



wncrep.com
828-357-7672
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Terms and Conditions | Updated 2024

Copyright information

All photos and videos taken by WNC Real Estate Photography (WNC REP) photographers remain with WNC REP and are protected under local and international copyright laws. Copyright is not transferable. Permission is granted to the real estate agent and/or owner who made the booking with WNC REP to use the photographs from this shoot in the marketing of this property only for the single purpose of either selling, renting, or marketing. Additional rights will need to be purchased if you or someone else want to use the materials for anything other than the original use. Use of any material for any additional marketing or promotion, such as for a business or individual (including any use by architects, builders, painters, kitchen suppliers, stylists, and any print or web publications), is a violation of copyright. By using the services of WNC REP, you are agreeing to be bound by the terms of this agreement.

Image Selection

WNC Real Estate Photography (WNC REP) aims to deliver top-notch images tailored to the booked photo shoot. If no specific shot list is provided by the real estate agent or owner 24 hours before the booking, our on-site photographer will make the image selections. While we believe our expertise ensures optimal property showcasing, we understand individual preferences. If you have specific shots in mind you will need to email us details in advance. While we strive for excellence, we can't guarantee shots we aren't aware you desire.

Travel Fees

Kindly be aware that counties beyond Buncombe are subject to an additional trip fee charge. Refer to our website for the fee schedule. While we strive to pre-screen orders and include trip fees before confirming your booking, if you book online without adding the trip fee, we cannot be held responsible for any differences once the fee is added to the final order.



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Cancellation Fee

We understand that real estate doesn't always follow a perfect timeline. Please note: timely communication allows us to be flexible! WNC REP requires a minimum of 12 hours' notice for any schedule changes, or a \$50 Cancellation Fee may apply. It's important to mention that changes due to bad weather won't incur a Cancellation Fee. Additionally, if our photographer arrives at the scheduled time and the appointment is canceled or the property isn't ready, resulting in a return visit, a \$250 session fee will be charged for the initial session. Your cooperation in timely communication is greatly appreciated.

Guarantee

While we aim for your satisfaction, please be aware that we don't provide a browse-before-you-buy option. By proceeding with your booking, you acknowledge and agree to pay for the completed booking upon receipt of the materials. If you're dissatisfied, please contact our team, and we'll work on a plan to address the issue. To minimize the chance of disappointment, feel free to email us with your specific vision, helping us better understand your expectations for a successful outcome! Our policy does not include free re-photography of properties unless spaces are missed. This underscores the importance of clear communication before the booking to ensure a smooth process. We encourage you to look at our work online before booking.

Duration Policy

WNC REP allocates 60-180 minutes (varies by project size) for a session. If your session surpasses this timeframe due to inadequate preparation or micromanaging, we reserve the right to impose a surcharge at \$100 per additional hour. This is not to hurry our team, as we prioritize ample time and avoid overbooking, but to uphold respect for our photographers' time.



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Incliment Weather Information

Drone Work: Drone sessions will be rescheduled for the next suitable date/time, ensuring optimal conditions. We will reach out if we notice the weather is not suitable for your booking.

Projects without drone work: While interior photos will proceed as planned on rainy days, continuous, hard, rain throughout the shoot will result in the deferral of exterior photos to our next available time. A trip fee, dependent on the county, will apply.

If you opt to postpone the session completely due to rain, kindly take the initiative to reschedule; there is no fee for this. In the event of a cancellation after our team has arrived, a trip fee will be applied to account for time and resources.

Our commitment to flexibility and understanding during rainy periods in the mountains is reinforced by open communication. Together, we can navigate through any weather challenges seamlessly!

Payment and Delivery

Upon receipt of your materials, payment via Debit/Credit card is required before accessing the downloadable content. If you anticipate challenges in making the payment at the time of material delivery, please communicate with us to explore alternative solutions.