



Terms & Conditions

Alter Ego 360° Virtual Tours (d/b/a Alter Ego Visual Design) provides the following terms and conditions to be bound in agreement with our 360° Virtual Tour packages and value-added services.

Terms and Conditions

1. ALL pricing is valid for property locations within a **15 mile radius** of our location in **Lancaster, MA**. Additional mileage surcharge of **.30** cents per mile (round-trip) over **15 miles** will apply for properties outside our normal service area and will be due at the time of your virtual tour shoot and prior to tour activation.
 2. **Alter Ego 360° Virtual Tours** is not responsible for on-site staging of property. Realtor, owner or on-site representative is responsible for any staging that may be necessary. Property will be photographed 'as-is' upon arrival. We also offer a good-faith 15-minute wait time for all scheduled appointments.
 3. **Alter Ego 360° Virtual Tours** assumes no responsibility or liability for any damage, loss or harm (property, person or otherwise) while shooting virtual tours on-site. We suggest that all expensive or fragile items (not included in sale) be removed from coffee tables, end tables, room, etc. in preparation (staging) of your property for the virtual tour shoot. We will treat your property with respect and conduct ourselves in a professional and ethical manner.
 4. **Inclement Weather Policy:** If inclement weather prevents the shoot, **Alter Ego 360° Virtual Tours** will reschedule the shoot, with no cancellation fees, for the next available time/day.
 5. **Cancellation Policy:** Client must cancel with a minimum of **48 hour advanced notice to scheduled appointment time** by notifying **Alter Ego 360° Virtual Tours** at no charge. If less than 48 hours advanced notice a cancellation fee of \$25.00 will be retained and remainder (if applicable) will be refunded and/or applied to a future virtual tour package. If proper notification is not provided and we arrive at the scheduled appointment and are prevented from completing the job due to Realtor / Owner / Representative not being present (within 15 minutes) or the property is not accessible for the shoot, client may be charged a \$25.00 cancellation and/or rescheduling fee of \$25.00. ** If your tour shoot has begun and you wish to cancel then you agree to pay a pro-rated hourly rate of \$25.00 per hour (min. 1 hour), in addition to the cancellation fee.
 6. All pricing assumes client has provided (or paid) **Alter Ego 360° Virtual Tours** with a credit card and/or authorization to charge the appropriate Tour Package rates and optional features. If payment other than credit card has been agreed upon the terms will be a minimum 50% down payment due at the time of tour order and balance due at time of virtual tour shoot. ALL BEST VALUE Tour Packages are due in full at time of tour order. ALL tours will not be activated until full payment has been received and/or the tour may be deactivated.
- U.S. Checks / Money Orders Payable To:** Alter Ego Visual Design, 155 Seven Bridge Road, Lancaster, MA 01523
** All checks will incur a \$30.00 fee for insufficient funds and full payment must be received before tour activation.
7. Virtual Tour hosting is included in the client Tour Package for up to (1) ONE YEAR from Tour activation. Hosting can be renewed at the annual fee of \$30.00 for Realtor and FSBO Residential tours and \$50.00 for Commercial Realtor and FSBO Commercial Properties and Retail Tours. The hosting renewal fee is due in full within the prior year hosting end date or tour may be deleted. Refunds cannot be given for less than (1) ONE YEAR of hosting.

