



Service Policies

Rivaro Media, LLC · Effective October 26, 2026

These policies cover every shoot booked with Rivaro Media, LLC. Booking a shoot means you agree to them.

Booking and payment

Book online at book.rivaro.media: pick a bundle or any services and choose a time. A confirmation email follows, then the prep checklist and, for video, the Rivaro Creative Form.

- **Prices:** every price is published on the booking page and is the same for every agent. There's no quote to wait on.
- **Payment:** the invoice is sent once the last piece of media for the order has been delivered. Payment is due within 14 days of that last delivery, online by card or bank transfer. Your files are yours to download as each piece arrives.
- **First-shoot offer:** new clients get 50% off their first shoot, whatever they book. Use code 50FIRST at checkout. If you've worked with Rivaro Media before and never received the offer, it still stands: use it on whichever shoot you like.
- **Booking several properties at once:** every property after the first is 10% off. Two properties: one is discounted. Three: two are discounted. If it's your first shoot, the 50% first-shoot offer applies to the first property, and each property after that is 10% off.

Service area and order minimums

We cover every town on the service map at rivaro.media/how-it-works, up to about 110 driving miles from Orderville. That includes Washington, Iron, Kane, Garfield, Piute and Beaver counties, plus Page, Fredonia and Colorado City in Arizona.

- **Trip fee:** none, anywhere on the map.
- **Outside the map:** ask first through the contact page. Trip fees may apply.

Minimum order past St. George: a shoot more than 76 driving miles from Orderville needs at least \$250 in services, counted before any discount. That covers Veyo, Dammeron Valley, New Harmony, Newcastle, Beaver, Greenville, Junction, Kingston, Marysville, Antimony, Escalante, Big Water and Page. The St. George area, including Santa Clara and Ivins, and every closer town have no minimum.

What you receive

Every photo you receive is edited. Counts are the number of finished images delivered.

Service	What you get	Back
The Basic	30 photos, drone photos and a 2D floor plan	Next day
The Social	Everything in The Basic plus a 30 second cinematic video	Photos next day, video within 48 hours
The Luxury	50 photos, drone photos, a twilight session, a 60 second cinematic video, a 2D floor plan and a 3D Matterport tour	Photos next day, video within 48 hours
Photos	20, 30, 40 or 50 photos, picked to suit homes of about 1,000 to 1,499, 1,500 to 1,999, 2,000 to 2,999 and 3,000 to 3,999 sq ft	Next day
Drone photos	Up to 12 aerial photos, picked from the full flight and edited to match the gallery	Next day
Twilight photo session	Up to 8 photos taken at dusk	Next day
Cinematic listing video	A 30 or 60 second edited video. On camera time is included	Within 48 hours
Walkthrough reel	One continuous walk through the home. On camera time is included	Within 48 hours
2D floor plan	A floor plan of the home: standard up to 5,000 sq ft, large 5,000 to 7,500 sq ft	Next day
3D Matterport tour	An interactive tour with dollhouse view, shared as a link: standard up to 5,000 sq ft, large 5,000 to 10,000 sq ft	Next day
Virtual staging	One empty-room photo furnished virtually, per image	Next day
Virtual twilight	A set of up to 3 daytime exterior photos turned into twilight	Next day

- **More than 50 photos:** \$25 for every extra 10 photos: 60 photos \$225, 70 photos \$250.
- **Fewer photos than a bundle includes:** if the home needs fewer, we swap in the smaller photo package that fits and apply the bundle's same discount to the new total. For example, The Basic with 20 photos instead of 30 comes to \$200 instead of \$219. A photo package on its own is charged at the smaller package's price.
- **Floor plans over 7,500 sq ft and 3D tours over 10,000 sq ft:** floor plans are \$89 plus \$25 for every extra 2,500 sq ft or part of it (10,000 sq ft is \$114). Tours are \$250 plus \$50 for every extra 2,500 sq ft or part of it (12,500 sq ft is \$300).

Video orientation: you choose on the Rivaro Creative Form.

