

Feedback From Wedding Clients Re Photographer (n.b. Peter Shot Video On That Day)

Thank-you so much for your email and detailed reply and advice/offer to help - we very much appreciate it. We would all definitely without doubt recommend you to anyone who asked or mentioned they needed a videographer - as stated previously we were all very happy with your service and input to our wedding day, its just a great pity we cannot say the same for the photographer.

We did meet with him prior to booking him I had a long list of questions which we worked through and we expressly said we wanted a series of definite serious/formal posed specific family shots that he agreed to and confirmed he could deliver. We stated we were happy for the more informal 'capturing of moments' shots that he veers towards between times but clearly stated we wanted formal ones for the album and obviously good ones of us as a couple.

We feel we have ended up with neither satisfactorily - as the posed photos are all rather poor (e.g. very few with my dress fully visible or the overall image not framed in a balanced/visually resolved way).

In fact the time of the formal photos is my saddest memory of the day as although we had emailed him the list of family shots he had not even bothered to print it out or have it up on his phone to refer to - so unprofessional!

Instead of taking control of the moment as we assumed he would, he asked my sister (chief bridesmaid) to switch on her phone to retrieve it! wasting valuable time and losing the momentum of the event which should have just flowed seamlessly from ceremony to photos to drinks reception.

He should really have taken control at that time asking for various groups arranging them appropriately etc. etc. instead the delays and disorganisation at this time lead to the priest feeling we'd spent too long there and trying to switch the church lights out on us.

Issues with the photographer are endless as even his so-called informal capturing moments shots are in my opinion generally quite poor (he has often just captured very unflattering expressions of friends and family these would be OK if followed by a redeeming change of expression but his unflattering looks are his sole image he has sent to us).

We are also rather concerned by the size and resolution of the images he has used (as when we zoom in on some they appear rather grainy).

Also the composition framing of his detailed shots are quite arbitrary and generally quite poor (when these should really be exquisite as he had time to consider and prepare them as shots unlike people/movement shots).

The representative of the venue also complained specifically about him when we met with them the week after.

Feeling unhappy with his manner on the day I was really hoping he would at least present us with an amazing series of images and memories of the day - but he hasn't even done that - all rather beyond disappointing and embarrassing particularly as so many friends and family have been raving about it as the best wedding they've ever been to and asking about when they can see the official photos.

Some how or other we need to collate an album from the images. Just out of interest is there a

formal way of commenting on service as in due course we'd love to rate you very highly and the photographer vice-versa (to save people in the future being as disappointed as we have been with his service particularly as his ratings are all currently very high which we used to inform choosing him).

It's all very ironic as I as a person always take lots of photos, but obviously on that day (one of the most important days of my life) I could not, but had thought that that side of things was being covered by a professional.