



Terms of Service

Overview

By Choosing to work with Virtual Vista, LLC or “Virtual Vista” you agree to all of the terms within this document, unless expressly agreed upon by Virtual Vista in writing before the service has begun.

Definitions

“Client” refers to any future, present or past customers of Virtual Vista

“Virtual Vista, llc” may also be referred to as “Virtual Vista” or “the company”

Media Rights - Ownership and Licensing

Photography remains the sole property of the author, Virtual Vista. The Client is given a license to use for a specified duration and usage. For real estate listings the duration is until the listing expires, or sells. The client may use the branded version with the company logo on social media but may not alter the image.

Matterport 3D Tours remain the property of Matterport, Inc. Virtual Vista is granted a license via our account with Matterport. The Client may set up their own account with Matterport and the company can transfer.

Please note a license is granted only to the business, agent and the agent’s parent company and not to any third parties. Any usage of the images by a third party, including but not limited to other agents, brokers, architects, builders, stagers, designers, sellers, or buyers, is strictly prohibited unless additional licenses are acquired from the company.

Virtual Vista may use any content we create, unless expressly written, for the marketing of the company. Clients that choose to keep media private must express before the work is started.

Delivery

All media besides video will be delivered to the client by 11:59pm of the following day, Sundays not included. Many times we do deliver the following morning but this is not guaranteed, if you need a guarantee of rush delivery you must let us know at the time of placing the order and a fee may be assessed. Video content will be available 72 hours after capturing, rush order is available.

Pricing

The pricing that is on the website at the time the order was placed is the current pricing. The residential real estate pricing listed on the company website is intended for REALTORS and other real estate professionals. Everyone else must contact us ahead of time for an estimate or quote.

Cancellation Policy

Cancellations of less 24 hours, not including Sundays may incur a \$100 fee at the sole discretion of the company. Cancellation that occurs while en-route to the appointment may incur a fee equal to the entire amount or \$250 whichever is less.

On-Site Expectations

The photographer/technician will be onsite and ready to start at the scheduled time, if they are running behind schedule we will notify you as soon as it is known.

The site to be captured shall be in ready condition upon arrival of the technician/photographer. We will help clients move a few things within reason, at the sole discretion of the photographer/tech on site, however we will not be held responsible for damaging any item that we are asked to help move. If we are made to wait around while the client is getting the space ready, you may incur a fee of \$1/minute after the first 10 minutes of waiting, at the sole discretion of the company.

Billing and Payments

An invoice will be sent from Quickbooks and may be paid with a Credit or Debit Card or check, for cash or check

Unless agreed upon before confirming the order all invoices are due the day of service, and before delivery of the media and files. If net 15 or 30 terms are desired please specify when ordering.

Guarantee of satisfaction

Virtual Vista strives to make sure every client is 100% happy with our work, if we fail to do so we will work to make the situation right and if we can not we will provide a full refund. Happy clients are how we grow the business.

