

Agent Agreement | Samantha Rigo LLC

Previously titled "Agent Agreement." Revised 11/12/2023. Effective immediately.

You can view or download this document and "How to Prepare for Real Estate Photos" any time via our website samantharigo.com.

Agent Agreement p1-2

How to Prepare for Real Estate Photos p3-5

At Samantha Rigo LLC, our primary goal is to offer high-quality, accessible real estate media services at an affordable rate. Achieving this requires a harmony of efficiency, consistency, and collaboration.

For years, we've endeavored to be as flexible and accommodating as possible. However, recent challenges have underscored the importance of adhering more closely to our operational guidelines. To aid this process, we've refined our "How to Prepare for Real Estate Photos" guide, ensuring it's even more helpful for our clients.

A gentle reminder: Our photographers aim to capture the beauty of every space. While we are willing to adjust a few items for that perfect shot, our primary role is photography, not organizing or cleaning. Ensuring spaces are photo-ready and minimizing disruptions during the session are crucial for a successful shoot.

From this point onward, we will be adhering more strictly to our appointment durations. Properties will be captured as they appear upon our arrival, including any visible cars, pet-related items, or other personal belongings.

Having photographed thousands of properties over the past four years, we have refined our process and are confident in our scheduling timeframes. We believe nearly any property can be beautifully captured and/or scanned within the allocated time, provided the home is well-prepared and disruptions are minimal.

By respecting these timeframes, we can guarantee optimal availability and minimize delays, ensuring each property is portrayed in its best light promptly and efficiently.

Thank you so much for your continued business.

Agent Responsibility

It is the responsibility of the agent to ensure the property is accessible and ready to be photographed when the appointment begins.

Please provide sellers and/or occupants with our How to Prepare for Real Estate Photos guide, and maintain communication to be able to reschedule, if necessary, more than 24 hours before your scheduled appointment.

Deposit & Cancellation Policy

Deposits are non-refundable to compensate for loss or costs incurred if a commitment is not fulfilled. A deposit will never be refunded or credited.

The deposit will be transferred to a rescheduled appointment if:

- client reschedules with +24 hours notice
- a reschedule is required due to weather or emergency (*example: downed power lines*)

contact your agent if you need to reschedule | questions? text Sam: 607-651-0825

Deposits will not be refunded, transferred or credited if:

- client reschedules within 24 hours of appointment
- client cancels
- client provided an incorrect address on the intake form
- client provided an incorrect access information and the agent is unreachable
- other services double-booked (*cleaners, painters etc on-site during photo appointment*)

All addresses should follow this format:

123 Street St City NY 12345

Door and lockbox codes should be noted in the "Notes for Photographer."

The Process

photo day: appointment at scheduled time & invoice sent

next calendar day: photos delivered via online gallery for viewing by 12PM

*photos will not be downloadable until invoice is paid

*if your appointment included floor plans, they will be available in your photo gallery

*if your appointment included virtual tour, you will receive a separate iGuide Report email

Travel: Greater Binghamton & Surrounding Areas

Appointments provide for 0-30 minutes of travel time.

Please use Downtown Binghamton as a reference point when calculating travel to your property.

30-60 minutes Text 607-651-0825 before booking to confirm availability, \$50 travel fee.

+60 minutes Text 607-651-0825 before booking to confirm availability + TBD travel fee.

Post-Processing (editing)

All images will be professionally edited.

We have discontinued screen replacement - this is a dated trend. For the same reason, and added concern for contract liability, we have discontinued adding flames to fireplaces, stoves etc.

Item removal will continue, and remains conditional; it is never a guarantee that an item can successfully be removed from a photo. When pets and occupants must remain at the residence, it is important that they find a place to wait comfortably, removed from the photos or scans: a single room, separate floor, outside.

As a reminder: there is no option for item/person/pet removal in Virtual Tour scans.

Copyright

Samantha Rigo LLC maintains the copyright to all images.

Agents, Sellers, Occupants, Tenants may never sell, transfer or use for profit any images.

For full details, please visit samantharigo.com/copyright.

