



## FAQ

### ***How do I book a photography session?***

Booking is easy. Simply contact us through our website, by phone, or by email, and we'll help you schedule a time that works for you.

### ***How far in advance should I schedule?***

We recommend booking as early as possible to secure your preferred appointment. We also do our best to accommodate last-minute requests when our schedule allows.

### ***How should the property be prepared?***

A clean, decluttered, and photo-ready home produces the best results. We provide a Property Preparation Checklist to help ensure the home is ready before your appointment.

### ***How long does a photography session take?***

Most appointments take between 30 and 90 minutes, depending on the size of the property and the services requested.

### ***When will I receive my photos?***

Professional HDR photos are typically delivered within 24 hours. Delivery times for additional services such as video, drone media, floor plans, or virtual staging may vary.

### ***How are the photos delivered?***

Your completed media will be delivered through a secure online gallery where you can easily download, share, and access your files.

### ***Are the photos professionally edited?***

Yes. Every image is individually edited for color, lighting, exposure, and perspective to ensure a polished, MLS-ready final product.

### ***Can you remove objects or make edits in Photoshop?***

Minor enhancements are included with every session. More extensive editing, such as object removal or virtual item replacement, is available upon request for an additional fee.

### ***Do you offer drone photography?***

Yes. We offer FAA-compliant aerial photography and video to showcase the property's location, lot, and surrounding features when appropriate.



## FAQ

### ***Do you offer video walkthroughs?***

Yes. We create professional walkthrough videos designed for MLS listings, websites, and social media marketing.

### ***Can I combine multiple services in one appointment?***

Absolutely. Photography, drone media, video walkthroughs, floor plans, virtual staging, and other services can all be scheduled during the same visit.

### ***What happens if the weather is bad?***

For exterior photography, drone services, and twilight sessions, we may recommend rescheduling to ensure the highest-quality results. We'll work with you to find the next available appointment.

### ***Can I request specific shots?***

Of course. If there are unique features or selling points you'd like highlighted, let us know before or during the appointment.

### ***Do you stage homes?***

We do not provide staging services. We recommend having the property fully staged or prepared before your appointment so we can focus on capturing it at its best.

### ***What areas do you serve?***

We proudly serve Eastern North Carolina and surrounding communities. If your property is outside our standard service area, contact us for a custom travel quote.

### ***Who owns the images?***

Pro Media Central retains the copyright to all media. Clients receive a license to use the images for marketing and promoting the listed property. Contact us if additional licensing is needed.

### ***What payment methods do you accept?***

We accept all major payment methods. Payment instructions are provided when your booking is confirmed.

### ***What is your cancellation policy?***

Appointments may be rescheduled or canceled with advance notice. Late cancellations or appointments canceled after arrival may be subject to a cancellation fee.