

Frequently Asked Questions About

Pearl

Q: Does Pearl require Wi-Fi?

A: It's ideal, but not required! If Wi-Fi isn't available at your venue, Pearl will save all captures internally and then your guests will get the capture sent to them after we pick Pearl up and get her back to our Wi-Fi. All captures should be sent within 24 hours!

Q: Does Pearl require power?

A: She does. We'll need access to a regular power outlet nearby. We'll always have an extension cord with us, but we still need to be within about 15-20 feet of an outlet.

Q: Can Pearl be outside?

A: She sure can! Ideally, she'd be in a shady spot, but she has an internal fan to keep her cool. The shadier the spot, the easier it will be for your guests to read the screen (and they won't be squinting their eyes for pictures!). Pearl cannot be outside in the rain, and we ask that you put her in a covered area (a pop up tent is totally fine).

Q: Can I move Pearl after you get her set up?

A: No! Pearl must be left where we leave her and should not be adjusted. Want to fit a bigger crowd or smaller/taller person in the shot? Adjust your BODIES, not Pearl. If Pearl is moved from her original location when we come back to pick her up, you risk being charged an equipment fee of \$200. It's our responsibility to make sure Pearl is in a safe position with her cords taped down and on a flat surface. When you move her, those elements can change too. DO NOT MOVE PEARL UNDER ANY CIRCUMSTANCE.

Q: What's the difference between a "standard" overlay and a "custom" overlay?

A: Our standard overlays come complimentary with any package, and we change the colors, as well as the names/dates on the design to blend with your event. A custom overlay is made new by Jaimie, our graphic designer! We'll match your invitations, signage, etc. and you'll get a proof ahead of time that you can send back for revisions.

Q: Does my rental time include the time it takes you to set up?

A: Nope! Our attendant will arrive with Pearl approximately 30 minutes-1 hour prior to your rental time to ensure we're up & running in plenty of time for your rental time.

Q: Can I book Pearl longer than the standard 4-hour window?

A: You sure can! Additional hours can be added to your rental for an extra cost. The price varies depending on whether or not it's a nonprofit, if it's a weeknight or weekday, if you have

an attendant or not, and things of that nature. Reach out to us at somethingborrowedowensboro@gmail.com for an accurate quote for your upcoming rental!

Q: What time will you arrive to set up?

A: Our attendant will arrive with Pearl approximately 30 minutes-1 hour prior to your rental time to ensure we're up & running in plenty of time for your rental time.

Q: I don't want you setting up during my ceremony. What should I do?

A: Our attendant will arrive with Pearl approximately 30 minutes-1 hour prior to your rental time. You do have the option of adjusting your rental time to ensure we're there before your ceremony starts or you can add idle time to your rental. Pricing for idle time varies based on event, so just email us at somethingborrowedowensboro@gmail.com for an accurate quote!

Q: Can I add time to my rental on the day-of?

A: We can't promise it, but if you'll reach out to us and let us know what you're hoping to add, we'll certainly do our best. It's more likely that we can stay later than set up earlier without future notice, but it doesn't hurt to ask. In these situations, texting Summer at 270-619-6993 is the best route to go!

Q: Will I get all the pictures taken?

A: Yep! You as the "host" will receive a full gallery emailed to you approximately 24-48 hours after your event.

Q: How soon will my guests get the pictures?

A: Assuming there is Wi-Fi, they'll get the photos almost instantly. If there are any issues with internet/spotty Wi-Fi, it can take up to 24 hours. If they're not getting them instantly, they'll start to get them as soon as we can get Pearl back to her home Wi-Fi! She saves everything internally in the meantime.

Q: Can I provide my own backdrop and/or props?

A: Absolutely. It's always helpful for you to let us know what the backdrop looks like before we design your graphic so we can make sure it flows. We suggest a minimum of a 7'x7' backdrop but we'll always work with what you have.

Q: Can I add your props to my rental?

A: You sure can. You just have to also book an attendant. The prop table can get super messy quickly, and props have a way of walking away when they're not supervised. Our attendants are there to make sure neither of those things happen!

Q: How much space do I need to have for Pearl?

A: Depending on your setup (backdrop, prop tables, etc.), an area of about 6'x8' is ideal.