How to Prepare for Real Estate Photos

The property will be photographed largely as-is, but the photographer may adjust certain items, lighting, or window settings.

While none of the following items are required, this list is designed to help you maximize the opportunity for marketing your home.

Appointment Duration

Photos: 30 to 60 minutes

Photos & Floor Plans: 60 to 90 minutes

Photos & Virtual Tour: 2 hours

Storing Items

Closets are not photographed.

Do not plan to move items during the appointment - if you are struggling to find storage for moved items, discuss with your agent which room or space can be omitted from photos to be used as additional storage.

Lights

Please turn on all lights, ensure working bulbs, and turn off all ceiling fans.

Windows

Any room with multiple window coverings should all be adjusted the same to match.

Horizontal blinds and shutters - it is best to keep horizontal blinds down, but opened in a flat position.

Vertical blinds & curtains - usually look best fully open.

Weather

Inclement weather, especially rain and wind, inhibit drone flights and quality photo captures. If bad weather is forecasted, your agent or photographer might reschedule.

Occupancy

For optimal results and efficiency, we recommend that the property be unoccupied during photos and scans.

This minimizes the chances of pets or people unintentionally appearing in shots, allows the photographer to focus without interruption or obstruction, and ensures the best angles are achieved.

Kindly consider making arrangements for pets and residents to leave for the appointment when possible.

When pets and residents must remain at the residence, please plan ahead for a place to wait comfortably, removed from the photos or scans: a single room, separate floor, outside.

As a reminder: there is no option for item/person/pet removal in Virtual Tour scans.

How to Prepare for Real Estate Photos

Exterior

- Move vehicles from the driveway
- Hide trash and recycling bins
- Tidy decks & pools: remove toys, hoses, debris, remove pool cover (seasonal)
- Tend to the lawn: mow, rake, weed, and remove dead plants

Interior (All Rooms)

- Declutter as much as possible
- Clear surfaces: bathroom & kitchen countertops, nightstands, end tables, coffee tables
- Check light fixtures for working bulbs
- Turn off ceiling fans and store portable fans
- Hide waste bins, laundry baskets, pet items, remotes, chargers, and tissue boxes
- Vacuum carpets that show visible signs of traffic

Kitchen

- Clear countertops of small appliances, food, and dishes
- Clear refrigerator exterior
- Hide soaps, towels, cleaning items, and draining racks
- Clean surfaces and floors
- Organize open shelves

Bedrooms

- Dress beds and arrange pillows
- Clear surfaces: nightstands, dressers
- If you cannot clear these surfaces, declutter & organize them
- Store or tidy visible clothes/shoes
- Tidy childrens toys, changing tables, bookshelves

Bathrooms

- Close toilet lids
- Clear countertops and visible bath/shower items (if glass or no door)
- Hide toiletries, brushes, wastebaskets, plungers, cleaning items
- Remove worn rugs and mats

Plan

- Choose a designated room or space where pets & residents can wait comfortably during the appointment when leaving the property is not an option

How to Prepare for Real Estate Photos

About Samantha Rigo LLC

Samantha Rigo

Owner, Photographer

Affiliate, Greater Binghamton Association of Realtors®

NYS Licensed Real Estate Associate Broker

Member, National, New York, and Greater Binghamton Association of Realtors®

FAA-certified remote pilot

Fully insured

Recognized in various publications, including *Sell It Like Serhant*

In the Community:

Member of the GB Chamber of Commerce

Board of Directors at Ross Park Zoo

Jeremy Denmon

Photographer

NYS Licensed Real Estate Associate Broker

Member, National, New York, and Greater Binghamton Association of Realtors®

FAA-certified remote pilot

Fully insured

Important:

The relationship between Seller and Listing Agent is both legally & ethically protected by New York State and the Association of Realtors®, by which Sam and Jeremy are both bound as NYS Associate Brokers and Realtors®.

While we believe this provides us with valuable insights when photographing your listing, we want to guarantee it never interferes with the respect, trust and confidence of the agents who engage our services.

In order to adhere to our legal and ethical standards, we will not be able to offer our opinion on listing decisions.

Thank you for your understanding and cooperation!

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