

# Envision Your Property – Terms and Conditions

Last Updated: October 2025

## 1. Agreement to Terms

By booking a service through Spiro or directly with Envision Your Property (“Company”), you (“Client”) agree to these Terms and Conditions. Please read them carefully before confirming your booking. Payment and/or confirmation constitutes full acceptance of these terms.

## 2. Services

Envision Your Property provides professional real estate photography, videography, drone imagery, and virtual tour production services throughout Dallas–Fort Worth, Texas. Deliverables and pricing are detailed in the selected package at the time of booking. The Company may adjust services or equipment as needed to ensure quality and safety.

## 3. Booking & Payment

Bookings are confirmed only after payment or required deposit has been received. Payment is processed securely through Spiro. Balances must be paid before delivery. Prices listed are subject to applicable taxes and fees.

## 4. Cancellations & Rescheduling

More than 24 hours notice: cancel or reschedule once without penalty. Within 24 hours: 50% cancellation fee. No-shows: 100% of booking fee. Weather: unsafe or unsuitable conditions will result in free rescheduling.

## 5. Property Access & Readiness

Client must ensure the property is fully staged, cleaned, and photo-ready at the scheduled time. Property must be accessible to the photographer (keys, lockbox, or agent access provided). Delays beyond 15 minutes may incur fees or rescheduling.

## 6. Turnaround Time

Standard photo delivery: 24–48 hours after completion. Video or virtual tours: 2–5 business days. Rush delivery may be available for an added fee.

## 7. Drone Operations

All drone flights are FAA Part 107 compliant and performed by a licensed remote pilot. Flights may be postponed or canceled due to unsafe weather, restricted airspace, or obstacles. No charges for FAA/weather-related cancellations.

## 8. Virtual Tours

Virtual tours are hosted on third-party platforms (e.g., CloudPano). Hosting duration and access links are provided per package. Clients must download any files they wish to keep after hosting expiration.

## 9. Copyright & Usage Rights

All media remain intellectual property of Envision Your Property. Upon full payment, the Client receives a non-exclusive license to use media for real estate marketing for that property. The Company may use content for portfolio and marketing purposes unless otherwise agreed in writing.

## 10. Refunds

As photography and videography are service-based, refunds are not guaranteed once a session is completed. Refunds or credits may be issued at the Company's discretion for errors or unavoidable circumstances.

## **11. Limitation of Liability**

Envision Your Property is not liable for incidental or consequential damages; losses due to weather, equipment malfunction, or third-party issues (e.g., Spiro, CloudPano, file transfer); or delays beyond the Company's control. Liability shall not exceed the total paid for the service.

## **12. Modifications**

Envision Your Property may update these Terms at any time without notice. The most recent version will always be posted on the booking or website page.

## **13. Governing Law**

These Terms are governed by the laws of the State of Texas, with venue in Dallas County.

## **14. Contact**

### **Envision Your Property**

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Location: Dallas, Texas