

TERMS & CONDITIONS

MONEY BACK GUARANTEE

We will make you happy or refund your money.

BLUE SKY GUARANTEE

We will deliver blue skies on the Front View “Money Shot”, plus any other significant exterior photos. This is regardless of weather. However, we cannot shoot if the weather will harm our equipment.

PAYMENT

We require a credit card on file before dispatching a photographer

NO-SHOW, DELAY, AND CANCELLATION POLICY

Our photographers give us competitive rates because we help them to keep their days full. We respect their time and compensate them when they are left with unexpected cancellations. The intent of our standard policy is not to impose a punitive charge on our customers, but simply to compensate our photographers who have lost time and perhaps the opportunity to shoot another job.

NO-SHOW AND SAME-DAY DELAY FEE: \$90

This fee applies to all photography sessions that are cancelled or delayed the same day as the originally scheduled shoot. Examples are customer learns same day that home is not ready to shoot, agent instructed photographer to use key in lockbox, but the agent didn't leave the key there, agent is prompt and on time, but property is not ready to shoot, or the on-site contact (agent, seller, assistant) is not on site to give access to photographer within 15 min of scheduled time.

In order to avoid the “Same-Day Delay Fee”, you should reach our office at 650-585-2241, or the photographer, before 5PM the prior business day before the shoot.