

What to expect at the site visit:

Start time / Arrival time: You should expect a Virtual Tour Producer to arrive on site within 15 minutes of the scheduled appointment time. If you are not there, the producer will get started on exteriors. If you are going to be late yourself, please let us know.

Photo Shoot time: The VT producer will be on site for approximately 45 minutes for a Bronze images package, up to 2 hours for a Platinum images package. Please allow for this in your schedule.

Floorplan measuring time: This can vary greatly from property to property, depending on the complexity of the architecture and availability of blueprints. As a general guide, allow 1 hour per 1000 Sq Ft or 20 min per 1000 Sq Ft if you are supplying blueprints.

What you should do to prepare:

Clutter kills your pictures! If you are not staging, please tidy up and remove clutter!

Especially remove personal effects & knick-knacks from counters, bedside tables etc. Especially in the kitchen, get everything you can, off of countertops and stovetops. In small rooms please remove that “extra chair”, television or waste basket.

Interior cleanup checklist:

- Open all curtains and blinds to let in natural light
- Put away all toys, clutter and distracting objects on floors etc
- Put away pet dishes, litter trays, animal baskets etc.
- General house cleaning: vacuum carpets, wash windows
- Identify and remove things you DO NOT want to appear in photos. E.g. Gym equipment in the master bedroom (very common)
- Straighten sofa cushions and bed covers
- Remove mats and floor coverings in bathrooms and kitchen
- Remove dressing gowns or anything hanging on backs of doors
- Sweep fireplace and remove ashes
- Bathroom toilet seat should be down

Exterior cleanup checklist:

- Remove cars from driveway, and curb in front of home
- Remove cars from opposite side of street as well!
- Hose down exterior of building (removes dust and brightens colors)
- Mow lawn, trim hedges, sweep driveways and paths
- Remove hose-pipes and any equipment for pool and yard
- Identify things you DO NOT want to appear in photos
- Remove garbage cans and recycle bins from curb area

Select the best time for shoot:

We get best results when soft natural light is flooding into rooms, and when the building is bathed in sunlight. Obviously there's nothing we can do about seasonal weather conditions! However, if the front of the house is shaded by large trees or other buildings at the time we have scheduled, please call us to re-schedule for a more favorable time. We want to show your home in its best light!

- Home faces North thru West – Schedule site visit for after 12:30p.m.
- Home faces South thru East – Schedule site visit for prior to Noon.

Changes, Cancellations and No-shows:

If you need to change the appointment time or date. It is the Agent's responsibility to give Plans and Tours a minimum 24 hours notice before the scheduled site visit. Failure to give us adequate notice will result in a late cancellation / no show fee being levied.

Late cancellation: > 1 hour notice but less than 24hrs notice.

With a late cancellation, we may not be able to re-schedule resources, but we can at least avoid incurring unnecessary expense traveling to the property and waiting around.

Late cancellations will be charged at **\$30**

No-show or Not Ready: < 1 hour notice or unable to gain full access to the property, or property simply not ready for photos (e.g. carpet being laid or cleaned, painting in progress, broker tour in progress, open house in progress).

Once a VT Producer is en-route or on-site, costs are being incurred - VT Producer resources, mileage and wear and tear on vehicles. Plus it is impossible to re-assign these resources.

No shows will be charged at **\$50**

Clear access for VT Producer:

Please do not double-book a photo shoot and landscaping, painting or cleaning services at the same time. Do not book broker tours or open house within 30 mins of the start time or end time of a scheduled virtual tour photo shoot. It is impossible to do a good photo-shoot if one has to avoid other people, wait for people to move cars out of the way or move their tools.

We expect each and every room to be **READY** for photography at the time of the appointment, and our VT Producers are instructed to shoot what they see.

Tell us about shots you want:

Unless you tell us in writing, exactly what shots you want (we have a form for this), the VT Producer will use his discretion in selecting the shots that will be published online.

When the Tour is Published:

Turnaround Time:

We understand Real Estate marketing is time sensitive. Virtual tours images, maps and aerials imagery will be produced and published within 36-48hrs of the site visit (M-F). Tours shot on Saturday will not be published until the following Monday. Additional services that include Floorplans require 2-4 business days for publication.

Links and Notifications:

Unless you expressly ask us not to, we will link to MLS as soon as it is possible.

You will be given a direct link to the virtual tour via an email notification.

- We'll let you know in this email whether or not we have linked it to anything
- Some MLS services do not provide a feed, so you must do it yourself.

Depending on your Agency requirements, we may also notify your office admin.

Accuracy of Information:

We take a great deal of pride in the quality and accuracy of our work. However, we expect you to check it and let us know if we made an error or anything needs to be changed.

If pricing or MLS numbers change after the fact, please let us know as well.

Access to Images:

It is understood that Agents require access to virtual tour images in web- and print-quality for other marketing purposes. In the email notification, we give you a link that provides access to the images as follows:

Web-quality – all published images

Print-quality - one or two “front” shots (all other images will be available for \$5 each)

Please note: Print-quality images does not mean the same thing as Brochure photography. These photos are taken for the purposes of Virtual Tours. Given the time constraints implicit in the task of producing a Virtual Tour at the quoted prices, Virtual Tour photography, should not be used as a substitute for Professional Brochure photography. Print-quality merely means adequate image resolution for print collateral. Use of these images for purposes other than Virtual Tours is done entirely at the Agents own discretion, and Plans and Tours will not be held responsible for not having optimum lighting or composition.

Tour Expiration:

Tours will be active for six months. After that time the tour will be taken offline or archived at the discretion of Plans and Tours. Customers in good standing may reactivate the tour for an additional six months, for a nominal fee.

Payment Terms:

If we do not have your credit card on file, payment is due at the time of the site visit.

You will be sent an invoice shortly after the site visit is completed.

Payment is due on Receipt. Late payment charges of 5.0% will apply, if not settled within 30 days. At Plans and Tour discretion, virtual tours may be suspended on past due accounts.

Duties we do not perform:

Key pickup from your office is not part of our service. If you are not able to attend the site visit, please give us lock box instructions or arrange for someone else to let us in.

We are not responsible for staging, moving furniture, or general clean up.

We do not move anything! Whatever is in the frame will be shot. We don't Photoshop it out!
Please note: Photoshop editing to remove undesirable objects is charged at \$15 per 15mins.

We cannot second-guess special requirements you have, please tell us in writing.

Sadly, at this time, we are unable to control the elements or move the sun!