

# ST.BLANC.STUDIOS

## FAQ SHEET

### + Frequently Asked Questions

Q- What's the first step in arranging my listing photo shoot?

A- You can begin by checking out this website and learning about how ST.BLANC.STUDIOS can deliver the very best High Resolution Real Estate images for your new listing, conveniently and quickly  
Then, go to the (Photo Order Page) to get started!

Q- How much notice is needed to schedule and complete the Home Tour Photo Session?

A- Home Tour Photo Shoots are scheduled on a first come, first serve basis. Some times of the year are busier than others. We want to always do our best to photograph your new listing ASAP. The more notice, the better. Please expect us to complete the finished photos within 3-4 business days of your completed Photo Shoot Order.

Q- How long will the Home Tour Photo Session take?

A- The amount of time required to complete the Home Tour Photo Shoot varies based upon the size and specific instructions you give to us. It commonly takes 45 minutes to an hour to complete.

Q- How can I help my sellers clients prepare for their photo shoot?

A- When taking photos of a home to sell, the cleaner, neater, and better staged a home the better the likelihood of a quicker and higher offer. To help homeowners and realtors prepare for their Home Tour Photo Shoot, please go to the (How This Works) page.

Q- Who retains the rights to the digital images once they have been uploaded to the Real Estate Agent?

A- While the standard practice in the photography industry is for the photographer to retain copyrights of images, once I send you the file link to your new listing photos, they are yours to use in marketing your homes as you wish, with all rights and privileges.

Q- How are the complete photo images transferred/uploaded to the Realtor for use in the MLS and other marketing tools?

A- Each client ST.BLANC.STUDIOS works with will receive an account login and password. When photos are completed, you will be notified via email immediately. Once you receive your photo complete confirmation, simply login on the ST.BLANC site and click the download link.

Q- Does the Realtor or Seller need to be present at the home during the Photo Session?

A- No, but I will need permission and access of the interior of the home. Once the Photo Shoot order is completed, and confirmed, I will use the lockbox combo and complete the photos without assistance. In some cases, I may adjust certain furniture items for staging purposes.

Q- What happens if the weather is less than ideal for exterior photos at the scheduled time? If it looks bad, can I

A- reschedule?

Under most normal circumstances, questionable weather doesn't prevent me from taking outstanding photos of the inside of a home. However if it is raining or there are darkened skies, I may return another day soon to complete the exterior photos.

Q- How do I pay for the Home Tour Photo Session?

A- I accept Credit Card, Check, Money Order (Please refer to the Order Form page) at the time of your Home Tour Photo Shoot. Or contact us directly to discuss other options for payment.

Q- Can't we just PhotoShop that?

A- While PhotoShop is a wonderful tool to alter and improve an image, nothing takes the place of a house that is prepared and staged to sell! Please make sure your new listing is ready to go. We'll do the rest.

Q- Is there a cancellation policy?

A- Yes, we understand that things come up and cancelations may be necessary. We do ask that you please notify your photographer at least 24hrs in advance, for a full 100% refund. If notification is sent within 24hrs of scheduled shoot a 50% refund will be issued.