

CPV Terms of Service

I. Scheduling

- A. Scheduling for listings should be made online or by phone. Online bookings are the best way to see availability and you can see our calendar availability live. We are sometimes not available to take appointments by the phone and will direct you to our booking portal. Once you submit your order, we will confirm the order within a few hours. If you do not see at time or date available on the calendar, please call our team to see if we can make something work for you, we try to be flexible!
- B. On the day of your shoot, our Creative Specialists try their best to arrive 10 minutes before the scheduled time. However, there are obstacles that can arise out of our control that may cause the Creative Specialist to be late (traffic, previous shoots, etc). We will shoot you a call or text to update you on the status of their arrival if this occurs.

II. Rescheduling and Cancellations

- A. Reschedules and Cancellations can be made with 24 hours notice. You are able to reschedule on you dashboard in our portal or you can call/text/email our team and we will do this for you!
- B. We do not charge and reschedule or cancel fees as long as we have 24 hours notice. If you cancel or reschedule an appointment less than 24 hours from the start time, there is a \$50 cancellation fee that will be invoiced directly to you. This is so that we can guarantee our Creative Specialists the hours that they were promised.

III. Preparation for Photoshoots

- A. We take prep very seriously, we want to create great results so that you can impress your clients and win more listings! We strongly advise to follow our prep guide on our website as closely as possible. We are always willing to help move things on site when necessary. We are an extension of your team!
- B. There are some things that we will move on site, and others that we will not. Please follow the prep guide as closely as possible to avoid capturing unwanted items in the photos and videos.

See next page

IV. Delivery

- A. We deliver your media next morning so that you can go active as soon as possible. We also offer a same day delivery option for an additional fee.

- B. Our delivery expectations are as follows
 - 1. *Next morning before 12 PM*
 - a) HDR Photos (If ordered Friday, will be delivered Sat. before 12 PM.
 - b) 3D Matterport
 - c) Drone Photos
 - d) Virtual Twilights
 - e) Listing Websites
 - 2. *24 Hours*
 - a) Floorplan
 - 3. *36 Hours*
 - a) Virtual Staging
 - 4. *2 Business Days*
 - a) Videos (if ordered friday, will be delivered by Tuesday)
 - b) Reels
 - c) Drone Videos

V. Travel

- A. If we travel outside of our service, you will be charged a fee depending on the travel time. Please inquire with our team with the address to see what the travel charge would be.
- B. \$100 per hour drive time per Creative Specialist is the rate we use to calculate the travel fee outside of our service area.

VI. Licensing

- A. CPV owns the rights to all content is produces to use in any form they please. Whether that be marketing or anything related to marketing.
- B. The client may use the content to advertise the listing until it goes inactive. If the listing goes back on the market with the same listing agent. The agent must order new photos or pay a license to use the photos again. The client may use any media CPV produces to market themselves.
- C. The media that CPV produces shall not be sold or given to any other party to solicit a service.