

SCHOOL PHOTO HELP STATION



HELPFUL PHOTO DAY INFORMATION:

1. If you are placing an order please ensure each child has their own envelope.
2. Do **not** place another child's envelope inside their siblings envelope.
3. Please collect a family envelope from the school office if you wish to have a family photo taken.
4. All children are photographed regardless if you are paying or not. This is for the schools records.
5. When the photos are returned to school, those who did not place an order on the day will be given a second chance to order via a new form distributed when photos are returned to school.
You won't miss out!
6. The school does not give change nor do the photographers.
PLEASE ensure the correct money is enclosed.
7. If you lose your envelope the photographers and the school carry spares.
8. Only parents who are paying on the day and requesting it will have a family photo taken.
9. Ordering online is the only way you can pay with credit cards.
10. We do not have control over the way your child's name appears in the photo - any changes or requests are strictly handled by the school.

FOR MORE INFORMATION

DIRECT PHONE: (02) 9870 7570

NEED HELP?



SCAN THIS BARCODE
to view our online
ordering help video!



SCHOOL PHOTO INFORMATION FOR PARENTS

- All students receive a personalised envelope with their name and class printed on the front.
- Every student must have their own envelope.
- If you lose your personalised envelope, spares can be collected from the school office.
- Please put the exact money in the envelope as change cannot be given on photo day.
- Parents may place all the money in one student's envelope and document on the front of the empty envelopes that the money is with their sibling. This includes the family envelope.
- All students are to bring their envelopes to school on photo day – even if they are not ordering photos.
- Please do not place any envelopes inside another envelope.
- All students will be photographed on photo day regardless of whether they have placed an order or not.

Online Ordering:

- Credit card payments may only be made online. There is no credit card fee to order online.
- To order online, please visit www.leadingimage.com.au, Click on the tab 'Order Your School Photos', Choose 'New South Wales', Enter the student's individual Access Key and your email address.
- Each student has an Access Key printed on their envelope.
- Each student's Access Key is different; please do not order for multiple students on one Access Key.
- When ordering online please use the Back Arrow tab to change the Access Key and order for multiple students on one order. This includes the family envelope.
- If you lose your Access Key, please contact the school office to retrieve it. Please do not contact Leading Image. Leading Image does not give out Access Keys over the phone due to students' privacy.
- Once you have ordered online please write your Order Reference Number on the front of the envelope where it states: *"I have ordered online & this is my ref #"*. This Order Reference Number will be emailed to the email address used when placing the order.
- Free digital downloads are available with specified packages when ordered online. The digital downloads will be emailed to the email address used when placing the order once the photos have been delivered to the school. Please note some packages have a High Resolution digital download, some packages have a Low Resolution digital download and some packages do not come with a digital download. Please read package descriptions carefully. High Res downloads are suitable for printing up to A3 size. Low Res downloads are not recommended for printing.

Family Discount:

- The Family Discount is available to all families who have three or four students attending the school, where parents pay for two students and receive their third and fourth students' packages for free. The Family Discount is only available when ordering online.
- To claim the family discount, place an order online for a Complete or Premium Pack for all students. The discount will be calculated at checkout. Please note the same package must be ordered for all students for the discount to calculate.
- The Family Discount is only applied to the third and fourth child, subsequent students will not receive a discount.
- The family discount will not be honoured for any orders that are either not placed online or where the incorrect package has been ordered.

Family Photos:

- Family Photos are taken of any siblings who return a pink family envelope to the photographers on photo day. Students who do not have a family envelope will not have a family photo taken.
- Family envelopes can be collected separately from the school office.
- Each family envelope has its own Access Key. Please do not order for multiple family photos on one family envelope and Access Key.

Ordering After Photo Day:

- Students will receive a Second Chance order form when the photos are delivered to the school irrelevant of whether they ordered photos or not. This displays the student's photo and online ordering information.
- All post photo day orders are to be made online only and will be available for six months after photo day.
- Online orders made post photo day will be sent to the parent's nominated postal address with a postage and handling fee. Please do not put down the school address.

Any problems or queries while ordering or about your photos once they are received, please contact our free parent hotline on 1800 750 586