



## FAQs

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### What are your prices?

Prices are based on the square footage of the home. But there are other factors that might figure into the price for your project. Luxury listings require more time and more photos. Short-term rentals also require more photos and different types of photos to create ambiance. These photos are also used frequently to generate income on an ongoing basis, for an indefinite period of time, making the images more valuable. If you have questions, please call me to discuss your specific needs for your listing.

### How many photos do I get for that price?

I do not limit you to a certain number of photos for the price. Typically, I will photograph most rooms from 2 different angles in order to show the flow of the home. Regular bathrooms will usually only get 1 shot. But kitchens and common areas might get 3 or more shots.

### How far will you travel?

I will go just about anywhere. However, there is a travel fee charged when I get outside my local area. I consider all of Anderson and Knox Counties "local". I will also go to Alcoa and Maryville (inside city limits), and some parts of Roane and Campbell County with no travel fee. Also, scheduling for listings "outside of my area" will be limited to when I can get to the location based on other shoots that are already scheduled. And travel fees are based on amount of time required to get to and from the listing. The time involved often means I can not schedule as much work for the day.

### What do I need to do before you arrive?

Just like you would want to look your best for portrait photos, you will want the home to look its best as well. However, some things like dust, soap scum, etc. will not show in the photos. It's more important to make sure the clutter is hidden than it is to mop the floors. I have created a document you are free to download, print and give to your sellers that will help them focus their energy and efforts. "Preparing For Photos" can be downloaded from my website.

### How long will you be at the home photographing?

It depends on the size of the home and various add-ons you might need. On average, it will take me about 1 hour on location. That could be less for smaller homes and more for larger homes.

### Do I need to be there when you photograph?

Not necessarily. If you are not able to be there, I'm fine with being alone in the house. I do not have a Supra key (our MLS doesn't give photographers "supra powers"), so I will need to have a way to get in if you or someone else is not on site to let me in. A lockbox or hidden key works fine. **If the home is currently being rented, the realtor or the owner MUST be present, whether or not the renter is present.**

I understand that many times the home owner will be present, and that is fine. I would prefer, when possible, children and extra family members or guests not be in the home. Lots of people just means more opportunity to accidentally walk into a shot or in front of a mirror, etc.

It can be a logistical nightmare trying to get everyone moved out of the way multiple times. However, I do understand, this just isn't always possible. I will work with the situation as best I can.

### **When will my photos be ready?**

My turn-around time is the next day, usually by 8:30am. If your shoot is scheduled on Friday, delivery will be noon on Saturday.

### **When do I pay for the pictures?**

You can pay anytime once the order is placed. However, when the images are delivered, the software will require payment before the download options will be unlocked. If you prefer to pay by Venmo or Paypal, that info is on the invoice. But please let me know with a quick text so that I can unlock the downloads for you. Also, I can take cash or check onsite the day of the shoot.

### **How will I get the photos?**

You will receive an email with a link once the photos are ready to be downloaded. You can pay directly on the portal and the photos will be unlocked for downloading immediately. If you do not pay on the portal, and wish to pay through Venmo or Paypal, please send me a quick text and let me know so that I can unlock the downloads for you.

### **What is the cancelation policy?**

You will receive an email 48 hours before the scheduled shoot. This is your gentle nudge to check in with your seller to find out if they are going to be ready for photos. And if you can, it would be even better for you to go put eyes on the house yourself. If it is not going to be ready, let me know ASAP.

If you cancel or reschedule after 5:00pm the day before the scheduled shoot, you will have to pay a \$200 cancelation fee. If I've already arrived onsite and can not shoot for any reason (can't get in, client won't let me in, house is not ready, etc.), there is a \$300 cancelation fee. Once I've photographed the home, full payment is due, regardless of whether or not you end up using the photos.

If the weather is too bad for the shoot to take place, you will not owe any cancelation fee, and I will reschedule you for the soonest possible time in my schedule. Due to liability and equipment damages, the decision to cancel because of weather will be at my discretion.

### **Do I own the photos after I pay for them?**

No. What you are actually purchasing is a limited license to use the photos for the sole purpose of marketing that particular listing or to market yourself as a realtor. CricketPix retains the copyright to all photos, and with that, the right to re-license the photos to anyone else who requests to use them, for any reason. Please direct anyone else who contacts you about using the photos to contact me for their own usage license. If you have a question about whether or not you can use the photos for some purpose other than marketing the home, call me and let's discuss what it is you need.