



**GET REEL PRODUCTIONS**

400 King Street, Suite 3  
Chappaqua, NY 10514

T 914-861-2393  
[lyle@getreelproductions.org](mailto:lyle@getreelproductions.org)

## **TERMS AND CONDITIONS - PHOTOGRAPHY AND MATTERPORT SCANNING SERVICES**

### **SCHEDULING AND CONTACT INFORMATION**

Requests for appointments should be submitted via our web portal at [grp.gofullframe.com](http://grp.gofullframe.com) with as much detail as possible. We will reply back within 24 hours to verify the date, time and location of the shoot. Next day orders are difficult to schedule, cannot be guaranteed and are subject to an additional charge. Once both parties have acknowledged the date and time of the appointment, the appointment will be considered "booked".

### **AT THE SHOOT**

The Client is responsible for the presence of an authorized representative at the shoot to approve the Photographer's interpretation of the project. If a Client or Brokerage representative is not present, the Photographer's interpretation shall be deemed acceptable. All properties will be shot "As Is." Your input is important when choosing the best rooms and angles to photograph. Absent your input, the photographer will use his/her best judgment and experience to decide how best to photograph the property.

The photographer will make a reasonable effort to remove litter, stray objects, etc. from the rooms; however please note that this does not include things like making beds or arranging furniture. Agents are expected to have property staging and cleaning completed prior to the photo shoot including:

- Removing confidential or unwanted items
- Adjusting furniture and/or decor to desired position
- Informing the Service Provider of any rooms or areas that should be excluded
- Ensuring the Service Location is free of moving persons, pets, or objects

Unless otherwise arranged, a Service Location that has not been properly prepared, in photographer's sole discretion, will be considered unready and the date of Captures Service must be rescheduled. Service Provider shall not be responsible for the untidiness of any Service Location or for small alignment issues, mirror, window, glass, and reflective views.

### **AFTER THE SHOOT**

Once the images have been made, the photographer will perform digital retouching and deliver to you by Noon the following weekday, unless otherwise specified. Delivery is via our client portal website. All images will be delivered in high resolution format, and a MLS ready size to download. Images will be watermarked with our logo until payment is received.

*Matterport 3D Scans:* Service Provider will provide a URL and embed code for the completed Matterport Space(s) (which will include access to Guided Tours and CoreVR Experience, if ordered). Customer understands and agrees that all Matterport Spaces (including associated Guided Tours and CoreVR Experience, if ordered) are hosted solely on Matterport's platform, and Customer will not receive any digital assets for Matterport Spaces. Matterport Snapshots and Matterport 2D Schematic Floor Plans will be provided by email or a third-party digital repository. Service Provider will make all of the foregoing 3D Services available to Customer within 2 business days (circle one) after the date of the Capture Services. Customer can request that Matterport Spaces contain hidden "presented by" and "contacts" details for use on real estate MLSs. The 3D Scans will be hosted by Matterport for one year after the date of the Capture Services.

### **CANCELLATION, NO-SHOW AND INCLEMENT WEATHER POLICY**

If cancellation or re-scheduling is necessary, please do so with a minimum of 24 hours notice. Any shoot cancelled within 24 hours of a booked appointment is subject to a \$25 Cancellation Fee. Arriving late beyond 30 minutes to an appointment will be considered a cancellation, and will be billed at the full rate of the shoot. Every effort will be made to accommodate a rescheduling. In the event of inclement weather preventing photography, a new date will be scheduled at the earliest available time.

**RIGHTS AND USAGE**

All images and Matterport 3D Scans produced for an Agent or Broker [Client] may be used by the Client for any and all marketing materials and campaigns associated with the property and for the Client's self promotion. The photos may also be used by the Client's parent company for the sole purpose of marketing the specific property photographed. Ownership of the images remains with the Photographer, and license is granted only to the Client and Client's parent company, and not to any third party. Any usage of the images by a third party, including but not limited to, architects, builders, stagers, designers, sellers or buyers, is strictly prohibited unless approved in writing by the photographer.

**PAYMENT**

Photographer will invoice the client through the client portal ([grp.gofullframe.com](http://grp.gofullframe.com)) at the completion of capture services.