



Mary Immaculate Hospital Newborn Information....

2MOM Photo has proudly represented Mary Immaculate Hospital since November 2007 and we have photographed over 1800 beautiful new babies! We provide you with a professional portrait session right in your hospital room allowing you to capture those very first days with beautiful images! Mary Immaculate Hospital Clients receive a complimentary sitting fee...a \$50.00 value and specially priced package options. Most sessions last 10-15 minutes and we are able to capture moments that you will always remember and treasure.

Included are helpful hints and frequently asked questions regarding your in-hospital portrait session!

I definitely want newborn photos....how do I contact a photographer? If you deliver your baby at Mary Immaculate Hospital in Newport News, VA, you will automatically be given information in the hospital about our package options.

What package options are available? We work with each new mom to determine the best package option based on selection and affordability. We offer a variety of print and CD package options in color, black and white and sepia tones. Packages start at \$20.00. Portraits and Birth Announcements are also available.

Are Gift Certificates Available? Yes! Please contact us for a variety of gift options. Flowers last for days...photos last a lifetime!

As a new mom.... do I have to be in the picture? We strongly recommend that mom is photographed with the baby! You will be so glad you did! You look beautiful and you have just brought a new life into the world. We capture images that you will love. Trust us. And, photo touch up is included at no additional charge! Dads, siblings and even grandparents are welcome!

What's the best value? Your baby is only one day old ONCE...and facial expressions will have already changed by the time you receive your pictures! A full cd is your best value option which includes a minimum of 20 images with a copyright release. You can capture tiny feet and hands and include siblings in the picture. This will be a keepsake you can never replace! And remember, you can share these images with friends and family!

When are photos taken? Because the morning light works best, our photographers plan to take photos six days a week during the morning hours. Generally, we are on site between 10:00 – Noon.

What to wear? The “keep it simple” rule applies here. We recommend clothing be simple to allow the photo to capture the natural beauty and personality of the subject(s). For baby, we recommend light colors with minimal design or pattern. The hospital t-shirt is great and “all natural” is beautiful as well. Feel free to include a special blanket or family keepsake!

How do I choose my images? We will upload professionally edited images for you to view through our password protected website. Newborn hospital photos are generally ready to view within 72 hours. CD and Print Package Options are mailed within 5-7 business days.

How long do I have to decide? We will automatically store sessions on our site for you to view for 30 days.

Can friends/family members view my photos? Yes! You will be given a password for privacy. Feel free to send favorite photos via the email to share with friends and family.

When do I have to pay for my photos? Because each image is professionally edited and the time and talent provided in each session, we ask that you make a selection choice and payment at the hospital. You will always have the option of upgrading to a larger package. We accept cash, checks and VISA and MasterCard. An ATM is available near Subway at MIH. You can order online, over the phone or in person. Remember that photos make great gifts for friends and family members.

What if I am not ready to commit to a specific package? No problem.....You can pay only the normal session fee (\$50.00) and then make your decision after you have viewed the images. We will always honor the most affordable option to get exactly what you are looking for and credit the session fee directly towards your purchase.

Can friends and family members place orders? Absolutely. Please share your photos via email to your friends and family. They will have the option of ordering from the individual pricing menu. Photos will be shipped directly to them and will arrive within one week.....in most cases.

If I order a CD...where should I have my images printed? We recommend you use a reputable printing service and do not color correct any of the images. For the most professional look, we recommend a matte finish with no borders. We can show you examples.

What if I have trouble with my disc? We will gladly send you a duplicate copy if any technical issues arise from the disc within 6 months. Due to the copyright release, we are unable to issue a refund. We're sure you understand.

What if I lose my disc? We will happily issue a duplicate cd within six months for \$25. Due to the volume of images, we are not able to store images longer than six months. Please make duplicate copies of your cd for safe keeping!

Will my photos be used as examples? Yes, there is a good chance we may show off your beautiful photos on our website or marketing materials. Please let us know in writing if you prefer your photos not to be displayed.

Are birth announcements available? Yes, we have multiple design options available. We work with a company in NC to provide beautiful and unique announcements. Payment is expected when ordering and is non-refundable. Our graphic design team will create a card for you to electronically proof. A hard copy example can be mailed for an additional charge. Just let us know if you are interested in cards/birth announcements.

What if an error is made on my cards? Please check your proof carefully as this will show exactly how the card will be delivered. Once approved, we are unable to re-print cards without incurring additional charges.

What if we do not like our images? We want you to love your photos! Babies and children can be very moody and often it is difficult to hit everyone on a good day. We will gladly provide one make-up session at no additional charge if for some reason the session does not go well.

What if I deliver at another local hospital? Please call us! We will happily schedule an appointment for you and we will come to your hospital.

Other questions? Just call or email us!

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