



RED CANVAS - TERMS AND CONDITIONS

1. **Booking:** Red Canvas Photography provides an online booking system for scheduling their services. The specific URL for scheduling is "<https://www.redcanvasphotography.com/>." You can message us on Facebook messenger to **Red Canvas**, or text **608-780-4683**.
2. **Rescheduling/Cancelation:** Red Canvas Photos does not charge for early cancellation or rescheduling fees. If we arrive at the shoot and it is not ready and we need to come back then there will be a return trip fee added to the bill. Please contact us as soon as you are able if you need to cancel or reschedule. You can do this by logging onto your account and changing the order in your portal, contact us via text, or Facebook messenger to Red Canvas.
3. **Payment:** The booking agent is responsible for payment of images to Red Canvas Photos even if the selling clients agree to pay for them for cancellation of contact or other reason. Then other payment arrangements can be handled between the other parties.

- a. Payment is expected before the images can be downloaded and used. To pay your invoice you can log on to your account and click on your “open project” and pay by credit card. You can also pay by cash, Venmo @Shanna-Red-Canvas, or check to "Shanna Rhude - Red Canvas". Mailing/ dropoff address is 626 Sand Lake Road, Onalaska, WI 54650.
 - b. Alternatively, monthly billing is available per request. Bills will be sent out in the mail at the end of each month with a return envelope for you to pay the bill with a check and send back.
4. **Schedule:** Please allow a 15 minute grace period for the photographer to get the property. Sometimes our shoots run over. We really try to schedule appropriately to leave enough time but sometimes this happens. Please make sure to let clients know about this if you will not be present at the property.
5. It's great if the realtor or owner wants to be there for the initial walkthrough but it is preferred that we are given the space to shoot with no one present. This really helps us be able to focus and keep on time. We try to keep our shoots between 1-2 hours depending on photo package size and add ons. We strongly prefer to not be there when the realtor and clients are signing paperwork. We want to respect their privacy. With our wide angle lens and shooting process this also makes it difficult to be able to shoot around clients and don't like to interrupt during that transaction. It is very helpful to us to be able to shoot the house starting with the front door and work our way through shooting the connecting rooms etc. followed by the upstairs and downstairs (if applicable). This helps in post delivery of images to keep everything in order for listing on MLS.

6. **Feedback/Issues:** If you have any issues/feedback with images, employees, services, please email to redcanvasphotos@gmail.com subject to Shanna.

7. **Copyright Ownership:** Red Canvas Photography is identified as the copyright holder of the image. Copyright is not transferred to any other party unless a specific written agreement is made.

8. **Usage for Real Estate Photography:** The agent/realtor who paid for the photography service has permission to use the images, in their original form, in any electronic or printed form of advertisement for the promotion of the specific property for the term of the property sale or the end of the contract with seller whichever comes first.

9. **Limitations on Selling Images:** The images cannot be sold to another agent who takes over an expired or withdrawn listing from the original listing agent. The copyright owner (Red Canvas Photos) retains the right to relicense the images, but they will first contact the original listing agent to inform them of the relicense request.

10. **Copyright Infringement:** Using the images with failure to pay for the images may result in a copyright infringement/violation. In such cases, the party using the images without permission will be asked to remove them from any electronic or printed form of advertisement. If the unauthorized use continues, legal action may be taken.