

FAQ

Q. How do I order or schedule a shoot?

A. Please click on the "Book Online" tab at the top of our homepage and select your choice from the options listed.

Q. Is any editing included?

A. We include the following:

1. Removing minor blemishes and reflections from mirrors, ceilings, walls and carpets.
2. Removing unsightly oil spots on the driveway.
3. Removing pieces of trash, realtor signs, garbage cans, or almost anything interfering in any exterior shot.
4. Replacing lights in burned out bulbs.
5. Sky Replacements: changing gray or drab colored skies to blue, or adding clouds or sunsets.
6. Adding virtual fire to fireplaces or fire pits.
7. Adding scenic visuals to TV and Computer screens.
8. Removal of miscellaneous items to enhance any shot.

Q. What falls outside of "basic editing" and is there an additional charge?

A. Some examples which fall outside of our basic editing include:

1. Removal of pool sweeps and leaves or debris from swimming pools.
2. Removing power lines from the exterior of house.
3. Removing vehicles or dumpsters from driveways or from in front of the home.
4. Changing the condition of a lawn/landscape (filling in rock/grass).
5. A charge of \$65/hr. will be applied for this service.*

*The photographer will discuss this with the realtor where the realtor can make this decision.

Q. What type of shots are included in my selected package price, typically?

A. We always include the following:

1. Exterior (front and back of home)
2. Front Entrance
3. All rooms within the home (Kitchen, Dining Room, Living Room, Bedrooms, Bathrooms, Media Room, Utility Room).

Q. What type of shots are not included in my selected package price, typically?

A. We typically will not include the following:

1. Bedroom closets (unless they are walk-in)
2. Hall closets
3. Garages (unless the garage has an epoxied floor, garage cabinets, tankless water heater, etc.)

Q. How much time will the photo shoot take?

A. We typically can shoot a 25-36 picture package within 45 minutes to one hour, and a 50 picture package can take anywhere from 1-1/2 to 2 hrs. (if the house is clean and organized). Twilight shots anywhere from 15-30 minutes, and drone/aerial shots anywhere from 30 minutes to an hour.

Q. What does the photographer expect from me prior to my shoot?

A. Our photographer will need the following:

1. Access to the home (if no one will be there to meet them).
2. One lockbox code for 15-36 photo packages, and two codes for a 50 photo package.
3. A Gate code (where necessary), and prior approval at any guard gated community. Please notify the seller or homeowner in advance that Home Picture Pros has their approval to photograph the home.
4. All interior and exterior areas to be neat and organized.
5. Lights to be in operable condition (if possible).
6. All Ceiling fans to be turned off (if you are at the home prior to our photographer's arrival).
7. Expose all windows to outside (open blinds, curtains)
8. Remove any trash (including yard clippings).
9. Remove garbage cans (stow away in garage if at all possible).
10. Removal of pool sweeps and any debris or dirt from pool.

Q. When can I expect my photos?

A. Your photos will be ready the following day, typically 24 hours from your scheduled shoot. We offer same day or rush service for an additional \$50 (by 10 PM the same day as shoot).

You will receive an email with payment link where you will be able to download all photos (once payment is made).

Q. What if I need to cancel my scheduled shoot?

A. We do not charge you for any cancellation (2 hours prior to the scheduled time) otherwise, we charge \$45 to compensate the photographer for his/her driving time to the scheduled location.

Q. Am I charged a fee if the photographer cannot shoot the home because it is not ready at the scheduled time?

A. A \$45 fee is applied only if they show up at the scheduled appointment time and the home is not photo ready, i.e., the house is messy and will not photograph well, or if they cannot access the home.