



In Preparation for Your 3D Virtual Tour Scan/Photography Session

- The home must be ready to be scanned when the photographer arrives. In order for us to make the most efficient use of our time and to accommodate everyone's scheduled appointment time, the photographer will not be able to wait while items are re-arranged or stylized. This needs to be done before the shoot.
- Please ensure that all ceiling fans are turned off, blinds are open, and doors to rooms not needing scanning are closed. Please note that a closed door indicates that you do not wish that room to be scanned and /or photographed.
- We do not touch or move any items in your home so please make sure to put away anything you do not wish to be in the photos/3D Tour.
- The camera we use for scanning your establishment can capture your space from every angle, therefore, be sure to hide anything you don't want seen such as personal or private items.
- Personal photos or confidential customer information that you do not wish to have displayed in the tour should be taken down and stored out of view.
- Make sure there are no moving objects or persons in or around the scanning area. We love pets but 3D virtual tours are better without them. Please keep your pets out of the rooms being scanned or photographed.
- Storage rooms and garages are not typically scanned. If you would like to have these areas scanned as part of the tour, please let our staff know as this may incur an extra charge if not originally counted in the initial square footage. We can however take a 360° image with the camera and include it in the highlight reel at the bottom of the tour for no additional charge.
- We do not scan the exterior of the property due to interferences with the Sun and the infrared scanner inside the camera. Some Matterport Service Providers do attempt to scan the exterior, but this often creates an unsightly and dizzying experience for the consumer and we want your viewers to have the very best user experience possible. We can however take 360° images using the Matterport camera and include these in the highlight reel at the bottom of the tour for no additional charge, so please make sure the exterior is prepared as well.
- On average, it takes about 1 hour for every 2000 sqft of space to be scanned, therefore the time it takes to complete the scanning process will depend on the size of the property. In addition, if we are providing HDR photography and a Zillow 3D Home Tour please allow additional time.

We appreciate your help and participation in making this a smooth experience for all.

Thank you!

Step By Step 3D Virtual Tours