

Terms of Service

Our Terms of Service have been outlined in this document in order to clearly state what we do and what our clients can expect when they use our services, and purchase our products.

We do reserve the right to change our Terms of Service at any time however; we will provide updates on our website. All prices are excluding taxes. Taxes will be applied to all invoices.

Product & Service Descriptions

Payment Policy:

We require all of our clients to have a credit card on file however you may make payment by cheque or cash on the day of the photo shoot if you so choose. If you do not have another form of payment ready on the day of the photo shoot your credit card will be processed instead. **Please be prepared to make your payment on the day of the photo shoot.**

We accept cash, cheque, credit cards and EMT. **Please make all cheques payable to REAL ESTATE PHOTOGRAPHY.**

Booking:

The best way to schedule an appointment is through email. If you would like to schedule an appointment please include the following information when you email:

- 1) Your Name
- 2) Cell Phone Number
- 3) Property Address
- 4) Total Square footage (Including finished basement)
- 5) Postal Code (to locate property)
- 6) All email addresses that you need the pictures sent to
- 7) Lock Box Code (if necessary)
- 8) Vendor's phone number and Name (if necessary)

Copyright Information:

Authorized Use:

Real Estate Photography possesses full and complete ownership of any and all images that we have been contracted to produce. There is no other entity with rights or ownership of images produced by Real Estate Photography, unless Real Estate Photography has given them a license.

Real Estate Photography authorizes its clients to use the images produced for the sole purpose of marketing their property for sale (website(s), newspaper advertisements, TV) and for any other advertising related to the sale of the property.

Unauthorized Use:

Real Estate Photography does not authorize any of its clients to sell or distribute any of the images we produce, through email or hard copy, to your clients, stagers, contractors or any other third party for any reason, without the consent of Real Estate Photography.

Real Estate Photography does not authorize use of any materials we produce (i.e. Feature Sheet PDF's, photographs, etc.) for listing presentations or any other soliciting of new business without expressed consent and approval from Real Estate Photography.

Delivery Policy & Guarantee:

24hr Guarantee

We guarantee that you will receive the images we produce formatted for the MLS system within 24hrs (with the exception of photo sessions scheduled on Friday before 2pm) of the scheduled photo session and Hi Res Files (Upon Request) formatted for use in feature sheets within 48hrs of the scheduled photo session, provided that the information you supply us with is correct and accurate, and enables us to access the property at the time that is scheduled (i.e. Appointments scheduled at 4:00pm on Monday will have our guarantee of delivery by 4:00pm Tuesday, 4:00pm Wednesday for Hi Res images).

You will receive images from any photo session scheduled for Friday before 2pm by Saturday at 2pm unless specifically requested and if so you may or may not be subject to expediting fees depending on our availability.

In the event that you or any members of your team provide us with information that results in denying us access to a photo shoot location, or delays us from accessing the location, the terms of the 24-hour turnaround guarantee will be revised based on our schedule and discretion.

We will make every attempt reasonable to notify you of any issues in accessing the location based on the information that is given to us by yourself or members of your team. So long as it does not interfere with our schedule of appointments we will attempt to contact you to access the property in order to complete the photo session, however you may incur charges for our wait time or for returning to the property.

If you or any members of your team changes the scheduled time for a photo session, the terms of our 24-hour guarantee will be revised to reflect the rescheduled time (i.e., Appointments originally schedule for 2:00pm on Monday but rescheduled for 5:00pm on Monday will have our guarantee of delivery by 5:00pm on Tuesday).

Photography:

Our basic Photography service includes 9 pictures or more depending on the property. You will receive the images we produce for your property formatted for the MLS system by email and if necessary you will be given a link so that you can download the Hi Res Files for use in feature sheets or other print marketing materials and multimedia. The images will be the same however the formats will be different so if you interchange them you may see quality loss.

Our basic photography service also includes travel in our base area. Our base area includes Pickering, Ajax, Whitby, Brooklin, Oshawa, Courtice, Bowmanville, and Newcastle.

For optimal results we take a lot of pictures in order to get the best lighting, exposure, and angle. We sift through them all and choose the best exposure and angle that shows the property most accurately. The images that are not chosen will be kept on file for 3 months, while the images that we email you will be kept on file for at least one year and may be deleted after that time if necessary.

Property Fees:

Our basic photography service includes properties up to 3000Sqft of living space, after which additional property fees will apply incrementally every 500Sqft up to 5000Sqft starting at \$25. The property fee for properties over 4999sqft will have a starting price of \$75.00 but may be increased once the property is completed based on the layout of the property and depending on how extensive the photo session is.

