
Terms of Service

1. **Property Readiness**

Properties must be camera-ready upon arrival, including all cleaning and staging. Wissahickon Visuals does not provide these services. To maintain our two-a-day rule, properties not ready will be photographed as-is. Provide specific angle requests via order notes or at the start of the shoot; otherwise, we use professional judgment to highlight the property.

2. **Order Accuracy & Square Footage**

Pricing is based on the total finished square footage of the property (S-XL tiers). If the actual square footage exceeds the ordered tier, the invoice will be adjusted to the correct tier. Standard pricing applies to single-family residential dwellings. Contact us for commercial or multi-unit quotes.

3. **Cancellations & Weather**

Cancellations or rescheduling within 24 hours of the appointment incur a \$50 fee. If rain or high winds prevent exterior shots or drone flight, the fee is waived and we will coordinate a reschedule.

4. **Drone Operations & FAA Compliance**

All drone operations are subject to weather conditions and FAA regulations. We cannot fly in active No-Fly Zones or restricted airspace without prior FAA authorization. If a property is located in restricted airspace that requires an extended approval process, or if safety concerns (e.g., power lines, high winds) prevent flight, we will notify you immediately.

5. **Payment Terms**

Invoices are sent once media is prepped. Payment is required to unlock downloads. A \$25 monthly fee applies after 15 days of non-payment. Accounts unpaid after 45 days will have all media assets frozen; after 90 days, accounts are sent to collections.

6. **Service Area**

Our primary service area is Chestnut Hill, the Main Line, and NW Philadelphia. Trip fees apply based on distance from central Montgomery County:

- 0-34.9 miles: \$0
- 35-39.9 miles: \$25
- 40-50 miles: \$50-\$75

7. **Delivery & Hosting**

Standard media (Photos, Video, Drone) is delivered within 12-24 hours. Specialty items like virtual staging or twilight edits may take up to 48 hours. Media is hosted for one year (Matterport for six months). Clients are responsible for permanent storage.

8. **Rights & Usage**

Wissahickon Visuals retains all copyrights. You are granted a non-exclusive license to use the media for marketing the specific property and your personal branding. Licenses are non-transferable and may not be sold or given to third parties without written consent. We reserve the right to use media for our portfolio. By booking, you confirm you have obtained all necessary permissions from the property owner.

9. **Indemnification**

You agree to hold Wissahickon Visuals harmless from any claims, damages, or legal fees arising from the use of the media, property access, or breach of these terms.