

Client Understanding and Service Agreement

Drone 360 Photography - Service *(may herein be identified as Drone360)*

Please navigate through our website tabs to learn more of what we do and why you will see value in our services. Photography and Videography are universally and industrially both considered an artistic form of imaging protected by copyright law, whereby there are standard conditions for both the Client and the Photographer.

Additional Services

Although most of the emphasis is on taking pictures either on the ground, in interiors, or aerial, Drone360 provides image post editing and retouching. This can be in the form of enhancing, subject removal or replacement, cropping, color correcting, sharpening and much more. Some of this is automatically provided in our everyday Premium HD Photo Package. Other services also include Drone Aerials, and interior and exterior ground and aerial video, and special optional requirements in Post Editing such as Sky Replacement and Sunset Conversion. **Some Examples.**

All services are performed in-house for control and faster delivery to the Client.

Scheduling and Appointment Confirmations

We always suggest a discussion on your custom needs and requirements, or if you feel there is something not listed in our Service Tabs. Either way, once you know you desire the service of Drone360, it will begin with our **Special Contact** form. This form is required prior to committing scheduling or performing service. Please feel free to elaborate on the message box with as much relevant information as possible. You will be contacted thereafter, especially if a new Client, to discuss anything that may not be obviously indicated. For general information, you may always contact us by phone at (978) 582-3490, or use our regular **Contact Form**.

Confirmed Appointments

Although we provide orders less than a three-day notice, such timing may be difficult to schedule. Depending on conditions and our pre-scheduled appointments, it may require an additional fee. Once both parties have acknowledged the date and time of the appointment, the appointment will be considered “booked” and invoicing will be initiated.

At the Property or Location

The Client is responsible for the presence of an authorized representative at the property to approve the overall expectations of the shoot and special requests. Please communicate any special conditions, such as photo sizing, room angles, and any other important special requests at the property.

If a Client or representative is not present, the Photographer's interpretation shall be considered and deemed acceptable. The Photographer will use his best judgment and experience to decide how best to photograph the property. All properties will be shot "As Is" (a.k.a. Camera-Ready) Although not our responsibility, the Photographer will make a reasonable effort to remove litter, stray objects, etc. from the rooms. However, please note that this does not include things like making beds or arranging furniture or fixtures. The Client is expected to have any property staging and cleaning completed prior to the photo shoot and to eliminate any workmen present.

Uncontrollable Conditions

There are times when weather conditions may play against the best of plans. Although bad weather may affect the outdoor imagery, it doesn't hamper indoor performance. It is important to communicate prior to the scheduled appointment should expected weather be anticipated in advance, or happen unexpected within 24 hours prior to the shoot.

Performance cancellations for unreasonable or Client controllable situations within a 48-hour window may be subjected up to a potential 30% service charge. Rescheduling of such appointments otherwise, are not charged.

Pricing

All our pricing is custom packaged for your needs dependent on a number of variables such as the square footage of the property, the location, the type of structure, and the type of service(s) requested.

Rights and Usage

Copyright and ownership rights of media in which the imaging is stored, remain the sole and exclusive property of Drone 360 Photography, unless other post arrangements are made after the purchased shoot. The photographer who has taken the image is the copyright holder of all images. The copyright and any and all images are not transferable to any other parties without a written consent by Drone360. Full licensing for a specific job is considered effective after full payment has been received.

Photography Rights and Usage for Real Estate Photography

The original Real Estate Agency/Agent/Broker who paid for this service; has permission to use images on the agency's website, MLS, and printed materials for the advertisement for selling of property only. The licensing agreement is valid only for the duration the home/property is listed for sale and cannot be reused without specific written permission by Drone360. All rights to imaging is terminated once the property has been sold, contract between homeowner and agent or broker has expired or canceled, sold, or the listing is removed. Images will not be sold to another agent who takes over an expired or withdrawn listing by agent or agency. Licensing, per outline, is provided automatically when full payment is received.

Architectural Firms, Developers, Property Management Companies, Builders, Stagers, Designers, Home Owners, and others whom wish to obtain rights to these images, must contact Drone360 for specific usage rights and licensing of these images.

Failure to comply to these conditions stated in the above paragraphs, will subject you to, and may result in the following action - when noted, violators will be asked to Immediately Stop the usage of imaging used electronically, and or in the printed form. Failure to inform you is not a release of the liability. If necessary legal action will be taken.

***We look forward to being of service in all your
photographic needs!***