



Frequently Asked Questions

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What is your documenting style?

Our style is a blend of editorial elegance and heartfelt documentary storytelling. Think timeless, refined imagery with genuine, unscripted emotion. We capture your day as it naturally unfolds while providing gentle direction when needed, ensuring you feel comfortable, confident, and effortlessly yourselves in front of the camera.

What services do you offer?

We're passionate about documenting every chapter of your story. While weddings and elopements are at the heart of what we do, we also offer photography and videography for engagements, couples, families, maternity, newborns, individual portraits, and life's other meaningful milestones.

Every session takes place at a location that feels authentic to you. Rather than working in a traditional studio, we embrace the beauty of natural light and genuine connection to create timeless, heartfelt imagery.

Have a creative idea that you don't see on our website or social media? We'd absolutely love to hear it. Whether it's something unique, adventurous, or completely personal, we're always excited to bring your vision to life.

I've never had professional photos taken. What if I feel awkward?

Don't worry, you don't need any modelling experience! Most of our couples feel a little nervous at first, and that's completely normal.

Rather than stiff posing, we'll gently guide you into natural movements and interactions that feel authentic. Think walking hand in hand, laughing, hugging, dancing, and simply enjoying each other's company. Our goal is to create a relaxed experience where you can be yourselves while we capture genuine, timeless moments.

Why should we book both photography and videography together?

Because your photos and films deserve to work seamlessly together. As a dedicated photo and video team, we know each other's shooting style, communication, and workflow inside out. This allows us to capture every moment without competing for the same shot or getting in each other's way, ensuring a smooth, stress-free experience and the very best results in both your photographs and your film.

How do we book you?

Once we've confirmed that we're available on your wedding date, we'll send you a personalised invoice based on your chosen investment and any additional services, along with our Service Agreement. To officially secure your date, we require your signed Service Agreement and a 50% non-refundable retainer fee. Once both have been received, your wedding date is exclusively reserved for you.

Do you offer payment plans?

Yes! To secure your wedding date, we require a 50% non-refundable retainer fee. After that, you're welcome to pay the remaining balance in instalments that suit you, provided the full balance is settled no later than one week before your wedding day.

What is included in your Ultimate Wedding Guide?

Our exclusive 71-page Ultimate Wedding Guide is designed to guide you every step of the way—from planning your engagement session to creating the perfect wedding day timeline. It includes expert advice, planning tips, timeline recommendations, and a detailed breakdown of how we work on the day, including who should be where, when to be ready, and what to expect at every stage. It's everything you need to enjoy a seamless, stress-free wedding experience.

Do you travel for weddings?

Absolutely! We travel throughout South Africa and internationally. We offer two wedding investment guides: one for Gauteng and surrounding areas, which includes 100km of complimentary travel from our base in Midstream, Pretoria, and a Cape Town investment guide, which includes flights, car rental, accommodation, and 100km of complimentary travel from Cape Town International Airport. Beyond the included travel, a flat rate of R6.50/km applies.

For destination weddings outside of South Africa, we provide a customised travel quotation. International flights, airport transfers or car rental, accommodation, and any required travel expenses are quoted separately and are the client's responsibility.

Do you require accommodation?

All our Cape Town wedding investments include accommodation for our team for two nights.

For weddings based in Gauteng and surrounding areas, accommodation is required if your venue is more than 150km from our base in Midstream, Pretoria. In this case, we charge a flat rate of R1,500 for one night's accommodation (the night of the wedding), which we arrange ourselves and include on your final invoice. For venues located more than 300km from our base, two nights' accommodation are required at a flat rate of R3,000.

Do you require meals on the wedding day?

Yes, we kindly ask that a meal be provided for each member of our team. During canapés, we're happy to help ourselves, and for the main dinner, we request a seated meal. This doesn't need to be amongst your guests, a nearby supplier table is absolutely perfect, provided it's close enough to the reception so we don't miss any important moments or events.

What is your turnaround time?

Our standard turnaround time is 10–12 weeks. We believe that beautiful storytelling takes time, and this is where the magic truly happens. Every image and film is carefully hand-selected, thoughtfully edited, and refined with intention to create a timeless collection that tells your story beautifully. We truly appreciate your patience while we pour our hearts into creating something you'll cherish for a lifetime.

Do you deliver sneak peeks?

As part of our standard workflow, we don't deliver sneak peeks. We believe your wedding gallery is carefully curated to tell the complete story of your day and experiencing it all together makes it even more meaningful. If arranged in advance, we're happy to provide one or two preview images for a special announcement or personal use.

If you prefer not to wait for your full gallery, we also offer two Instant Editing options for expedited delivery. You can find more information and pricing on the Embellishments page in our Wedding Investment Guide.

Can we customise a package?

Absolutely! All of our wedding investments and embellishments are fully customisable to suit your unique vision, requirements, and budget. We'll gladly tailor a package that perfectly fits your wedding day and the experience you're looking for.

How do you deliver our photos and videos?

All of our wedding investments include a password-protected online gallery, available for one year, where you can easily view, download, and share your memories. You'll also receive our signature luxury keepsake box, complete with 20 premium prints (excluding video-only investments) and a Mona-Liza branded crystal USB containing your full gallery and/or wedding film.

Can we order a wedding album later, and what does it cost?

Absolutely! You're welcome to add a wedding album at any stage after your wedding. If you'd like to explore the available options, simply enquire for our detailed Wedding Album Pricing Guide, and we'll help you create a timeless heirloom to preserve your memories.

