

# — A YEAR TO — REMEMBER

GET EXCITED. GET INSPIRED.  
GET READY FOR GRAD PORTRAITS.



*Prestige*  
PORTRAITS

## ONLINE BOOKING OPEN NOW

### Royal Bay Secondary Retakes

**Date(s):** January 31-February 2, 2023

**Time:** 8:30AM – 8:50PM

**Location:** Trailer\*

\*Our trailer is accessible only by stairs. If a student requires assistance or a different location, please let Lifetouch know so we can make arrangements.

## GOOD TO KNOW:

- A \$30 sit fee will be due at the time of your appointment in either cash or check if you are scheduling for an original session.
- If needing retakes, please bring your proof package so we may help you leave satisfied!
- You may include a plus-one or pet for one photo if your school allows.
- Please arrive to your appointment wearing your outfit of choice. For the cap & gown photos, it is suggested to bring a scoop or V-neck top to wear under the gown unless wearing a collared top with a tie.

### PLAN & PREPARE FOR YOUR SESSION AT

<https://schedule.prestigeportraits.ca/schedule/home.html?BC&Victoria>



If you have any further questions regarding booking an appointment or what to expect, please contact us:

**qvarea@lifetouch.com**

## FREQUENTLY ASKED QUESTIONS:

### What do I bring?

Please arrive to your appointment wearing your outfit of choice. For the cap & gown photos, it is suggested to bring a scoop or V-neck top to wear under the gown unless wearing a collared top with a tie. You may include a plus-one or pet if your school allows.

### What do I bring for retakes?

Please arrive to your appointment wearing your outfit of choice. Please also bring your proof package so the photographer and you can see what needs to be corrected so you may leave satisfied! We will focus on the images you wish to purchase, giving more time to achieve the look you desire!

### What if my name does not appear on the list when booking?

If you run into any problems when booking your appointment online, please reach out to us here at Lifetouch. We will manually add you in to the system and can help book the appointment for you.

### How will I get my photos afterwards?

You will receive an email containing an access code to view your proofs online approximately 1 week after your images are received by the lab. You will then receive the physical proof package in the mail approximately 2 weeks after your photo date.

### Who can I contact regarding photo order inquiries?

If you have any inquiries regarding access codes, proof whereabouts, photo orders, etc., please reach out to our Prestige Customer Service Experts by phone (1-888-676-1647) or through live chat on [shop.prestigeportraits.ca](http://shop.prestigeportraits.ca) (click on **Chat with an Expert** in the bottom right-hand corner).



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