- **Horizontal (16:9):** the more cinematic look, with wide frames that show more of each room. Best for the MLS, YouTube, websites and TVs.
- **Vertical (9:16):** fills a phone screen. Best for Instagram and Facebook Reels, TikTok, Stories and YouTube Shorts.

File formats: photos come as full-size JPGs plus MLS-sized copies (2,500 px wide). Video comes as 4K MP4. Floor plans come as JPG and PDF. 3D tours come as a link. Other formats are free on request.

Turnaround

Photos, drone photos, twilight photos, floor plans, 3D tours, virtual staging and virtual twilight come back the next day. Video comes back within 48 hours of the shoot.

"Next day" means by the end of the day after the shoot, every day of the week, weekends and holidays included. A twilight session shot in the evening comes back by the end of the following day.

Revisions

Every order includes one free round of revisions. There's no deadline to ask, as long as we still have the files (1 year and 1 month after delivery).

- **Our mistakes are always fixed free** and don't use up your round: a missed room, color that's off, crooked lines, a logo left out, misspelled text, or clips in a different order from what you gave us beforehand.
- **One round of changes** to photos and one to video, using what was already shot. Send all your changes together in one message.
- **After that round**, each extra round of changes is \$25 for photos and \$50 for video.
- **Reshoots:** if a change needs a reshoot and it isn't our mistake, it's rebooked at 25% off the services being reshot.

Rescheduling, cancellations and weather

There's no fee to reschedule or cancel, even if the home isn't ready on shoot day. Please give as much notice as you can so the time can go to someone else.

Every shooter is certified by the FAA under Part 107 to fly drones commercially. Drone flights follow FAA rules and depend on airspace and wind. If a flight can't happen safely, we'll tell you before or on shoot day.

Weather can rule out drone, twilight, or any exterior photos or video. When it does, you choose:

- **Split it:** everything inside is shot as planned. The exterior part moves to the next good-weather day at no charge, or comes off your invoice if you'd rather not wait.
- **Move it:** the whole shoot moves to another day, also at no charge.

Property access and prep

You don't need to be there unless you're on camera. Company is always welcome, though.

- **Access:** add lockbox or entry instructions when you book. If you're not there, we'll text you when we arrive, and again once everything is locked up and we leave.
- **Prep:** work through the prep checklist sent after booking, also on rivaro.media/how-it-works. It doesn't need to be perfect; we help stage and adjust on site.
- **Twilight:** every light on, inside and out, except spotlights.

- **On camera:** the Rivaro Creative Form covers what you'll say, and a script can be drafted for you to approve. Plan on the form being back the day before the shoot. Children can be in a video only with permission from their parent or legal guardian.

Delivery and file storage

Each piece of media arrives as a download page sent by email. The invoice follows once the last piece is delivered. Download and keep your own copies; that's the safest place for them.

We keep every shoot's files, raw and edited, for 1 year and 1 month after delivery. Within that time you can ask for a re-download or your revision. After that, the files are deleted and can't be recovered.

3D tours stay live for the same 1 year and 1 month, then come down. If you need a tour back up after that, we'll put it back up on request.

Usage rights

Rivaro Media, LLC keeps the copyright to all media. Copyright moves to someone else only through a specific written agreement.

- **Included:** the agent who books may use the media to market that property while it's for sale, on the MLS, websites, social media and print.
- **Anything else needs written permission first.** That includes short-term rental listings, builder, stager or designer portfolios, brokerage or brand advertising, and editorial use.
- **Re-licensing:** if the home relists with a new agent, that agent can license the existing media to market it for sale: photos \$50, video \$50, 3D tour \$50, and the floor plan free.
- **Our own use:** we may post any media we create in our portfolio and on social media without asking first. If a post shows you and you want it taken down, tell us and we will.

Media may not be resold, given to other businesses, or used to market a different property.

Contact

Rivaro Media, LLC · contact@rivaro.media · (435) 272-8126 · Orderville, Utah. How we handle personal information is covered in our Privacy Policy.