Travel Fees:

Travel fees begin outside our base area and start at \$25.00 for properties located in Scarborough Orono, Port Hope etc. The second travel fee is \$50.00 and covers Toronto, Markham, and Cobourg. Anything outside of our defined areas will have a travel fee that will start at \$75.00 and will be determined when scheduling a photo shoot.

Multi Media:

We will provide a published 360° Virtual Tour within **2-3 business days**, and published Slideshows within 48 hours. 360° Virtual Tours can take from 20-40min longer than an average photo session (depending upon the number of scenes). 360° Virtual Tours must be requested at the time of booking, while slideshows may be requested any time after the photo shoot.

Print Media:

We have a number of different feature sheet styles printed on several different quality papers, and you will always receive 25 copies with the listed price. We guarantee any feature sheets you order will be ready for pick up within 1-2 business days, **provided that we have received the listing stratus report or the listing blurb in an editable digital format by 3:00pm on the day of the photo session.** We will accept non-editable copies if it is the only available format however additional charges will apply in order for us to re-type the listing information.

Closing Gifts:

We offer some closing gifts to our clients that incorporate our pictures. If you think you might want a closing gift please inform us before the shoot. We incorporate additional pictures like street signs etc. into the closing gifts.

Company Information:

Business Name:	Real Estate Photography
Address:	68 Third Avenue, Oshawa ON., L1H 3A5
Phone Numbers:	Office: (289) 240-8181 Mobile: (905) 926-1981
Owners Operators:	Chris & Chitel Pierre
Email Addresses #1	Main: photos@rephotography.ca
Email Addresses #2	Secondary: cnc@rephotography.ca
Hours of Operation	Mon-Fri 10am-6pm

Services	Description	Price		
Photography				
Photography	Our basic Photography service includes 9+ MLS photos delivered to your email. Travel inside our base area is included in our basic photography.	\$79.00		
Exterior Photography	Exterior photography and or retakes. Travel fees may apply	\$35.00		
Dusk Photography	Exterior Photos taken specifically at dusk	\$79.00		
Multimedia				
360 Virtual Tour	4 Scenes (Rooms), Published online and emailed link. Add \$15 per additional scene.	\$79.00		
Flash Slideshow	Published Slideshow including all stills taken, with music	\$35.00		
Print Media				
Feature Sheet 1	25 Single Sided 100 # Gloss	\$28.75		
Feature Sheet 2	25 Single Sided 12pt Card Stock	\$31.25		
Feature Sheet 3	25 Double Sided 100# Gloss	\$42.50		
Feature Sheet 4	25 Double Sided 12pt Card Stock	\$48.00		
Feature Sheet 5	25 Booklet Style 100# Gloss	\$57.50		
Feature Sheet 6	25 Booklet Style 8pt Card Stock	\$65.00		
Just Listed Cards	Call for pricing			
Just Sold Cards	Call for pricing			
Service Fees				
Property Fee 1	3000-3499 Sqft	\$25.00		
Property Fee 2	3500-3999 Sqft	\$35.00		
Property Fee 3	4000-4499 Sqft	\$45.00		
Property Fee 4	4500-4999 Sqft	\$55.00		
Property Fee 5	5000 & Up	\$75.00+		
Travel Fee 1	Scarborough, Orono Port Hope	\$25.00		
Travel Fee 2	Toronto, Markham, Cobourg	\$50.00		
Travel Fee 3	Beyond defined area will be negotiated at scheduling	\$75.00		
Expedited Photography	Rush Delivery of Pictures. Terms are negotiated at time of scheduling	\$35.00		
Expedited Feature Sheets	Rush Delivery of Feature Sheets. Terms are negotiated at time of scheduling	\$35.00		
Cancellation Fee	Cancellation fees will be determined for each occurrence and will be based on individual circumstance. Cancellation fees will only apply if travel and or potential bookings have been affected.	\$50+		
Photo Editing	Hourly Rate	\$40/Hr		
Products				
Slideshow CD	The Slideshow from the listed property. Closing Gift	\$35.00		
Photo CD	Professionally printed CD with high resolution images	\$25.00		
Delivery				
Images for MLS System	Hi Res Files	Feature Sheets	Published Slideshow Link	Published 360° Virtual Tour
24 hours	48 Hours	*48 Hours	48 Hours	48-72 Hours
IMPORTANT NOTE:				
<i>The Images produced, for MLS use, for Photo sessions Scheduled Before 2pm on Friday will be emailed by 2pm on Saturday.</i>				