



Photography Policy

Terms of Service

OVERVIEW:

By submitting a request to Integrity Imaging Solutions, LLC, agent agrees to the following terms of service for all photography, videography, and 3D virtual showcases, and any other services produced by Integrity Imaging Solutions.

CANCELLATION/RESCHEDULE POLICY:

In the event that the agent or homeowner has to cancel or reschedule, we ask to be notified immediately. Notifications or cancellations the day of the scheduled appointment will result in a cancellation fee. All cancellations are to be done by phone (240-358-1788) or via email (info@integrityimagingllc.com or stephen@integrityimagingllc.com).

CANCELLATION FEE:

There is a \$100 cancellation fee if services are canceled or rescheduled the day of the scheduled appointment. There will not be a cancellation fee if Integrity Imaging Solutions or its photographers cancel or reschedule. In the event that the photographer is en route, arrives at the appointment, cannot access the property, or the property is not ready to be photographed, the agent/customer will be billed at the full service cost.

WEATHER POLICY:

It is up to the agent to continue or reschedule if the weather threatens to prevent services. If the agent decides to continue the services, please know that exterior photos will not be done under unfavorable weather conditions. There will be a charge to revisit to photograph the property exterior. If the agent decides to reschedule, we will reschedule the services on our next available day and time. Please note - we cannot guarantee the next day for rescheduled services. It is up to the photographer's discretion for aerial photography or aerial videography.

PAYMENT POLICY:

All invoices owed are payable upon the completion of services before media can be downloaded. We accept all major debit & credit card companies, PayPal, and Check. Cash is not accepted. Photographers are not responsible for taking payment information in the field. If you wish to provide/modify your account information, please call Integrity Imaging Solutions directly at 240-358-1788.

OTHER FEES:

Travel fees and weekend fees may apply. Travel fees begin at \$50. Please contact us for more information regarding travel and weekend fees.

THE PHOTO SHOOT:

All houses and properties are photographed in as-is condition. The house needs to be prepared by the agent/homeowner before the photographer arrives. Our photographer will use their discretion on blinds, curtains, lights, lamps, and small objects. However, staging, moving furniture, cleaning, or dusting is up to the agent/homeowner. Please review our Prep Sheet (located under the "Contact" tab) for information on how to prep a home for photos. For our photographer's safety, the agent/homeowner will ensure that there are no hazards to the photographer. Homeowners should ensure that pets and children are supervised and out of the camera's view. Once the house is photographed, no cancellation is allowed after the photo shoot. We will not retouch/edit photos to remove any powerlines, cracks, holes, etc. If any information changes the day of the photo appointment, the agent/homeowner must immediately notify the office or photographer directly. It is extremely important that the agent/homeowner provides the correct address and property access to Integrity Imaging Solutions. Any extensive or major editing requests must be sent via email to info@integrityimagingllc.com or annie@integrityimagingllc.com.

DELIVERY OF PHOTOS/VIDEO/TOUR:

All media services are delivered the next business day by noon. Services completed on Friday's will be delivered by 3:00 PM on Saturday. Services completed on weekends or holidays will be delivered the following business day.

GALLERY OF PHOTOS/VIDEO/TOUR:

Integrity Imaging Solutions will deliver media services through HD Photo Hub delivery software. Photos and videos will be stored through Dropbox for 30 days after the date of delivery. Matterport 3D virtual showcases will be available for use for 1 year, or until the listing agreement ends with the agent, whichever comes first. Integrity Imaging Solutions reserves the right to delete inactive tours that are no longer in use.

COPYRIGHT NOTICE:

SINGLE USE LICENSE AGREEMENT

Integrity Imaging Solutions, LLC keeps the copyright protection of all photography, videography, and 3D virtual showcases. Integrity Imaging Solutions reserves the right to use all images for promotion of Integrity Imaging Solutions. The agent who paid for our services has permission/license to use the photos, videos, or tours on any electronic or printed form of advertisement for the promotion of that property while listed with that agent. The license/permission expires once the property has sold, expired or is withdrawn. Photos cannot be altered after they are in possession of the agent. Photos, videos, and tours cannot be sold or given away to the homeowner or to another agent who takes over an expired or withdrawn listing. Failure to pay for the services will result in a copyright infringement/violation pursuant to the provisions of the Digital Millennium Copyright Act of 1998, 17 U.S.C. §512(c). The agent will be asked to remove the image from any electronic or printed form of advertisement. Failure to cease usage will result in legal action.

PRIVACY POLICY:

Your privacy is important to us. Integrity Imaging Solutions LLC (“we,” “our,” “us”) respects your privacy. Our Privacy Policy explains how we handle your personal data.

Information We Collect:

Personal details you provide (e.g., name, email, phone number).

Technical data (e.g., IP address, browser type).

Use of Information:

To provide and improve services

To communicate with you

To meet legal requirements

Sharing:

We do not sell your data. We share only with trusted service providers or when required by law. Mobile opt-in data will not be shared with third parties for marketing or promotional purposes. You may select your opt-in or opt-of options for SMS messages by logging into your HD Photo Hub Dashboard under your account settings.

Cookies:

We may use cookies to enhance your experience. You can disable them in your browser.