

## **User Agreement**

### **Tour Photography Order Completion Timeline**

Once you, the client, place your order at [www.arptours.com](http://www.arptours.com), ARPtours will contact you within one business day (excluding weekends and holidays) to schedule the tour photoshoot and to determine which interior rooms (and/or exterior areas) are to be photographed.

When tour photography has been completed and processed, you will receive notification by email. Still photo files are delivered via a third-party system, [www.photoshelter.com](http://www.photoshelter.com). Virtual Tour URL links will also be emailed.

If you do not receive a notification email within a reasonable period of time upon completion of tour photography, please contact ARPtours at 239-841-0094 between 9:00 am and 6:00 pm EST, or you may contact by email to: [aaron@arptours.com](mailto:aaron@arptours.com).

### **Cancellation, No Show, Reschedule, Retake, Inclement Weather Policy**

Any tour order cancellation made less than 24 hours in advance of the scheduled shoot may incur a \$25.00 fee to the customer. Any tour order cancellation must be made through ARPtours at 239-841-0094 between 9:00 am and 6:00 pm EST, or you may contact by email to Fort Myers: [aaron@arptours.com](mailto:aaron@arptours.com).

Either the client, an authorized representative appointed by the client, or the homeowner must attend the shoot. If the Photographer arrives at the property and the designated person is not in attendance by the appointed time, a \$35.00 no-show fee will be charged. If the designated person is unable to attend the shoot, and the property owner grants the Photographer permission to enter the property, the decision to complete the shoot will be at the Photographer's sole discretion. If the Photographer elects not to shoot the property, this decision will be binding and has been made based on safety and liability concerns. The \$35.00 no-show fee will apply in this case.

To reschedule a tour photoshoot contact ARPtours at 239-841-0094 between 8:00 am and 5:00 pm EST, no less than 24 hours in advance of the original appointment. If the customer reschedules within less than 24 hours of the original appointment, a \$25.00 re-scheduling fee will be charged to the customer.

If the appearance of any photograph is unsatisfactory, ARPtours will review it to determine whether a retake is necessary and who will incur the expense of the retake. ARPtours reserves the right to have the final decision on such retake requests. Retakes based on issues other than photo quality are subject to an additional \$50.00 fee, if the client was not present at the original shoot. Retakes necessary due to quality issues clearly resulting from incorrect camera settings will be retaken at no additional cost. If the client does not personally attend the shoot, this will prevent the client's ability to provide artistic input and will void the right to request retakes for reasons other than quality issues at no additional charge.

Because of safety and liability issues, scheduled tour photoshoots may be delayed or rescheduled due to inclement weather at the Photographer's sole discretion. If the shoot is unable to be rescheduled, there will be no charge for the cancellation.

ARPtours photoshoot tour images and video will remain online for one year or until the client requests it be taken down. If you need it online past one year, you must specifically request it in writing within one month of its expiration. No notification by ARPtours will be provided for this. There is a fee to republish a tour past one year.

ARPtours shall retain the copyright to all images and video. The client/REALTOR has unlimited rights to use the images and video as needed. ARPtours retains the right to use these at a later time but may not use the images in a conflicting manner.

This policy is subject to change without notice.