

TNHometour General Terms & Conditions

- 1) If the photographer cannot adequately shoot the property once they arrive due to reasons beyond our control (such as, but not limited to a) unable to gain access to the property b) excessive clutter and mess c) unrestrained animals) you will be charged a 50% fee of the price of the shoot. Please review the home prep guide and make certain arrangements have been made to access the property prior to scheduling a shoot.
- 2) It is the Realtor and/or home owner's responsibility to have the home in photo ready condition prior to the photographer arriving. The photographer may make minor adjustments to improve the shot, but they cannot move furniture or make significant changes, clean the home, etc. Be sure to read the home prep guide several days prior to your shoot to make sure you are ready to capture the best photos possible.
- 3) If, for any reason, you are unable to keep your scheduled appointment please give 24 hours notice so we can reschedule you at a more appropriate time and open your time slot to others. Cancellations with less than 24 hours notice may incur a \$50 cancellation fee. Cancellations made within 4 hours of the scheduled appointment will incur a 20% fee. Cancellations made on site or en route will be assessed a 50% fee.
- 4) Please make any special requests known to the photographer before the shoot begins, including specific shots, angles and the like. Otherwise the photographer will shoot the home based on experience, the home's condition, lighting and several other factors to get the best possible shots. That sometimes means making compromises when it is necessary to shoot around things or compensate for the angle of the sun.
- 5) Turnaround time is next business day for residential projects. 3-5 business days for commercial projects.
- 6) Payment is due at the time of the shoot by check or credit card or for your convenience you may pay securely online with a credit card ahead of time.
- 7) In the event of unfavorable weather on the day of your shoot, you may opt to reschedule for our next available opening without incurring a fee. You may also opt to proceed with the shoot as originally scheduled regardless of weather conditions. In this case please understand that your photos will reflect the weather conditions at the time of the shoot - clouds, rain, etc. Prices do not include digital processing to correct for unfavorable weather conditions (clouds, rain, etc) when and if those corrections are possible to photographs for \$35. In some severe weather conditions we cannot risk damage to the camera equipment and will not be able to shoot regardless.

- 8) Hosting for single property web sites (branded and unbranded) is provided for a period of one year from the date the shoot is completed.

Copyright Notice: The photographer who has taken the image is the copyright holder of the image. The copyright of an image is not transferred to any other party unless a specific written agreement is made. Licensing may be obtained for various applications of images, please contact us for more details.

Photo Rights and Usage for Real Estate Photography: The original agent who paid for this service has permission to use these images on any electronic or printed form of advertisement for the promotion of that property. The licensing agreement is valid only for the duration the home/property is listed for sale and cannot be reused without specific written permission.

Images cannot be sold to another agent who takes over an expired or withdrawn listing.

Failure to pay for the images will result in a copyright infringement/violation. You will be asked to remove the image from any electronic or printed form of advertisement. Failure to stop using them will result in legal action.

Photo Rights and Usage for Builders, Stagers, Designers, Home Owners, and others:

Builders, stagers, designers and others who wish to use images taken by our photographer should contact us for specific licensing information. In addition to fees paid to TNHometour a property photography release will need to be obtained from the homeowner.