

'Austere' 2011

Has seen a record number of complaints about Wedding Photography already - Why?

Not a 'pretty topic' to write about, but one that maybe will prevent severe distress for couples marrying, and their families. Like most 'stories', there are two sides that must be considered, in this case Customers & Photographers.

Customers simply do not always listen, or do what they say they will to get what they want!

Hard, but truthful. If you discuss your Wedding day in detail but then instead of arriving at the locations at the agreed times are late you simply aren't going to get the shots you wanted - No point in arranging to have some fun pics at the pub with the boys an hour before the Wedding, only to arrive half an hour late. If you discuss your timings with your photographer - stick to them if you want to get what you wanted! Brides being 'fashionably late' are a nightmare too! Ancient Aunt Ethel might think being late is ok, but there is only one time to arrive -on time! I'm afraid a lot of Brides attitudes are stuck in some mythical past, in fact it's never been good to arrive late at your own Wedding, and never will be! Venues suddenly sliding forward the Wedding breakfast by half an hour because the couple 'said that would be ok' happens too- not ok unless you've decided to abandon shots 12 -25 on your 'must have photo list' - relying on the photographers psychic abilities to know what's going on and powers of magic to fit an hour and a half of photography at a relaxed pace into 60 minutes all of sudden, and still be super nice to people who may, or may not want to play ball!

The biggest problem though IMO, does not tend to be customers, though please heed the above advice - Things take time unless you want only Observational (Reportage if you are French) shots - which you really won't despise your initial impression of Wedding Photography ...however natural you want the images to be. Is your Photographer a Photographer at all? Probably not!

There are extremely few Full Time Professional Wedding Photographers, but lots of people who say they are.



Charlotte July 2011



Amanda July 2011

Do you think that because a car says 'Professional Photographer' on it, it means someone is qualified? Ever bothered to check? Do you think that the guy at a Wedding Fair is not another weekend warrior? He probably has great Albums, but are they his images or supplied from the Album company? Are those real Wedding Images or model shots taken at a 'how to be a photographer in a flash seminar'? I see 'fake shots' more than ever before. Has the photographer showed you his qualifications in Wedding Photography? Have you seen images from a hundred plus different Weddings or more? Envelope of cash on the day - Red light warning by the way! How long has the photographer been in business for? Have you asked categorically 'are you a full time Photographer or do you have another job'?

I saw a display Album at a popular venue recently and burst out laughing-honestly my reaction to an Album of such poor quality, containing prints of unmerchtable quality, and the photography itself had no viable worth economically. In other words so bad, it was not worth paying any money for. Why does this venue promote this 'person' then? The Commission Racket! Yes , many hotels/venues use this underhand route to swell their own coffers, not at all in the interest of customers.

Don't assume that a Wedding Coordinator/Advisor/Planner or other similar party will know anything about Photography, in my experience they are likely to be generally ranging from poorly informed to clueless. There are ,however, exceptions to this, and good venues with the even more elusive good staff, should not be tarred with the same brush, though these are few and far between - really - If someone in a venue recommends someone ask the question outright 'Do you or your venue have a commission arrangement with this particular supplier'? Judge the answer not by what is said, but by how they react.

If you were having heart surgery, would you go for an experienced surgeon, or someone who has a dabble? Given that Weddings should be largely concerning the Heart, perhaps by choosing Full Time Professional Photographers, you can save yourself a lot of heartache in the long run.

A good pro photographer is with you from Pre Wedding Plans, During the Day itself, and Afterwards - no one else connected with your Wedding day is.

Complaints in record numbers this year already, in all honesty, I'm really not at all surprised.

Jon Firth is a long established very well known Full Time Professional Photographer, Qualified in Wedding and Portrait Photography. He is recommended by many Sussex Hotels & Venues on merit alone, and has not, does not have and will not have any commission arrangements in place. Jon has also never received a genuine complaint in over a decade of trading.

You can contact Jon Firth on 07932 787 930 or visit www.jonfirth.co.uk