MILE MARKER STUDIO

RYAN ROSCOE
(772) 237-0775

Booking & Service Terms

BEFORE YOUR APPOINTMENT / SECTIONS 1-3

Thank you for choosing Mile Marker Studio. These terms explain how I will help you plan your shoot, receive your finished media, and put it to use. Your agreement is with Ryan Roscoe, operating as Mile Marker Studio ("I" or "me"). "You" means the client named in the order, including an authorized representative booking for a business.

1. Planning your shoot

Your confirmed order or written quote outlines the property, services, finished files, price, and delivery schedule. Once you submit your preferred times, I will review availability and send your appointment confirmation. Please share any must-have shots, publication requirements, or deadlines so I can plan with those in mind.

Your order outlines what is included. If you would like extra coverage or other changes, I will confirm the details and any additional cost with you in writing before proceeding. This also applies to extra travel and return visits. Payment is the responsibility of the client named in the order, unless we arrange a different payer in writing.

2. Preparing for a smooth appointment

A little preparation helps me make the most of our time at the property. Please have it cleaned and staged, secure pets, and arrange access with the necessary owner, occupant, and community permissions. Let me know about hazards or access restrictions, and share entry codes privately.

Cleaning, repairs, and heavy furniture moving are outside the photography service. If access or readiness becomes an issue, I will talk through what can be completed and whether another visit would help. If you send logos, music, photos, or other materials for the project, please make sure you have permission for me to use them.

3. When plans or weather change

If you need to reschedule or cancel, please let me know as soon as you can; at least 24 hours' notice is appreciated. A cancellation or missed-access fee applies only if we agreed to it in writing before confirming your booking. I will also agree any extra-work or return-visit charge with you before scheduling it.

If conditions are unsafe, required permission is missing, or weather prevents the planned work, I may need to postpone. There is no cancellation fee when I postpone for safety or unsuitable weather. Drone coverage also depends on airspace approval and the pilot's safety decision.

If a service cannot be completed, I will work with you to reschedule it or refund the prepaid amount for that service. For a package, we will agree the refund amount in writing. If you cancel, I will refund payment for work not performed, less any cancellation charge you previously agreed to.

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DELIVERY AND YOUR AGREEMENT / SECTIONS 4-6

4. Receiving your media

Your finished files will be available to download and use once payment is complete, unless we have arranged different payment terms in writing. I will confirm delivery timing with you; photos, video, and other services may arrive separately. Please flag any essential deadline before booking so I can confirm in writing whether I can meet it. I will keep you informed of significant delays.

Please take a look through your files after delivery. If something needs attention, email me the property address, affected filenames, and a brief description so I can help. I will correct my technical errors or missed agreed coverage at no extra charge. For new creative requests, extra coverage, or a visit after the property has changed, I will confirm a price for your approval first. Your order will identify any included revision rounds or review deadline.

5. Sharing and keeping your files

Before publishing, please check listing details and the requirements of your brokerage, MLS, and advertising platforms, including disclosures for virtual staging or significant edits. Floor plans and measurements are approximate marketing aids, rather than surveys or construction plans. The media is created to support your marketing; a sale, sale price, or other marketing result cannot be guaranteed.

I recommend downloading and backing up your files after delivery so you have a copy to keep. Your order will explain any included website or tour hosting period, renewal cost, and guaranteed file-storage period. These services are not indefinite; permission to use downloaded files continues according to the license even when hosting ends.

I will ask for your separate permission before featuring media from your property in my own portfolio or advertising.

6. Keeping everything clear

Your confirmed order, these service terms, and the included Media Use License apply together to your booking. The license explains how you can share your media and when to contact me about another use. A separate copy is provided for easy reference with your finished files.

Please keep a copy with your order. If we agree to change these terms, we will record the change in writing; email is fine. A written change applies to the points it addresses. Later updates to the website will not change your existing order terms without your agreement.

If you have a question or would like to discuss anything here, email me at ryan@milemarkerstudio.info or call (772) 237-0775. The property address or order number will help me find the details.

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Media Use License

INCLUDED IN YOUR BOOKING & SERVICE TERMS

These permissions apply to the media delivered with your order.

Your media and who can use it

Once payment is complete, the client and brokerage named in the order may use the finished photos, videos, floor plans, and other delivered media for the property and purpose in that order. Any different payment or licensing arrangements we agree to in writing still apply.

Sharing your listing and past work

For a real-estate listing, you are welcome to share the media through the MLS, authorized listing feeds and property portals, websites, print, email, social media, and advertising for that listing. This includes the copying, display, and distribution needed for those uses and normal historical listing records. After the listing ends, existing posts may stay online, and you or the named brokerage may feature the media as past work in a portfolio. Please identify it as past work rather than a current listing or a different property.

Planning another use

If you would like to share the media with another listing agent, promote a vacation rental or builder/vendor, resell it, or use it for another commercial purpose, please contact me for written permission first. No extra permission is needed for a use already included in your order. Your designer or marketing provider may work with the files for your permitted uses, but does not receive separate reuse rights. If a platform needs broader rights, send me its requirements before uploading so I can help clarify them.

Making edits

You may resize, crop, and add marketing text or branding where the publishing platform allows it. Please check with me for written permission before other significant changes, including virtual staging or AI edits outside your order. Edits must accurately represent the property, without hiding defects, and include required disclosures. Music, stock assets, and third-party tour services have separate license conditions; those elements may not be extracted for independent use.

Copyright, source files, and hosting

Your license gives you permission to use the finished media while copyright stays with me or the applicable rights holder. It is nonexclusive, so it does not grant exclusive rights. If you need raw camera files or editable project files, please discuss them before booking; they are included only when listed in your order. Website and tour hosting periods are described in your order, separately from permission to use downloaded files.

Have another use in mind? Email me at ryan@milemarkerstudio.info with the property address and your plans, and I will help you understand the options.