

SCANTOUR



Terms & Conditions

Last Updated: July 2026

Terms & Conditions

These Terms & Conditions govern the provision of services by **Scantour** ("we", "our", or "us"). By booking or using our services, you ("the Client") agree to be bound by these Terms & Conditions.

1. Our Services

Scantour provides professional 360° virtual tours, property photography and related digital media services for residential, commercial and hospitality properties.

Services may include:

- 360° virtual property tours
- High-resolution photography
- Interactive hotspots
- Google Street View publishing
- Tour hosting
- Website integration
- Digital media delivery

The exact scope of work will be agreed before commencement.

2. Quotations

All quotations are provided without obligation and remain valid for **30 days** unless otherwise stated.

Prices may vary depending upon:

- Property size
- Property location

- Accessibility
- Travel requirements
- Additional requested services

Any additional work requested after acceptance may be quoted separately.

3. Bookings

Bookings are confirmed once accepted by Scantour.

We reserve the right to rearrange appointments due to:

- Severe weather
- Equipment failure
- Illness
- Circumstances beyond our reasonable control

Should this occur, an alternative appointment will be arranged as soon as reasonably possible.

4. Client Responsibilities

The Client agrees to ensure that:

- Permission has been obtained to photograph the property.
- The property is ready for photography before our arrival.
- Rooms are clean and presented to the required standard.
- Personal belongings they do not wish to appear have been removed.
- Access is available to all agreed areas.

Scantour is not responsible for styling, cleaning or preparing the property unless agreed separately.

5. Property Photography & Virtual Tours

Scantour captures immersive digital representations of properties.

Clients are responsible for reviewing all delivered material before publication.

Following approval, the Client accepts responsibility for the published content.

Where reasonably possible and requested before publication, Scantour will remove or obscure specific sensitive items.

6. Intellectual Property

Unless otherwise agreed in writing, all photographs, virtual tours, imagery, graphics and associated digital media remain the intellectual property of Scantour.

Upon full payment, the Client is granted a non-exclusive licence to use the completed materials for marketing the agreed property or business.

The Client may not:

- Sell the media
- Transfer ownership
- Modify the virtual tour
- Re-license the work
- Remove branding where applied

without prior written permission from Scantour.

7. Hosting

Where hosting is included within a package, Scantour will host the virtual tour for the agreed period stated within the quotation or package description.

Additional hosting periods are available upon request.

Should hosting expire without renewal, Scantour reserves the right to remove hosted content.

8. Google Street View

Where requested, Scantour can publish approved virtual tours to Google Street View.

Publication remains subject to Google's own policies and approval processes.

Scantour cannot guarantee acceptance, availability or ongoing publication by Google.

9. Payment

Unless otherwise agreed:

- Payment is due within **14 days** of invoice.
- Larger commercial projects may require a deposit.
- Late payments may incur statutory interest and recovery costs where permitted by law.

All completed media remains the property of Scantour until full payment has been received.

10. Cancellations

Appointments cancelled with at least **48 hours' notice** will not incur a cancellation fee.

Appointments cancelled with less than **48 hours' notice** may be subject to a reasonable cancellation charge reflecting travel and reserved time.

11. Delays

Scantour cannot be held responsible for delays resulting from:

- Weather conditions
 - Restricted access
 - Client availability
 - Internet outages
 - Third-party services
 - Events beyond our reasonable control
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12. Liability

Scantour will provide all services with reasonable care and professional skill.

Our total liability shall not exceed the amount paid by the Client for the specific services giving rise to the claim.

Scantour shall not be liable for:

- Loss of business
 - Loss of profit
 - Indirect losses
 - Consequential losses
 - Decisions made by purchasers based upon marketing materials
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13. Website & Digital Services

While we make every effort to ensure compatibility with websites, social media platforms and third-party services, Scantour cannot guarantee uninterrupted availability or compatibility where external systems change.

14. Privacy

Personal information supplied to Scantour is processed in accordance with our Privacy Policy.

A copy of our Privacy Policy is available on our website.

15. Force Majeure

Scantour shall not be liable for any failure or delay in performing our obligations where such failure results from events beyond our reasonable control including:

- Extreme weather
 - Flood
 - Fire
 - Pandemic
 - Industrial action
 - Power failure
 - Government restrictions
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16. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

17. Portfolio & Marketing Use

Unless otherwise agreed in writing, Scantour reserves the right to use completed photography, virtual tours and associated imagery for its own portfolio, website, social media, marketing materials and promotional purposes.

If a client requires a property or project to remain confidential, this must be agreed in writing before photography takes place. Scantour will always respect reasonable requests for confidentiality where they have been agreed in advance.

This clause allows you to showcase your best work to attract future clients while giving commercial clients, developers, or high-profile homeowners the option of requesting confidentiality. It's a common and sensible protection for creative service businesses.

Contact

Scantour

Professional 360° Virtual Property Tours

hello@scantour.co.uk

<https://scantour.co.uk>