



COVID-19 UPDATE:

**IMPORTANT INFORMATION REGARDING STEPS WE ARE TAKING TO SAFEGUARD THE HEALTH OF OUR CLIENTS AND EMPLOYEES**

Dear Frenn Photography Customer,

Frenn Photography has been committed to caring about our customers and all our staff. That commitment is even stronger and more heartfelt today, as we work with our family of clients and community during these very difficult times. Due to COVID-19 we will be **closed until April 7, 2020**. We will provide you with updates periodically as the COVID-19 situation changes and its impacts on Frenn Photography.

You can find these updates on all our social media pages:

Facebook - <https://www.facebook.com/frennphotography>

Instagram - <https://www.instagram.com/frennfoto/>

Twitter - <https://twitter.com/frennphotos>

- For clients looking to pick up completed orders. We have a plan to deliver your order to your home.
  - Contact the studio at 414-321-1335
  - Email at: [gilbert@frennphotography.com](mailto:gilbert@frennphotography.com)
- For clients looking to see their proofs from a session already completed.
  - We will contact you to reschedule after April 7, 2020.
- For new portrait clients looking to book a session after April 7, 2020
  - Go to <https://frennphotography.com/book-session/>
  - Call 414-321-1335

## **CUSTOMER Q&A: COVID-19**

**1. What is Frenn Photography doing about COVID-19 for customers and staff?**

Our priority is the safety and well-being of our staff and customers. We continue to keep updated and monitor the situation regarding COVID-19. Our studio has incorporated added precautionary measures including enhanced cleaning protocols. We continue to follow the guidance of public health authorities to make informed decisions.

**2. What if I have an appointment already scheduled?**

Until April 7, 2020 we will not be meeting face to face with our clients for your safety as well as the safety of the staff. Contact the studio at 414-321-1335 to reschedule your appointment.

**3. How can I get my completed portrait order?**

We realize that some of our portrait orders are gifts for a special occasion and you would like them by a certain date. If you are unable to wait until after April 7, 2020 we will schedule a home delivery time. You will need to contact the studio to set-up delivery arrangements.

**4. How can I stay up to date on what's happening?**

Please visit us on Facebook, Instagram and Twitter for updates and specials. For up to date information on COVID-19 please visit CDC website.

We are all in this together!

All the best,  
Gilbert and Jamie Frenn