



Terms and Conditions

Media Appointments:

To ensure the best results of the photo shoot please be sure the home is ready prior to the scheduled shoot time. We work on a set time schedule for every shoot. Time is a precious commodity, both yours and ours.

- It is the agent's responsibility to ensure that the listing is ready for the media services to be produced at the arranged time.
- For liability Forward Living Media does not handle any cleaning, dusting, or moving of furniture.
- The homeowner shall ensure that there are no hazards to the photographer's safety.
- The media team will work with agents and/homeowners with regard to pets, but we are not pet wranglers. If pets will be an issue please make a note of it when you order services.
- Generally we will be shooting the entire home. We do not usually include utility rooms or closets, but if you would like those included please let us know prior to the shoot.

Cancellation/postponement Policy:

We understand that homes may not be ready for shooting as expected.

- It is the responsibility of the agent to inform us as soon as possible for rescheduling.
- An appointment that is rescheduled or canceled after 5pm the day before will be charged a \$150 rescheduling fee. NO EXCEPTIONS.
- Property must be ready upon arrival. It is the agents responsibility to prepare the property prior to the scheduled appointment. We will wait 10 minutes before we consider cancelling and rescheduling. A rescheduling fee will be charged.

- Once a photographer has arrived at a property, the order may be canceled, however there will be no refund.
- Reschedules will be subject to the media teams availability.

Payment Policy:

- Payments will be received prior to delivery of images.
- Credit card payments can be processed on site or online prior to the session.
- The photo release is not authorized until payment is received in full.
- Failure to pay for the images will result in a copyright infringement. You will be asked to remove the image from any electronic or printed form of advertisement. Failure to stop using them will result in legal action.

Home Preparation Guidelines

If You Do Nothing Else, Do These Things:

- Replace all burned out light bulbs both inside and outside the house. Keep all bulbs in a room the same type; LED, incandescent, etc.
- Remove excess furnishings and knick-knacks from rooms as large amounts of furniture and decorations can distract from the home's features and make a room appear smaller.
- Hide the clutter.
- Remove throw rugs and runners from entryways, kitchens, and baths so the floor can be clearly seen.
- Wash the windows.
- Vacuum/mop floors and wipe dust from surfaces.
- Turn off ceiling fans and open blinds/shades and curtains.

EXTERIOR GUIDELINES

- Remove all vehicles from the driveway (cars, boats, RVs, motorcycles, etc) and do not park directly in front of the house.

- Move garbage and recycling cans out of sight.
- Remove all garden tools, hoses and clutter.
- Pick up after your pets in the yard.
- Remove all children's toys, bikes, etc from the yard and deck/patio.
- Mow the grass, rake leaves and debris, pull weeds and remove any dead vegetation.
- If you are feeling ambitious, plant some fresh flowers in empty planters and pots.
- Sweep driveways, sidewalks and deck/patio.
- Skim & vacuum pools and spas.
- Straighten outdoor furniture and remove pool toys & cleaning tools.
- Turn on pool lights, waterfalls and/or spa bubbles.
- Schedule repairs well before the media appointment.

INTERIOR GUIDELINES

Living & Family Room

- Remove newspapers, magazines and put away books.
- Store remote controls out of sight and conceal exposed cables and cords.
- Remove personal photos, kids toys, etc. from bookshelves, tables and floor.
- Wash all glass surfaces including table tops, cabinet doors and windows.
- Straighten pillows and throws.

Bedrooms

- Make the beds neatly, straighten the bedspread and pillows.
- Pick up and put away clothes, toys and shoes.
- Remove items from bedside tables – books, magazines, pictures, clock radios, etc.

- Remove posters and drawings from the walls.

Kitchen

- Move small appliances, knife blocks, paper towels and kitchen gadgets off the counters.
- Remove photos, papers and magnets from the refrigerator.
- Clean major appliances – refrigerator, oven, stove top, range hood, and dishwasher.
- Wipe down the sink and counter tops.
- Remove all dirty dishes, sponges, dish towels, dish soap, etc.
- Move trash/recycle bins out of sight.

Dining Room

- Set the table with nice dinnerware, napkins and a centerpiece.

Bathrooms

- Clear counter tops of all toiletries, tissues, hair products, etc.
- Remove all personal care products and children's bath toys from the shower/tub.
- Fold towels neatly and hang straight on towel bars.
- Close the toilet lids.
- Wash all glass surfaces including mirrors and shower doors.
- Store toilet brush and plunger out of sight.