



# Meri Light Photography

## POLICIES & TERMS

At Meri Light Photography, Inc. we are always striving for the best client experience and quality services. We outlined our terms and policies for your convenience.

### Weather

In rain, wind, or heavy snow conditions, we cannot shoot drone and we may contact you to discuss exterior shoots. We can continue shooting interiors as long as road conditions are safe. We will monitor weather conditions closely, and touch base to reschedule with you as soon as possible.

### File Delivery

Files are delivered the following morning before noon. (This is a less than 24 hour turn around, unless in the rare case of special circumstances).

### Payment

Payment is due on delivery of assets. We request permission to keep a card on file for you, to be charged automatically on delivery, and only on delivery. Otherwise you may pay invoices by phone or the online portal. To help keep our small business up and running, all overdue invoices are subject to a \$15 late fee after 7 days; additional \$15 late fees accrue every 30 days your invoice is overdue, until full payment is remitted.

## Contact



#### Phone

518-601-3707



#### Email

Meri@Merilightphotography.com



#### Address

227 Kingsley Rd, Burnt Hills NY

## Cancellations & Rescheduling

Cancellation due illness or emergency on the part of you or your client will NOT result in a fee.

All other cancellations result in a \$50 cancellation fee. We will not charge you if you reschedule within 2 weeks of original appointment, but please limit rescheduling to no more than 2 times.

#### *Be Prepared*

Please have your clients' homes as ready as possible for our arrival. (Show them our "Getting your homes ready for real estate photography" Youtube video!) We will not be moving furniture or staging, other than small adjustments to accommodate minor placement preferences. If your property is not photo-ready, we may need to reschedule.

## Visits

For general safety, please meet the client and review the home prior to our appointment, particularly if you can't attend. If the property is vacant, be sure to tell your photographer how to gain access, whether by lockbox, key, etc. If your client will be home, please be sure to be punctual for your appointment.

For pet and photographer safety, pets must be out of the house or secured. Seller or agent must be present when a pet is home and agent must have reviewed the home prior.

## Drones

All of our drone pilots are FAA licensed drone pilots and fully insured. We will not operate under dangerous or illegal conditions, and will always abide by the regulations. Please understand this is for everyone's best interest and safety. Real estate agents can now be fined thousands of dollars for hiring a drone pilot without correct commercial credentials.

**TEXTS:** By booking an appointment you agree to receive direct text messages from our office. Use our new number: (518) 601-3707