

FREQUENTLY ASKED QUESTIONS

My child has lost their order form, so I don't have their shootkey.

OR

My child did not receive an order form or shootkey. What should I do?

Please call MSP Photography on 02 9831 5505 and we can let you know your child's shootkey.

How do I order a family photo?

If you have more than one child at the school, you can have a family photo taken on photo day. Please see the instructions at the bottom of the order form overleaf to process an order for the family photo. Each student has been issued with a corresponding shootkey for a family photo. Order the family pack using the oldest child's order form/shootkey and complete the order reference number / family details in the relevant section on their order form. There is no need to record it on all siblings forms. Please remind your children to have their sibling photo taken on the day.

Can I still order if my partner and I have separated?

Yes, you can use the same shootkey provided on the order form to order for your child. Any students with multiple orders processed will have their photographs sent in separate satchels to the school. There is a section on the order form for you to tick "Split Family" so we can place a "Mums Order" or "Dads Order" sticker on the satchel. If you think there may be a problem in receiving the photographs or you don't have an order form/shootkey, please phone MSP Photography on 02 9831 5505 so we can assist you.

I didn't receive an order reference number but the money has been taken out of my account.

Your order will be automatically received in our system. Simply send your child to school with their order form on photo day.

I do not have Internet access and / or I do not have a credit card to make payment Online.

The school office has blank envelopes - Individual (Green) and Family envelopes (Orange) for you to pay by cash. Please insert the correct cash and have your child return the envelope on photo day.



Local Service | Bigger Smiles

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