

# Homeplan Virtual Tours

## Terms and Conditions

Updated January 1, 2024

- We guarantee next day turn around on photo packages and iGuide. Although we typically have same day return time, we want to project realistic expectations that help us maintain high quality work.
- We allow for one revision per project but after that it is \$25 per revision. We advise for clients to collect their list of changes that way we can make the necessary revisions in one go.
- We maintain the rights to use any of our material for any purpose we so choose. It is helpful for us to use our material for our own marketing and advertisement.
- We exclusively service RE/MAX Real Estate Centre Brokerage Inc. and their surrounding offices.
- Tours should be scheduled at minimum 24 hours in advance.
- **Appointments can be rescheduled or cancelled up to 12 hours prior to appt. otherwise there is a \$65 cancellation fee.**
- **Weekend and holiday appointments will incur an additional fee of \$30**
- We do not take responsibility for weather conditions.
- Prices listed are for properties up to 2500 sf. For properties larger than that additional charges of \$0.08/SF (iGuide Deluxe) and \$0.09/SF (iGuide Premium with more detailed floor plans).
- If included, basement counts towards 2,500 sqft.
- We do not include photos of the following; closets, unfinished basements, utility rooms, cold storage rooms, interiors of garages, unless specifically requested.
- It is your responsibility to remove pets and pet accessories prior to the photoshoot start time.
- We do not clean or tidy the home upon arrival. We will shoot properties as is. If we cannot begin shooting within 15 minutes of arrival, there is a **\$65 fee** and a risk of having to reschedule a new appointment.
- **Do not** double book the photoshoot with any other service or appointment.
- We do not alter our shoots based on weather. If you would like to reschedule due to weather, please follow all other terms and conditions to avoid penalty. Plans can be made to reschedule.