

#### SCHEDULING

We require a minimum of 48 hours notice for all photography services with payment due before the shoot - last minute requests will be address individually and will still require up front payment. Due to the open schedule format we utilize there may be times we will need to adjust shoot start times to allow sufficient travel times.

#### AT THE SHOOT

If client is not present and/or does not supply a shoot list at the appointment our interpretation of the property will be deemed acceptable. Any additional images required after the photoshoot will be subject to additional fees. We will make a reasonable effort to exclude unwanted or unsightly objects before shooting each room - this does not include things like making beds, de-cluttering or moving furniture. It is understood that without your input we will photograph the property using our experience and judgment.

#### AFTER THE SHOOT

After the initial shoot we will digitally process the images. This can include compositing, basic color correction, retouching and preparing the master files for final delivery - Advanced retouching is available for an additional cost.

#### DELIVERY

Photos will be delivered withing 48 hours after the photo shoot. We will provide two sets of images - one optimized for MLS and another suitable for print. Expedited delivery is available for an additional cost.

#### CANCELLATION

Please note, a cancellation fee of \$50 will be charged for any shoot canceled within 24 hours of a booked appointment. If the client, homeowner or representative are not available to provide access to the home during the allotted shooting time we will consider it a cancellation and the full rate will be billed.

#### REFUNDS

All refunds are subject to any cancellation charges that may be enforced and will be refunded full amount less any cancellations fees and credit card processing fees. Refunds on orders older than 15 days will be applied as store credit.

#### RIGHTS & USAGE

All images remain the sole property of Pinnacle Tour and carry a two year limited use license - they may be used for all marketing associated with the current sale of the property in accordance with the local MLS rules. Any usage of the images by a third party including but not limited to architects, builders, stager, designers, seller or buyers is strictly prohibited unless approved in writing by Pinnacle Tour.