



Property Photography Terms and Conditions

1. Property Preparation

Once a photoshoot has been booked, the client (the Client) agrees to read the preparation guide provided by the image creator (The Nyusz Pusz brand) and make reasonable efforts to prepare the property accordingly before the agreed appointment time.

2. Arrival Time and Property Readiness

The image creator will allow a maximum waiting time of 15 minutes after the agreed appointment time if the property is not ready for photography. If the property is still not ready after this period, the photoshoot may be cancelled and will need to be rebooked, subject to an additional rebooking fee.

3. Lighting and Interior Doors

Unless otherwise requested, all available lights will be switched on where appropriate, and all interior doors will be left open during the photoshoot. If the client prefers a different approach, this must be communicated at the time of booking or on-site, before the photoshoot begins.

4. Completed Areas and Reshoots

Once the photoshoot has commenced, the image creator will not revisit or reshoot areas that have already been photographed and completed. Clients are therefore encouraged to communicate any specific preferences or requirements before the shoot begins.

5. Required Shots and Specific Details

The image creator will use their professional judgement to determine the most suitable angles, compositions and shots to showcase the property.

If the client requires specific shots, angles, features or details to be captured, these must be clearly communicated at the time of booking or on-site before the photoshoot begins.

The image creator cannot accept responsibility for missing shots or details that were not clearly requested in advance. Complaints relating to uncommunicated requirements will not be accepted once the photoshoot has been completed.

6. Photography Style and Final Results

The image creator works on a “take it or leave it” basis in relation to their creative style and the final images delivered. The finished photographs will reflect the image creator’s professional judgement, editing approach and established style, as demonstrated in their portfolio.

No reshoot or re-editing will be provided simply because the final images do not match the client’s personal expectations or preferred creative style, provided the delivered work is consistent with the service agreed and the image creator’s advertised portfolio.

Clients are encouraged to review the portfolio before booking to ensure that the photography style meets their expectations.

7. Preview Gallery, Client Approval and Payment

Once the photoshoot has been completed, the client will receive a preview gallery to review the images before payment and final delivery.

Please review the preview gallery carefully before proceeding with payment. If you decide that the images are not suitable for your requirements, you are free to decline the gallery without any obligation to pay for the photoshoot, subject to any applicable legal requirements.

Declining the Preview Gallery

If the client decides not to proceed after reviewing the preview gallery, they must notify the image creator in writing and confirm that they wish to decline the gallery. The client must not download, reproduce, publish, share or otherwise use the preview images.

Once the client has confirmed their decision to decline, the image creator may revoke access to the preview gallery. No payment will be required for the declined photoshoot, and the client will have no further payment obligation for that booking, subject to any applicable legal requirements.

Declining the preview gallery does not entitle the client to request a reshoot, re-editing, alternative images or a replacement gallery under the original package. If the client chooses not to proceed because the images do not match their personal expectations or preferred creative style, this does not create an entitlement to further work under the same booking, provided the images are consistent with the agreed service and the style and quality represented in the image creator's portfolio.

Any further photography or editing requested after the gallery has been declined will require a new agreement and may be subject to additional fees.

By proceeding with payment, the client confirms their acceptance of the previewed images as the final selection for delivery, subject to any rights or remedies available under applicable law.

Nothing in this section limits or excludes the client's statutory rights, including any applicable rights relating to services that are not performed with reasonable care and skill or that do not conform to the agreed contract.

8. Final Gallery, Delivery and Refunds

Following receipt of payment, the image creator will provide the final gallery link containing the agreed images in their final edited form.

Once the final gallery has been delivered, the service will ordinarily be considered complete. As the client will have had the opportunity to review the preview gallery before payment, refunds will not ordinarily be offered solely because the client subsequently changes their mind or prefers a different creative style.

However, nothing in this policy excludes or restricts any refund, cancellation right or other remedy to which the client is legally entitled. Where a refund or other remedy is required under applicable law, it will be provided in accordance with the relevant legal requirements.

For bookings made online, by telephone or away from the business premises, statutory cancellation rights may apply. These rights, including any applicable exceptions or requirements where the client requests that the service begin during the cancellation period, will be respected in accordance with applicable law.

9. Image Delivery Times

The next-day delivery timeframe advertised within the property photography packages represents the image creator's target delivery time rather than a guaranteed deadline.

Although every reasonable effort will be made to deliver the final images by the following day, in rare circumstances delivery may take up to 48 hours after the photoshoot.

10. Acceptance of Terms and Conditions

By confirming and finalising a booking, the client confirms that they have read, understood and agreed to these Terms and Conditions.

These terms are intended to ensure a smooth, professional experience for both the client and the image creator, with clear expectations from booking through to final delivery.