

# Picture Day Questions and Answers

**Q. When is my student's photo day?**

A. Kindergarten through second grade & High School students will have their photos taken on Tuesday October 1, 2019. Third through eighth grade students will have their photos taken on Wednesday October 2, 2019

**Q. What if my student is absent on their photo day?**

A. Your student will have their photo taken in January 2020 , The date has not been set yet.

**Q. How do I know if the school has received his/her photo day order?**

A. On each order form is a space for an email address. Please make sure you enter your email address and we will email you a confirmation that we have received your order. IF you dont receive in email with in two days of having your student bring in your order form please email [cccr@presidioschool.com](mailto:cccr@presidioschool.com).

**Q. Is photoday a free dress day?**

A. Yes, Kindergarten through second grade will have free dress ONLY on Tuesday October 1, 2019. The third through eight grade will have free dress ONLY on October 2nd, 2019. Students that show up not in uniform will be charged a \$2.00 rental fee to borrow a uniform shirt.

**Q. Do I have to order a package or can I get something smaller?**

A. There is a place on the order form to order ala carte and a specialty area where you may order just those items.

**Q. What if I need cash back from my order?**

A. If you require change it will be refunded by the photographer within 5 to 7 days after photo day.

**Q. If paying by credit card what do I do?**

A. There is a place on the envelope for you to put your credit card information. This is the only way they accept credit cards.

**Q. Can I order after picture day?**

A. Yes, but late payments/orders will be subject to an \$8.00 late fee. Any order received after 8:00 AM on photo day is considered late.

**Q. Can I see my student's photo online?**

A. We do not post pictures online. We do have a website where we can post a link but the online ordering system is not available for the school's special events that we photograph. The reason for this is to keep package pricing as low as possible.

**Q. What are my background color choices ?**

A. Blue, Purple, Gray, If you aren't ordering a package or a la carte photos, your students photo will be taken with the BLUE background color.

**Q. If I'm not happy with the photos I ordered can I get retakes?**

A. Yes, once you receive your photo package and if you do not like it, please return the full photo package immediately to Presidio front office. Also please write on the back the package what you dont like about the photos. We will then place your student on the list for

# Picture Day Questions and Answers

retakes those will take place in January 2020.

**Q. When should my photo package be ready?**

A. Your order should be ready by the week of November 18th to 22nd, 2019, if not before. Your class photo will be sent home in February 2020 as class photos will be taken in January 2020 this year.

**All students will have their photo taken even if you aren't ordering a package. Photos will be used in the school yearbook and as a school identifier.**