

# General Information



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## Payments:

- Parents can pay for all of their children's orders in one envelope. However each child requires their own envelope on photo day to ensure their order is placed and processed (even if the payment is in a sibling's envelope).
- Payments can be made by cash, cheque, or money orders only.
- Online payments can be made through our website [www.msp.com.au](http://www.msp.com.au) using Credit or Debit cards from Mastercard or Visa. The website will display an order reference code, which should be noted on the o the back of the envelope in the box provided. Each child will require their empty envelope on photo day. Orders can be placed online up to one week after photo day.

## Envelopes:

- Spare order envelopes are provided for the school office. These can be handed out upon request to any new students, or anyone that has misplaced the original.
- Family Photo envelopes are provided for the school office to be handed out on request. These photographs are for school aged students attending your school only (i.e. no babies or parents can be accommodated in these photographs)

## Products:

- The products on the envelopes come as is and are the only packages that we have available. Unfortunately the packages cannot be altered in any way.
- Photographs are delivered approximately 4 weeks after photo day.

## Single Parent Families:

- Parents can place multiple orders for children by either:
  - Placing all the orders on the one envelope
  - Handing in multiple order envelopes (they can collect a spare one from the school office and complete it as usual). If this is the chosen method, it may be worth having them label the envelope as either "Mums Copy" or "Dads Copy", so upon delivery the correct photo order is returned to the correct parent.

Please feel free to pass on our Contact Detail Slips to parents, as we are more than happy to help with any queries that they may have.