

# Terms of Service

## Royal LePage Your Community Realty & Royal LePage Connect

1. Minimum order-to-visit time is 36 hours, subject to schedule availability.
2. Please note that any Incremental Charges related to Extra Square Feet, based on the Total Billable Area per property (versus what was provided on original order request), will be reflected on your billing. For the works orders, this means an additional \$50, \$60 or \$75 will be applied, depending on the package ordered, in 500 sq. ft. increments.
3. Package pricing includes the photography and measurement of properties and in some cases video & incremental charges are applied as per the square footage of the property shot.
4. We require a "full" next business day after the completed appointment, to process and return the purchased materials.
5. We require up to 48 hours to process a Walkthrough Video. If your Walkthrough Video is on a Friday, you will not receive it until Monday. Edits take additional time and our pricing includes one round of edits. Video edits beyond the first round are subject to a fee.
6. Any Cancellation or Rescheduling requests received after 5pm on the business day prior to the appointment, will incur a \$100 Sameday Cancellation/Rescheduling Fee. To cancel a shoot on Monday, you must contact us before 5 pm on Friday to avoid the \$100 fee.
7. Any changes to the Date of an appointment, after the order has been placed, will result in a \$25 Admin Fee.
8. Any Cancellation or Rescheduling requests received less than 24 hours before the appointment, on the business day prior to the appointment, will incur a \$100 Sameday Cancellation/Rescheduling Fee. To cancel a shoot on Monday, you must contact us before 5 pm on Friday to avoid the \$100 fee.
9. Same day cancellation will result in full charge of the scheduled service.
10. If the photographer is unable to start the appointment within 15 minutes of the scheduled appointment, through no fault of their own and/or based their judgement do not feel they can complete the appointment in the available time, the appointment will be considered a same day cancellation.
11. Extra charges will be applied for any return or repeat visits (i.e. Reshoots) and will be determined on a case-by-case basis.
12. There will be an additional minimum charge of \$50 for Weekend Shoots in some areas, and Holiday Shoots may incur an incremental charge as well. If the weekend shoot involves video the additional minimum charge is \$100.
13. Travel Charges will be applied to those appointments outside of our regular service areas. A travel fee of \$1.00 per km (each way) is applicable outside of our service borders.
14. A Reactivation Fee of \$50 will be applied for any request to 'unlock' an expired iGuide View.
15. Weather Policy: We do not take responsibility for the weather. The client has the option of rescheduling the appointment in the event of poor weather conditions, within the terms mentioned above, and/or schedule another appointment to capture exterior images. Costing will be determined on a case by case basis and applicable travel fees will apply.