

Thru A Lupe Photographic Services (TPS) will at all times:-

*As a member of the British Institute of Professional Photography:*

- Act professionally, fairly, courteously, honestly and with the integrity reasonably expected of a member of a professional body.
- Maintain the confidentiality of information supplied to them or obtained by them in confidence.
- Exercise all reasonable skill, care and diligence in carrying out their duties and where those duties are discretionary, act in good faith.
- Act in accordance with the law and all regulations applying to them including the Articles of the Institute and any regulations issued there under.
- Uphold the high professional standards reasonably expected by the Institute of its members.
- Not knowingly condone or assist another member to breach this Code.
- Co-operate with the Institute and any person appointed to it in an investigation into an alleged breach of this Code.

*As Thru-A-Lupe Photographic Services:-*

- Strive to work in professional, approachable, flexible (and where appropriate) sensitive and discreet manner)
- Be presented in a professional and smart manner (where appropriate and unless the nature of the work involves specialist or outdoor clothing).
- Be Punctual
- Listen to customer requests and take immediate action to assist them.
- Inform customers on what to expect and normal process time.
- Answer the phone within 5 rings or where not possible respond to voicemail messages within 2 business working days.
- Respond to email queries/bookings within 2 business working days.
- Respond to website queries/bookings within 2 business working days.
- Strive to submit finished work on CDR by Royal Mail (or via file sharing website or email where appropriate and with prior arrangement between TPS and client) within 2 business working days of the shoot (unless a different time scale has been agreed by prior arrangement between TPS and client).
- TPS cannot be held responsible for errors made by Royal Mail or any other 3rd party service provider but will strive to correct any issues where possible.
- Keep customers informed of any delays in service.
- Invoice client for any work carried out at the time of submission.
- Reserve the right to use any completed imagery on the TPS website (purely as promotion of TPS work) and will watermark with TPS logo and clients logo.