

### For Customers

**All cancellation fees are being waived for the time being.** If your homeowner or the person meeting us at the property is sick we kindly ask that you please cancel your appointment. There will be no questions asked for last minute cancellations, however as always, please let us know as soon as possible when it is necessary to postpone.

**Our team is working remotely!** We encourage you to email us at [conciierge@glasshousemedia.com](mailto:conciierge@glasshousemedia.com) during normal business hours (currently 10-4 M-F) for fastest response.

**If you choose to call, please leave a voicemail.** We are working diligently to get back to all calls in a timely manner.

**Please be aware that ALL booking dates & times are currently considered "Preferred Time Slots."** Our office will reach out promptly if anything needs to change. Some services are currently experiencing significant Waitlists.

We recommend **'Photo Only' or '3D Dollhouse' (Matterport) services** to reduce Waitlist time.

### For Photo Shoots

**Please make sure all lights are on and doors are open prior to our arrival.** Our team will not be touching anything in the house. This especially includes toilet seats! Make sure toilet seats are down prior to our arrival.

**Please make sure no one is inside of the home at the time of shooting.** We are asking that no one be in the home to minimize direct contact.

**If we feel the proper safety precautions were not taken, or if someone on-site is sick, our photographers have the right to cancel any job.** We will still take exterior photos, however we will ask that you reschedule your interior portion if we do not feel comfortable in a listing. There will be no additional charges for any Glasshouse Media postponed projects.

In addition to these protocols, Glasshouse Staff are required to disinfect equipment between each shoot, and will wear gloves when needed.

Please let us know if there are any questions. Our team's safety is our highest priority and we appreciate you understanding and following these rules. Thank you!