Who qualifies for a HeartsApart.org session?

- 1) Military families that are facing a deployment where the service member will be gone for 120+ days.
- 2) Military families that have a service member home on R&R from a deployment.
- 3) Newborns who are born when the father is unable to be present at the birth due to a deployment overseas.
- 4) Couples must be married in order to participate in a portrait session.

Is it too late? How much advance notice do you need to schedule your portrait session?

The process works best when we have at least one month's notice before a deployment. However, if you or your loved one is scheduled to deploy, please forward your request to us as soon as possible regardless of how short of notice the time frame is. If the time frame is extremely limited, we may not be able to find a photographer that is available, but we do everything we can to accommodate all requests.

How do we request a portrait session?

To request a portrait session, you will need to go on to our website: www.heartsapart.org, click on "Schedule Your Portrait" and then click on the link that says "Portrait Session Request Form". Once you have filled out the form, please email a photo or photos of who you would like to be photographed to KristenM@CastleBranch.com. After submitting this information, it will take approximately 24-72 hours to hear back from a HeartsApart.org representative.

Can we request a portrait session through Facebook?

No. You must submit your request by filling out the "Portrait Session Request Form" on our website.

Can we directly contact a photographer listed on the website to schedule a session?

Please don't. For many reasons, we need to ensure that we all follow the same process for scheduling a session. Your HeartsApart.org representative will be the one that helps coordinate the communication between the photographers and families.

What type of photo sessions are offered?

At this time, our organization provides pre-deployment photos, photos during R&R if the family was unable to have photos done prior to the deployment, and photos of newborn babies who are born while the father is deployed abroad due to their military obligations.

Do you offer homecoming photos?

No. The mission of HeartsApart.org is to keep military families connected while they are away on a deployment and for the reason, we do not currently provide homecoming photos.

How long does a photo session take?

The length of a session will vary depending on the size of your family. On average a session will last about two hours.

Who do we contact if our schedule changes?

If your schedule changes and you need to cancel or postpone your photo session, please contact Mary Heath at KristenM@CastleBranch.com. She will contact your photographer to cancel or reschedule your session.

If you run into last minute delays on the day of your session, please contact your photographer via email or phone ASAP. Your photographer's email is always copied on the confirmation email we send to you.

Why do we need to fill out a model release form?

Since HeartsApart.org is a non-profit organization based solely on photography, we may use some of the photos from the sessions on our website or social media pages to build awareness for other military families who may be facing deployments. We also may use photos to advertise our organization to individuals who can help fund our efforts to help sustain this organization for our military community.

How do we preview our photos?

After your photographer has completed editing your photos, we will send you a secure link to view the photos in an online gallery. You will be asked to decide which four photos you would like printed on your service member's bi-fold. Please send your bi-fold selections to KristenM@CastleBranch.com.

Can we print our photos and post them on social media sites?

You will be provided with a DVD of approximately 20 photos from your session. You will also receive a print release so that you may get your photos printed anywhere you like. Please keep in mind that if you decide to post your photos on social media, please credit HeartsApart.org and the photographer that did your session. That way, we can continue to help spread the word for other military families.

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

On average it takes 6-8 weeks for us to produce and distribute the bi-fold and DVD. If you have not received your package after 8 weeks, please contact Mary at KristenM@CastleBranch.com.

If you still have questions, please contact Kristen at KristenM@CastleBranch.com