

Pacific Video Productions Terms Of Service

- 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 the full fee of the shoot.
- 2) It is the Realtor and/or homeowner'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.
- 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.
- 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 24 hours for both photography and Matterport 3D tours and 48 hours for videography. Although you may get your products back in less time we cannot guarantee it. If you have a situation that requires a quicker turn around time please inquire about options for express service at an additional fee.
- 6) Payment is due upon delivery of final product.
- 7) All content provided to the client are solely and exclusively owned by Pacific Video Productions. As such, Pacific Video Productions reserves all rights of ownership including but not limited to the distribution, publication, alteration, sale, and duplication of any and all photos provided to the client. Client is granted a limited, terminable, non-exclusive license to use the content provided by Pacific Video Productions in any legal manner. Client is not, however, granted a license to sell, transfer, license, and sub-license or otherwise distribute the content, any component of the content, or any products or services derived or developed from or based on the content to any third party. Notwithstanding the foregoing, clients may transfer the deliverables associated with the service to their MLS provider for the sole purpose of fulfilling the defined purposes of the MLS provider. Such transfer of this limited usage license to the MLS shall not in anyway be construed as a transfer of ownership to the MLS.