

FREQUENTLY ASKED QUESTIONS

Your Photography Questions Answered





FREQUENTLY ASKED QUESTIONS

How should my clients prepare their home?

We provide a simple **Pre-Shoot** checklist to ensure your property is fully prepared. A clean, decluttered space, all lights turned on, clear driveways, and pets safely removed from the home allow us to capture your property at its very best.

PHOTOSHOOT CHECKLIST

What is your service area?

We proudly serve the Bay of Quinte region and surrounding communities. If you're unsure whether your property falls within our service area, feel free to reach out—we're always happy to assist.

Do you offer weekend or evening appointments?

Yes — our online booking system displays real-time availability, making it easy to choose a time that works for you. If you require an appointment outside of our listed schedule, please reach out and we'll do our best to accommodate your request.



PRICING & PACKAGES

Do you offer bundled services?

Yes! We offer thoughtfully designed bundles to suit standard listings, or you can create a custom package tailored to your needs with our à la carte options.

What payment methods do you accept?

Payment is simple and secure. We accept Visa and Mastercard, through our secure delivery platform.

What is your cancellation policy?

We understand that plans can change. If you need to cancel or reschedule, please provide as much notice as possible. For full details, we invite you to review our cancellation and rescheduling policy.

[CANCELLATION GUIDE - CLICK HERE](#)



FREQUENTLY ASKED QUESTIONS

How do I book your service?

Booking with us is simple and convenient. Schedule your appointment online anytime —24/7—by selecting your desired services and choosing a date and time that works best for you and your client.

Do I need to be present during the appointment?

No problem at all. As long as the property is accessible, your presence isn't required for the appointment. Many agents provide a lockbox code or arrange brief access—whatever is most convenient for you.

How long does a typical appointment take?

Most standard listings are completed within 45–90 minutes, depending on the size of the home and the services selected. Larger properties, acreages, or comprehensive media packages may require additional time.

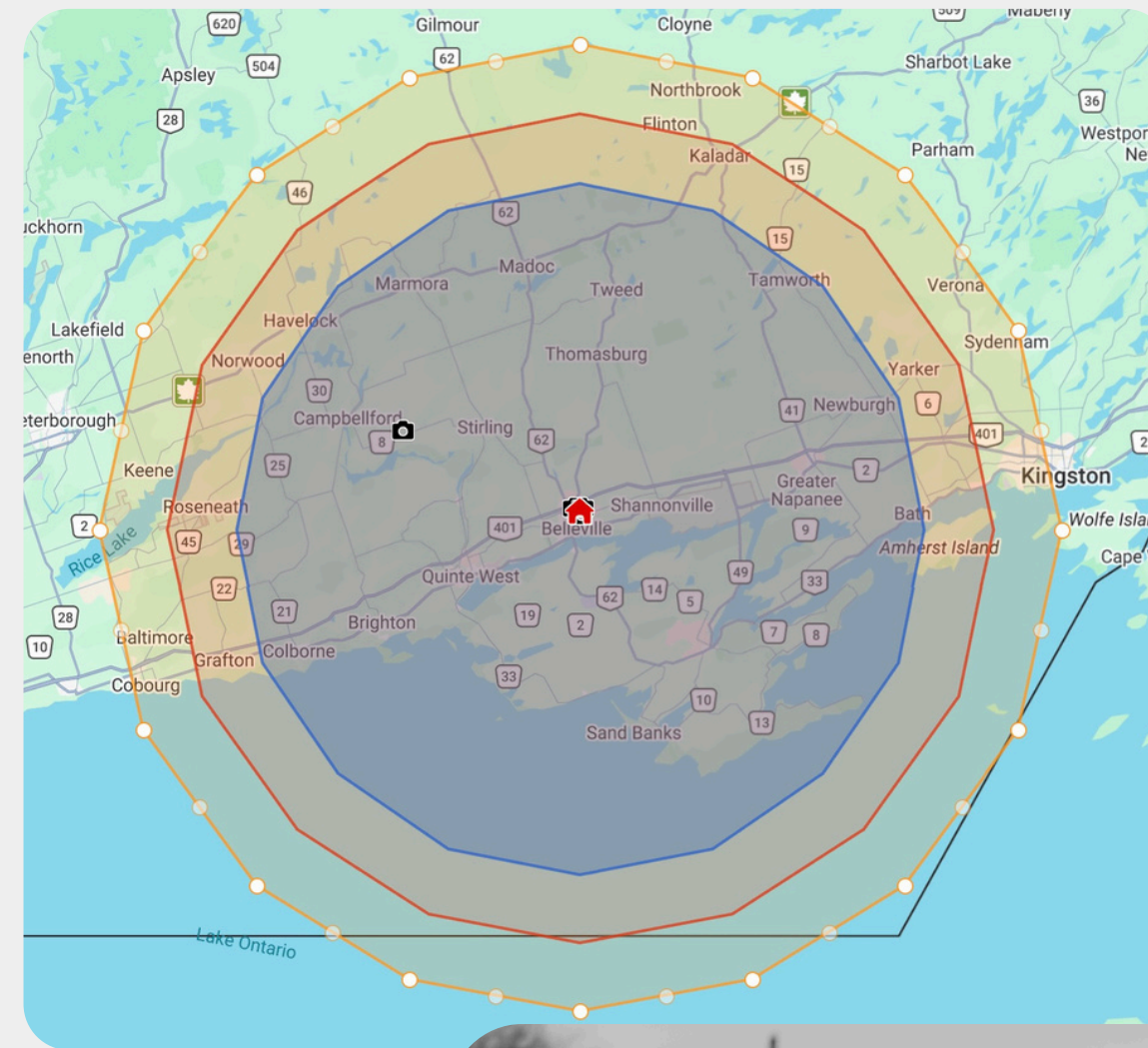
LOCATION & WEATHER QUESTIONS

What happens if the weather is bad?

