

MABONENG PHOTOSHOOT STUDIOS

BOOKING & RESERVATION — FREQUENTLY ASKED QUESTIONS

A complete guide to our bookings, packages, studio policies and client experience.

BOOKING & PAYMENT

How do I book a photoshoot session?

Bookings are made through our website. Once you have completed your booking, please return to WhatsApp and send us a screenshot of your booking confirmation so our team can assist you with the next steps.

How much is the booking fee?

Our booking fee is R150. This fee is separate from all photography packages and is charged as an administration and booking-confirmation fee. The booking fee is non-refundable.

How do I make the payment?

Once your booking has been confirmed, our FNB banking details will be shared with you via WhatsApp. Please make payment using the details and reference provided by our team, then send your proof of payment on WhatsApp.

Is the booking fee part of my package?

No. The R150 booking fee is not included in any photography package. It is a separate administration and confirmation fee.

What happens if I cancel or reschedule?

If you cancel or reschedule your booking, a new R150 booking fee will be required to secure another date. The original booking fee remains non-refundable.

MAKEUP, PARTNERS & FAMILY

Do you offer makeup?

Yes. We currently offer makeup services through external makeup artists. Rates vary depending on the makeup artist available for your booking. We recommend budgeting up to R650 for makeup.

How much are the packages with makeup?

Makeup is charged separately from the photography package. The final rate depends on the external makeup artist available, with a recommended maximum budget of R650.

Can my partner join my shoot?

Yes. A partner may join any package for an additional R200, unless the specific package states that a partner is already included.

Can my family join my shoot?

Yes. Family may join a birthday or maternity shoot for an additional R500, with a maximum of 5 people. For every person above the maximum, an additional R150 per person will apply.

OUTFITS, DRESSES, FABRICS & PROPS

How many outfits can I bring?

You may bring a maximum of 2 outfits, depending on the package you have selected. Please refer to your package details for the number of outfit changes included.

Which dresses and fabrics do you offer?

Our available dresses and fabrics are displayed on separate pages on our website. We offer a variety of styles, colours and fabric options.

Can I see the dresses and fabrics before booking?

Absolutely. Please visit our website to view the available dresses and fabrics. You can also view examples and updates on our Instagram page: @mabonengphotoshootstudios.

Which dress is included in my package?

You may select any dress advertised as available for the package you have booked. For the Premium Package, please refer to the package/catalogue for the dress specifically included.

Can I have the dress your model is wearing?

Yes. If the dress is advertised as available in our catalogue or on our website, you may select it, subject to availability.

How much is the white dress only?

The white dress is strictly allocated to its designated package. It cannot be substituted, separated from that package or negotiated as a standalone option.

Can I substitute the dress for a fabric in the Premium Package?

Yes. You may substitute the included dress for a fabric option, depending on your preference and the available fabric selection.

Are props and backdrops provided?

Props are provided specifically for kids' birthday photoshoots. Other props or styling elements are not automatically included unless stated in the relevant package or catalogue.

BIRTHDAY & CELEBRATION SESSIONS

Can the family join for one or two pictures during a birthday shoot?

Yes. Family can be included at the applicable family fee of R500, for up to 5 people. Additional people are charged at R150 per person.

Can I bring my own cake and balloons for an adult birthday?

Yes. You may bring your own cake and balloons at no additional cost. Additional charges apply for optional extras such as confetti, champagne popping and newspaper-style birthday features. These options and prices are explained in our Adult Birthday catalogue.

What themes do you offer for Kids' Birthday shoots?

Our available Kids' Birthday themes are presented in our Kids' Birthday catalogue. Please refer to the catalogue or contact us on WhatsApp for the current theme selection.

Are Kids' Birthday bookings available on weekends?

Kids' Birthday bookings are strictly Monday to Friday. If you require a weekend booking, your session must be scheduled as the first or last booking of the day, and an additional R500 weekend fee will apply.

LOCATION, PARKING & ARRIVAL

Where is the studio located and where can I park?

Maboneng Photoshoot Studios is located in the Maboneng Precinct, opposite The Diamond Building, Jewel City, 231 Fox Street. Secured parking is available next to Roots Butchery.

How early should I arrive before my shoot?

Please arrive at least 15 minutes before your scheduled shoot time. This gives you enough time to arrive, settle in and prepare without cutting into your photography time.

Do you accept walk-ins?

We accept walk-ins from Monday to Friday, subject to availability. We strongly recommend communicating with us beforehand so that we can confirm whether we are able to accommodate you.

OUTDOOR SESSIONS & SHOOT DURATION

Can I shoot outdoors around the Maboneng Precinct?

Yes. Outdoor sessions are available at an outdoor rate of R1,700 when you provide your own outfit. Please confirm availability with our team before booking.

How long is the shoot?

Shoot duration ranges from approximately 1 to 3 hours, depending on the package selected and the requirements of the session.

Is one hour enough to change and complete the shoot?

For most clients, 1 hour is sufficient for three outfit changes. If you know that you need additional time, please let us know in advance and explain your requirements.

What if I am pregnant or need regular breaks during the shoot?

If you are a maternity client who requires additional breaks, cannot stand for extended periods, or has other mobility considerations, we recommend booking Monday to Friday. This allows us to work at a comfortable pace without the pressure of a busy weekend schedule.

Will one hour be enough for three changes if I tire easily?

One hour is generally enough for three changes, but if you tire easily or need additional rest time, we strongly recommend choosing a Monday to Friday booking rather than a busy weekend slot. Please communicate your needs with us before booking so we can plan appropriately.

WEEKENDS & SPECIAL ARRANGEMENTS

Do you work on weekends?

Yes. We work on weekends by booking only. Weekend availability is therefore limited and must be secured in advance.

Can you make an exception for a Kids' Birthday on a weekend?

Kids' Birthday sessions are normally Monday to Friday. If a weekend exception is approved, the session must be the first or last booking of the day, and an additional R500 fee will apply.

IMAGES, RAW FILES & TURNAROUND

How and when will I receive my photos?

After your shoot, you will receive your session images on the same day via a link sent to you on WhatsApp. Your professionally edited images will then be delivered within a maximum turnaround time of 1 month and 15 days.

What is the standard turnaround time for edited photos?

Our maximum turnaround time for professionally edited images is 1 month and 15 days from the date of your shoot.

Can I receive all the raw (unedited) photos?

Yes. You may request all available raw images. If the number of raw images you request exceeds the number of images included in your package, additional images may be charged at R50 per image, depending on the number of images exceeding your package allowance.

DRESSING & CREATIVE FLEXIBILITY

Can I select any dress advertised on your catalogue or website?

Yes. You may select any dress that is advertised as available for your chosen package, subject to availability at the time of your shoot.

Can I bring my own outfits or styling items?

Yes, where your package allows it. However, bringing your own items does not reduce the package price. Our pricing covers more than the outfits and studio space — it reflects our creative direction, photography expertise, studio experience, equipment and overall service.

Why does the price not change when I bring my own things?

Our packages are priced according to the complete photography experience, not simply the items provided. You are paying for our creativity, professional photography, direction, equipment, studio facilities, lighting, posing guidance and overall expertise. Therefore, package prices remain fixed even when you provide your own outfits, props or styling items.

IMPORTANT

All clients are encouraged to review the relevant package catalogue before making payment. Package inclusions, optional extras, fees and availability may vary by session type. For any matter not covered in this FAQ, please contact Maboneng Photoshoot Studios on WhatsApp before booking.

Maboneng Photoshoot Studios • Jewel City, Maboneng Precinct • 231 Fox Street

@mabonengphotoshootstudios