



Media Tours 360 Service FAQ

- How should the property be prepared for the Virtual Tour shoot?
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How should the property be prepared for the Virtual Tour shoot?

Virtual Tour Preparedness Suggestions:

Outdoors:

Spruce up your garden and lawn; trim shrubbery if necessary. Yard and patio should be neat; outdoor furniture should be in good shape.

Mow the lawn; make sure the driveway & entryway are free of clutter (toys, bikes, etc.)

Living Areas:

Remove clutter and tidy up the shelves.

Move excess furniture out of rooms. You want the space clean, open, and clutter-free (dog crates, tray tables, etc.).

Replace burnt out light bulbs (the photographer will need light in most rooms).

Kitchen:

Clean off kitchen counters; remove any clutter.
Make sure dirty/clean dishes are out of the sink & put away.
Empty the garbage can.

Bathrooms:

Put essential items used daily in a small box that can be stored away.

Close toilet lid and empty the garbage.

Clean mirrors & glass surfaces.

Hang towels neatly from towel bar.

Overall/General:

Check the basics around the house (indoors & out). It takes just a minute to make sure the house is clutter-free and all is in order. Turn on as many lights as you can when the photographer arrives. Try not to be in the room the photographer is photographing as you may end up in the photo.

The photographer cannot:

Move furniture

Clean or dust

Move garbage

Pick up/move clutter (toys, dirty dishes, dog toys, etc.)

The home **MUST** be ready for the photographer when he/she arrives. Upon arrival our photographers can wait no longer than 5 minutes for additional home preparations. If a wait longer than this must happen we will have to move on to our next scheduled appointment and the virtual tour will be rescheduled. If this happens a rescheduling fee of \$20.00 will apply.

How soon will my tour be online after the photo shoot?

We at Media Tours 360 ask that you allow 48 hours from the end of the shoot until you are able to access your 360 Virtual Tour online. Typically, we get the tour online within 24hrs.

How long does it take to photograph my listing?

The typical Media Tours 360 Virtual Tour photo shoot is between 45 and 90 minutes depending on the size of the property. We make sure to photograph the property thoroughly ensuring that your property has complete photographic coverage.

How often do I need to renew my Media Tours 360 Virtual Tour?

Your Real Estate Metro Charlotte Virtual Tour is valid for a full 2 YEARS. Business and Commercial Virtual Tours are valid for One year. Every Media Tours 360 Virtual Tour is renewable as often as necessary.

Is it possible to customize my Virtual Tours with my company's logo, banners and flyers?

Absolutely! We understand how important branding is for your business and we encourage you to send us your logos and banners. If you want us to add your flyer to the tour, just email it to us and we'll add it to your tour.