**Reeltour Service Policy**

**Effective Date: January 1, 2024**

At Reeltour, we are dedicated to providing exceptional real estate media services, including photography, videography, drone imaging, virtual tours, and other marketing solutions. Our goal is to help our clients showcase their properties in the best possible light while delivering a seamless and professional experience. This Service Policy outlines our commitment to you, our valued client, and the terms under which we operate.

**1. Scope of Services**

We offer a range of real estate media services tailored to meet your needs, including but not limited to:

* High-resolution property photography
* Cinematic video tours
* Aerial drone photography and videography
* 3D virtual tours and floor plans
* Virtual Staging (if applicable)
* Editing and post-production services

Specific deliverables, timelines, and pricing will be outlined in the service agreement or quote provided prior to project commencement.

**2. Booking and Scheduling**

* **Reservations**: Services can be booked via our website, email, or phone. A deposit (if applicable) or full payment may be required to secure your appointment.
* **Availability**: Appointments are scheduled on a first-come, first-served basis. We recommend booking at least 48 hours in advance to ensure availability.
* **Preparation**: Clients are responsible for preparing the property (e.g., cleaning, staging) prior to the scheduled session unless otherwise arranged.
* **Weather**: For outdoor services (e.g., drone footage), we reserve the right to reschedule due to inclement weather conditions to ensure safety and quality.

**3. Cancellations and Rescheduling**

* **Client Cancellations**: Cancellations made more than 48 hours before the scheduled session will receive a full refund of any deposit (if applicable). Cancellations within 24 hours may incur a cancellation fee of 25% of the total cost.
* **Our Cancellations**: If we must cancel due to unforeseen circumstances (e.g., equipment failure, illness), we will offer a full refund or reschedule at no additional cost, based on your preference.

**4. Delivery of Services**

* **Turnaround Time**: Edited photos, videos, or other deliverables will be provided within 24-48 hours of the session, unless otherwise specified.
* **Format**: Files will be delivered digitally via (email, cloud link, or client portal) in high-resolution formats suitable for marketing purposes.
* **Revisions**: One round of minor edits is included at no additional cost. Additional revisions may incur a fee of $50/hour.

**5. Payment Terms**

* **Pricing**: Rates are provided in the service agreement or quote. Prices are subject to change, but confirmed bookings will honor the quoted rate.
* **Payment**: Full payment is due upon delivery. We accept all major credit cards, debit cards, checks, and Venmo.
* **Late Fees**: Invoices unpaid after 5 business days may incur a late fee 5% of the total amount.

**6. Usage Rights**

* **Client Rights**: Upon full payment, clients receive a non-exclusive, perpetual license to use the media for marketing and promotional purposes related to the property.
* **Our Rights**: Reeltour retains the right to use the media in our portfolio, website, or promotional materials unless otherwise agreed in writing.

**7. Quality Commitment**

* We strive to exceed your expectations with professional, high-quality media. If you are dissatisfied with the final product, please contact us within 3 business days of delivery, and we will work to address your concerns, which may include a reshoot or refund at our discretion.

**8. Liability**

* **Property Access**: Clients must provide legal access to the property and obtain any necessary permissions. Reeltour is not liable for damages or issues arising from unauthorized access.
* **Damages**: Our team will exercise care during sessions, but we are not responsible for pre-existing property damage or accidents beyond our control. Our liability is limited to the cost of the service provided.

**9. Privacy and Confidentiality**

* We respect your privacy and will not share property details, addresses, or client information without your consent, except as required by law or for service delivery (e.g., third-party editors under confidentiality agreements).

**10. Contact Us**

For questions, concerns, or to discuss your project, reach out to us at:

* Email: [jordan@reeltour.us](mailto:jordan@reeltour.us)
* Phone: (540) 327-5490

We look forward to partnering with you to bring your real estate vision to life!

Sincerely,  
Reeltour Team