Would you recommend booking an engagement session?

Absolutely! We highly recommend an engagement session. It's a wonderful opportunity for us to get to know one another, help you feel comfortable in front of the camera, and build a genuine connection before your wedding day. Most couples arrive feeling far more relaxed and confident because they already know what to expect. That said, it's completely optional—we'll make sure you feel comfortable and cared for on your wedding day, whether you choose to book one or not.

Do we receive the original RAW photo and video files?

No. We do not provide RAW photo or unedited video files, as they are unfinished working files. Our editing process is an essential part of our artistic style and storytelling, ensuring every image and film reflects the quality and vision that define the Mona-Liza Photo & Film experience. The final edited gallery and films you receive are a true representation of our work and the memories we've carefully crafted for you.

Will our ceremony and speeches be recorded in full?

Our standard wedding films are beautifully crafted highlight films, designed to tell the story of your day through its most meaningful moments. As such, full ceremony and speech recordings are not included unless added as an embellishment. Please refer to our Wedding Investment Guide for pricing and options.

Your highlight film will include carefully selected snippets from your ceremony, speeches, and other key moments, thoughtfully woven together with your favorite music. You're also welcome to suggest a few songs that reflect your style, and we'll do our best to incorporate them.

If you'd like full-length recordings of your ceremony, speeches, or any other special moments, these can be added before your wedding as an optional upgrade.

What is a typical photography timeline, and how many hours of coverage do we need?

Regardless of the investment you choose, we typically begin coverage four hours before your ceremony. As a general guideline, this includes:

- * 1 hour – Venue, décor, stationery and detail photographs
- * 1 hour – Groom preparations
- * 2 hours – Bridal preparations

From there, we continue through your ceremony, couple portraits, family photos, and reception. Your chosen investment determines how long we stay and what moments are covered. When choosing your coverage, we encourage you to consider everything you'd like documented. While an 8–9-hour investment is ideal for many weddings, it may not cover key reception moments such as speeches, the first dance, or the start of the dance floor, depending on your timeline. We're always happy to help you choose the right amount of coverage to ensure your story is captured from beginning to end.

Can you change your editing style upon request?

No. Our editing style is a defining part of our work and artistic approach. It's consistently showcased across our website, social media, and full wedding galleries, and we believe couples choose us because they connect with and love our style.

We always encourage couples to take the time to explore our portfolio to ensure our work aligns with their vision before booking. For this reason, we don't alter our editing style on request. If you're looking for a different aesthetic, we'd much rather recommend finding a photographer or videographer whose style naturally resonates with the vision you have for your wedding day.

What happens if the weather doesn't cooperate?

Weather is one of the few things we can't control, but we always make the best of it. We recommend having a backup plan, whether that's a covered ceremony space, a reception area, or a few umbrellas on hand.

Some of our favourite images have been captured in unexpected weather, and a little rain often adds an extra touch of romance. Whatever the forecast, we'll adapt and create beautiful photographs that tell the story of your day.

Do you watermark your images?

No. We believe your memories should be enjoyed exactly as they were created. Every image in your final gallery is delivered without watermarks, ready for you to print, share, and cherish for years to come.

Will we own our photos?

Yes. Once your gallery has been delivered, you will receive **private copyright** to your photographs and films. This allows you to download, print, share, and enjoy your images for all personal, non-commercial use.

Mona-Liza Photo & Film retains the full copyright to all images and films created. This means that any businesses, venues, vendors, publications, or third parties wishing to use your photographs or films for marketing, advertising, editorial, or any other commercial purpose must obtain permission directly from us before doing so.

We kindly ask that whenever you share your photographs or films on social media, you tag and mention **Mona-Liza Photo & Film**. It means the world to us and helps support our small business while ensuring our work is always properly credited.

Should we choose a second photographer or videographer?

A second photographer or videographer provides more comprehensive coverage of your wedding day. They can capture multiple angles during the ceremony, genuine guest reactions, and moments happening at the same time.

We especially recommend a second shooter for larger weddings (150+ guests), multiple locations, or if you'd love as many candid moments and perspectives as possible.

Why are your prices higher than some other photographers?

We believe wedding photography and videography are an investment in memories that will last a lifetime. Our pricing reflects not only the wedding day itself, but also years of experience, professional equipment, meticulous editing, premium client experience, and the care we pour into every gallery and film we deliver.

Every photographer values their work differently, and we're honoured to serve couples who appreciate timeless imagery, exceptional service, and an experience that goes far beyond simply taking photographs.

If your budget is a concern, we'd be happy to chat and help you find the collection that best suits your needs.

Where are you based?

We're based in **Pretoria, South Africa**, but love documenting love stories wherever they take us. From destination weddings across South Africa to celebrations around the world, travel is one of our greatest passions.

For local weddings, travel is included according to your collection, while destination weddings simply require travel expenses such as flights, accommodation, car hire, and any applicable visas to be covered by the couple.

Can some of our images be delivered in both colour and black & white?

Absolutely! We carefully select certain images to also be edited in black and white, giving them a timeless, emotive feel. Every black and white image is delivered alongside its colour version, so you can enjoy and choose your favourite.

If you have any questions that haven't been answered in this guide, or if there's anything you'd like to discuss in more detail, we'd love to hear from you. Please don't hesitate to reach out at any stage of your wedding journey. We're always happy to answer your questions, offer guidance, and help you feel confident and excited every step of the way. We can't wait to connect with you!