If weather conditions aren't favourable, we can reschedule your appointment or adjust the services for the day as needed. For safety and quality reasons, drone photography may also be postponed in cases of poor visibility or unsuitable weather conditions.

What happens if the property is outside the service area?

Travel fees apply to appointments over 100 km round trip and are calculated using our booking system and Google Maps. Rates may vary by photographer and will be confirmed at the time of booking. If you're unsure whether your property is within our service area, please contact us — we're happy to help confirm. We also offer service to Peterborough, Cobourg, and Kingston by request for select out-of-area bookings.



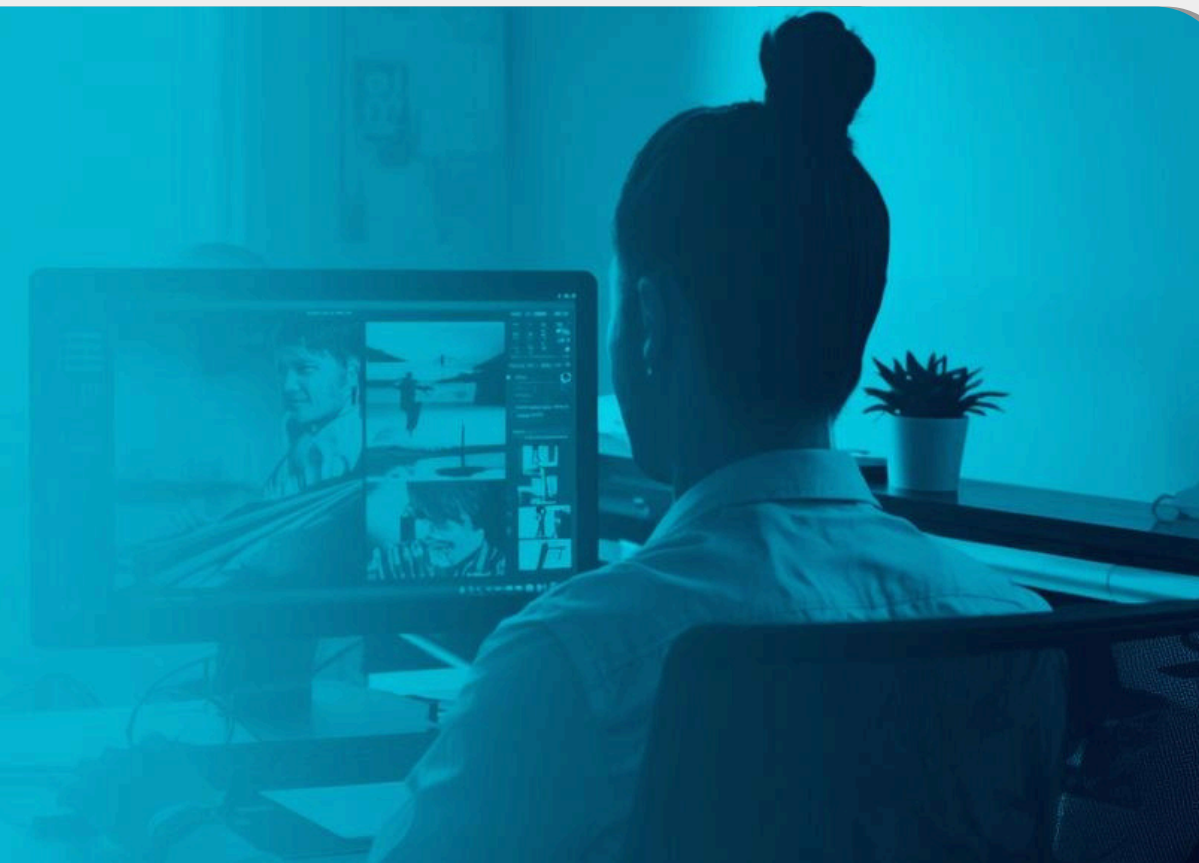
WHAT IS THE DELIVERY PROCESS?

How do I receive my photos and media?

All media is delivered through a secure, professional online portal, with files formatted and optimized for both MLS listings and social media use.

What is your turnaround time?

We deliver your edited photos, floor plans, and media by the next day by end of business day. Video projects are delivered within a 2-day turnaround, often sooner when possible. For larger projects, additional time may be required, and we will always communicate expected timelines clearly in advance.



**STILL HAVE
QUESTIONS?**

**LET'S
CONNECT**

Call: 613-707-1599

Email: admin@iguidebythebay.ca

Text: 343-645-2892