

## FAQS

### Elements Palm Valley, Coimbatore

#### Q1. Do I get exclusivity at Elements Palm Valley?

Elements is a big property and we allow up to 8 shoots at one time to keep the cost low for you. We have over 50 backgrounds including Rajasthani Jharokas, South Indian temple settings, European backdrops, all beautifully installed in our landscaped gardens. All backdrops are included in the package.

#### Q2. Are the same rates same for all shoots?

These rates only apply for pre wedding post wedding maternity and baby shoots. For ad shoots you will need to block all the slots if you want exclusivity. If you don't want exclusivity you will need to block one slot per model for an ad shoot. For fashion shoots you will need to block one slot per model.

#### Q3. How many people are allowed?

We allow only 5 people per ticket including the couple, photographers and make-up artists. Additional guests will be charged at ₹500 per head up to a maximum of 4 guests including children. Your friends and family are welcome to accompany you to Elements but we would request them not to shoot selfies or photographs against our backgrounds as this will increase the waiting time for the other couples, and will also interfere in their frames.

#### Q4. I want to book for the whole day.

Please book the morning and afternoon slots in one transaction to book the whole day. You will get a discount on the afternoon slot when you book both slots.

#### Q5. Can I extend my slot to full day on the spot?

Extension on-site is not possible. All bookings have to be pre-booked on our website.

#### Q6. What time can I come into Elements?

You can arrive 15 minutes before your slot begins.

#### Q7. I need time for make-up and get ready for the shoot. Can I come early?

The timings of the slots include time for your make-up and to get ready. If you need more time, we recommend adding on extra slots.

#### Q8. Can I extend my shoot after I give up the room?

Unfortunately, that's not possible because we limit the number of shoots to prevent overcrowding.

**Q9. I need to shoot only for 1 hour. Can you give a discount?**

Sorry, but our shortest slot is for 2 hours. Also, we have a huge number of backgrounds so one hour will not be enough.

**Q10. What are the timings for shoots?**

5 am to 8.30 pm

**Q11. Can I shoot beyond 8.30 pm?**

No, there's no light in the gardens only in the structures as the venue closes at 8.30 pm.

**Q12 Will I get GST credit?**

Yes all rates are inclusive of GST. Please input your GST details in the booking to claim input credit.

**Q13. Can I pay by Google Pay?**

We allow Debit cards, Credit cards, Net banking, Wallets like PayTM, PhonePe, YesPay, Olamoney, Freecharge, Ypaymoney and Tezpay and UPI options.

**Q14. How do I add on for the full day?**

You will need to book all slots in one transaction and avail the discount for the full day. Similarly you need to book all the slots for reserving the rooms with beds and/or attached washrooms.

**Q15. How do I reserve one hour extra?**

You cannot reserve one or two hours extra, you will need to book the relevant slot online.

**Q16. Can I pay cash at the venue?**

Sorry only online bookings are allowed.

**Q17. Is there a refund?**

Bookings are non-refundable. However, we allow you to change date to another date that's available. Date change fee is ₹2000, and there is no refund if you change to a lower priced slot. Date change needs to be done by calling us at 84311-90774 at least 24 hours before the booked date.

**Q18. What if it rains?**

If it rains and you couldn't shoot at all, we will allow a date change at no extra cost provided the new date has slots available. If it rains and you were able to partially shoot, we will allow you to shoot on another day for the remaining number of hours at no extra cost. Please notify our staff on site immediately so we can record this to rebook the new shoot date for you.

**Q20. Can I bring my own props?**

Yes, you can.

Q21. Is there a swimming pool at the venue?

No

Q22. What are the rooms available?

All rooms have air conditioners, a mirror and a chair. All rooms have attached bathrooms.

Q23. Will more than 1 shoot happen at the same time?

Yes we allow up to 4 shoots per day. However, we are a huge property with over 50 backgrounds. We constantly monitor waiting times to make sure there is minimal or zero wait.

Q24 Is videography allowed?

Yes.

Q25 Do you follow Covid-19 protocols?

All COVID protocols are followed on site.