

Policies, Terms & Conditions

Image Rights: Greg Hoxsie Photography maintains ownership and Copyright of all images, video, and 3D scans. A Limited Use License is granted to the listing agent(s) for the period of the listing. **Images may not be transferred or sold to a third party.**

Billing and Payment: Payment in full is required upon receipt of invoice after the delivery of the images. Credit card payments and bank transfers are gladly accepted. Job quotations are estimates. Final billing will reflect the amount of work and/or special requests calculated after the job is completed.

Cancellation Policy: There is no penalty for cancellation with 24 hours notice. For cancellations within the 24 hour window, you will be charged 50% of the quoted price unless the cancellation is weather related.

Archival of Digital Content: Most images are archived indefinitely. Retrieval of archived images may incur extra charges. Virtual tours are hosted for the life of the listing only. Long term hosting is available for \$120 per year. Most video files are backed up indefinitely. The minimum editing fee of \$75 is charged for the retrieval of older video files.

Scope of Work: We will need detailed instructions on the exact areas you want photographed. This might include amenities such as pools, spas, gyms, bbq areas, meeting rooms, lobbies, laundry rooms, common areas, nearby attractions, tennis courts, parks, playgrounds, etc. We cannot photograph other people without a model release. For example, we cannot shoot random people in common areas without their express written permission. Pricing may be adjusted for requests made at the shoot that go beyond what was originally quoted. Personal or staff portraits are not included in our pricing for real estate photography and are quoted separately.

Property Access: In the event we cannot gain access to the property for any reason OR if the property is not fully prepared at the agreed upon date and time, you will be billed for the full amount of the shoot. Late start fees may apply if the property is not available at the agreed upon time and place.

Turnaround: We offer next day delivery unless the next day falls on weekend or holiday. In that case, delivery will be on the next business day. Currently, we do offer services on weekends and holidays. Surcharges may apply.

Acts of God: We cannot be held responsible due to unforeseen circumstances not in our control that include but are not limited to: Traffic delays, road closures, mechanical failures, construction issues or delays, medical or family emergencies, etc. We will contact you at our earliest convenience to reschedule if it becomes apparent that we will be delayed for any reason.