

March 18th, 2020

RE: COVID-19 Policy Update

Dear Valued Clients & Service Providers,

In the wake of increasing risks related to the COVID-19 pandemic, please review our updated policies below. Our number one priority is the health and safety of our team and our clients. Precautions include the following but do not supersede government guidelines*.

- Clients should have the home, property or business site appropriately prepared for 3D photography. Prepare as though visitors are coming into your home or building, similar to an open house. Reach out if you have any specific questions as to how to prepare.
- Prior to your 3D capture/shoot, we ask that the client turn on all lighting, open all doors related to the tour, raise blinds if necessary and turn off all ceiling fans.
- Remove all things considered clutter or items that do not belong where they have landed.
- For model homes: Please remove sales and marketing materials , any unsightly floor coverings utilized to protect traffic areas and anything else that does not "belong" in a typical home.
- In an effort to reduce exposure and to speed up our time on site, we ask that all homeowners or staff exit the premises prior to our arrival. If necessary, someone can meet on site to let us in and then return upon our completion.
- We want to minimize everyone's exposure so our team members will sanitize their hands before and after each shoot, wear appropriate gloves and masks if necessary, and will be cautious about touching surfaces. If the situation warrants, we will utilize additional personal protection gear.
- We will have sanitizing wipes along with us and will wipe off appropriate surfaces prior to departure.
- We will ensure that all team members providing services will have not recently traveled and are not showing any signs of illness related to COVID-19 symptoms.

Thank you for your trust, your cooperation and your understanding.
We wish you the best of health and happiness during these trying times.

Don't hesitate to give us a call or send a text or email if you have any questions.
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***https://www.whitehouse.gov/wp-content/uploads/2020/03/03.16.20_coronavirus-guidance_8.5x11_315PM.pdf**