

## **No Show, Delay, and Cancellation Policy**

We have a standard policy for when unexpected delays come up regarding scheduled OBEO photography. We understand that most of the time, these delays are outside of our customers' control. The intent of the policy is not to impose a punitive charge, but simply to compensate our photographers who either spent time traveling to the destination or who now have a hole in their schedule that could have otherwise been filled.

### **No Show Fee: \$50**

This fee applies to all tours where the photographer has already left and is in transit, or has arrived at the destination. Examples include:

- Agent instructed photographer to use key in lockbox, but the stager didn't leave the key there.
- Agent is prompt and on time, but property is not ready to shoot.
- On-site contact (agent, seller, assistant) is not on site to give access to photographer within 15 min of scheduled time.
- On-site contact (agent, seller, assistant) does not reach photographer before he/she begins transit.

### **Same Day Delay Fee: \$30**

This fee applies when the customer needs to delay or cancel photography on the same day as the scheduled shoot and the photographer is not yet in transit when they learn about the delay. Examples include:

- Customer learns that home is not ready to shoot and reaches photographer before they have begun travel to this job.