

Terms of Service

Booking Window

A minimum of 36 hours' notice is required for all orders, subject to scheduling availability.

Payment Terms

Full payment is due at the time of order. Any additional services or upgrades will be billed upon delivery of the iGuide, using the original payment method.

Package Inclusions

Package pricing includes photography and measurements. Video and extra square footage may incur additional charges.

Incremental Charges for Square Footage

Any difference between the property's actual Total Billable Area and what was stated in the order may result in additional charges. These will be processed within 45 days of the appointment.

Turnaround Time

Standard turnaround for iGuide delivery is one full business day after the shoot.

Walkthrough Videos

Walkthrough videos require up to 48 hours for delivery. Videos shot on Fridays will be delivered the following Monday. One round of edits is included; additional edits are subject to a fee.

Condo Pricing Policy

The 'Condo Package' applies to condos under 1,500 sq ft only. If a townhouse or home-style condo is booked under this rate, it will be adjusted to the appropriate package (e.g., 'Standard iGuide' or 'Detailed Floorplan') on your final invoice.

Change Fee

A \$25 change fee applies to any appointment date changes after the order is submitted.

Late Cancellation/Reschedule Fee

Cancellations or reschedule requests received less than 24 hours before the appointment (business days only) incur a \$100 fee. For Monday appointments, cancellations must be submitted by 5:00 PM Friday.

Same-Day Cancellations

Same-day cancellations will be charged in full.

Photographer Delay Policy

If the photographer cannot begin within 15 minutes due to client delay or access issues, and they determine the appointment cannot be completed as scheduled, the appointment will be considered a same-day cancellation.

Cancellation Credits

Any balance remaining after cancellation will be issued as a promo code credit for future bookings.

Reshoots & Return Visits

Reshoots or return visits will incur additional charges, assessed case-by-case.

Weekend & Holiday Rates

Weekend shoots may carry an additional \$50 fee, and video shoots on weekends will incur a minimum \$100 fee. Holiday shoot rates vary.

Travel Fees

A \$1.00/km travel fee applies to properties outside our standard service area.

iGuide Reactivation Fee

A \$50 fee applies to reactivating expired iGuide views.

Weather Policy

Weather-related rescheduling is permitted within our cancellation policy. New appointments to capture exteriors will be billed separately, with travel charges if applicable.

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