



Client Policies

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Booking Policy

Bookings are accepted and confirmed via text, email, and or the Listing Hub Instant Booking App. If a booking is discussed verbally it will need to be confirmed via both parties via email or text. Once a booking is confirmed it is assumed that the client booking the services has reviewed the pricing for the services ordered and accepts the price being charged for the service. A booking request on the booking app must be approved by Listing hub in order to be confirmed. If the client did not receive a confirmation of the requested booking via text or email then the booking is not on the calendar / not on the listing hub schedule. If a booking goes unconfirmed the client is responsible to reach out directly via email or text to confirm the booking as a technical error may have occurred in sending the booking to Listing hub. If you wish to add services to your booking after confirming the booking please do so anytime via email or text. You may also ask to add bookings on site during the photoshoot in which the team will decide whether a return visit is needed or not.

RUSH Order Policy

If you need a RUSH next day delivery of any media or service this must be discussed 72 hours before a shoot date. You may also add this request to your original booking order. RUSH orders are prioritized orders to be delivered first before any media in the que that do not have a RUSH order. If there are multiple RUSH orders for the day they will be delivered in order of the time they were booked and requested. The 48 hour guarantee stands with this order as rare technical issues are still available to occur. If a rush order needs to be delivered in 48 hours you will not be charged a rush fee. A rush fee order is scheduled to be delivered early the next day.

Satisfaction Policy

100% satisfacton guarantee from booking client on all orders and media. (excludes homeowners) If you have any dissatisfactions with the media delivered to you we are fully responsible to update that media until you are satisfied. This includes a reshoot or revisit if needed at no additonal charge. If we update the media and you still are unsatisfied then we will issue a customized refund and or a free service based on the specific situation. This will be agreed upon by both parites.



Photoshoot Prep Policy

Photoshoot prep for clientele and homeowners include the following ; creating a plan for animals or young children to be away and not running freely during the time of the shoot, opening blinds and curtains, prepping the house prior to the shoottime such as decluttering/cleaning (this will not be done during the time of the shoot), hiding cars out of driveway and away from the front of the home, turning lights on if preferred.

Drone Protection Policy

If you have drone media in your order it is highly recommended that the neighbors are alerted ahead of time that there will be a drone flying around their properties at the time of the shoot. The drone pilot will not be recording media of the neighbors homes but they may hear and see the drone. The drone pilot will have on professional attire and a bright safety vest on. The pilot will not be standing on anyones property except for the sidewalks, street, and property for sale.

Booking Cancellation Policy

Booking cancellations are accepted at anytime. If you cancel a booking 24 hours or less before a shoot there will be a cancellation fee billed to you for each team member attending the shoot. This covers the booking slot they were not able to fill that day. A late cancellation fee per team member is \$75.00.

Weather Policy

Exterior shoots depend on cooperating weather. If a photoshoot is booked on a day of rain, snow, or extreme wind - the exterior shoot will be rescheduled free of charge. An exterior shoot scheduled separately from an interior shoot is treated as a seperate booking. Exteriors can be rescheduled due to weather as many times as needed. Cloudy Days do not need photos to be rebooked. Cloudy days are acceptable re booking conditions for any video exterior shoots.

Late Arrival Policy

If a client is arriving late to a photoshoot (15 min +) it is expected that they share an access code or way of access to the listing hub team member. If they cannot access the property within 15 min of the booking time then the shoot may need to be completed at a different time so they are not late to their next appointment. This will incur a return fee if needed.



Media Delivery Policy

All photo and floor plan media has a 48 Business hour delivery guarantee - this does not include Sundays and some major holidays. We highly recommend that you book a photoshoot 2 days before your scheduled listing date. We have a very high next day delivery rate and will work to deliver your photos as soon as possible. In most cases they will be delivered the next business day. Please allow up to 48 hours for delivery.

Video media has a 72 business hour delivery plan. We highly recommend scheduling a video shoot 3 days before your listing date if you plan to launch the video media the day of the listing launch. This allows time for video edits and to perfect the video to your custom satisfaction.

This policy is held even for RUSH delivery orders. Please see rush delivery policy for more info.

Return Shoot Policy

Our team is happy to create a free booking for a return shoot if there were images missing in your collection, an image had a finalizing error, and or if a room needs additional angles that were missed. This includes floorplans and video. We can return same day of your request in most cases. We will prioritize this shoot in our first open booking slot.

Our team will return with a small custom fee for a return shoot if we are returning for any reason outside of those listed above. For example if all angles were shot in a home but a client just would like even more - this constitutes as a return shoot with a small fee. If there is a return shoot due to updates to a home, or its exterior landscaping that is different than the appearance during the original shoot this is also fits under a return shoot with a custom fee.

Payment Policy

(COMPASS // MOTT CHACE AGENTS EXCLUDED as their payments fall under a different agreement)

All bills will be sent out within 2- 60 days of a completed project. (some projects take longer to officially close out). The bill will not be sent to you until your satisfaction is confirmed and the projects media is completed and delivered. Once the bill is sent you have 7 days until the due date. cont.....



Payment Policy Continued

There is a 7 day grace period before late fees begin to accumulate. If you need more than 7 days to pay the bill all we ask is that you communicate an effective due date that we can both agree upon within the 7 day grace period. If we fail to hear from you during the 7 day grace period for payment after sending the bill we will have late fees accumulate on day 8 of the bill open in our system. Please reach out to us to discuss removal of late fees. This opportunity will be based on past history of delinquent bills.

We expect that if you contact information has changed that we are informed of the proper email to send any bill to before or during the booking. We will contact you via email 3 days before the bill is due, 2 days before it is due, 1 day before it is due, and the day of the due date.

We will also contact you if a bill is left open and not responded to. This will be your chance to remove any late fees. If we still do not hear from you during this last point of contact you will be responsible for any late fees that accumulate.