



## CLIENT SERVICES AGREEMENT

This agreement, signed below by the client (lawyer/law firm or others) or the client's authorized representative, acknowledges that services provided by Iinterpret are to be rendered directly to the attorney, law firm or other company requesting such services and that the ordering party shall be ultimately responsible for payment of Iinterpret's invoices.

Iinterpret does not accept assignments on a contingent or standby basis or in any other manner where prompt full payment of an invoice may be subject to a lien or collections from third parties.

The provisions of this agreement regarding payment obligations, cancellation or rescheduling shall remain in effect for all language services unless otherwise amended in writing.

Without receipt of a signed copy of this agreement, at least 48 hours prior to the services requested, there is no obligation on the part of Iinterpret to provide such services.

Iinterpret's regular business hours are 9 am to 5 pm, Monday through Friday. We are closed on Legal Holidays.

### **CANCELLATION POLICY:**

Interpretation services may be cancelled, postponed or rescheduled no less than 24 hours in advance without charge. The cancellation notice refers to business days from 9 am to 5 pm and excludes weekends and holidays. Cancellations, postponements or rescheduling on shorter notice will incur cancellation charges unless otherwise agreed upon prior to the assignment.

If cancelled upon arrival of interpreter, 2 hours will be charged for a half day and 4 hours for a full day. If cancelled prior to interpreter's arrival the cancellation fee will be charged, and for a full day, the fee will be double.

For conference interpretation, please refer directly to the cancellation policy as stated on the quote. Please note that this policy is very strictly applied.

### **BILLING:**

The office that requests the assignment is held responsible for payment of Iinterpret invoice(s). Iinterpret may invoice a third party as a courtesy, at our discretion, but will expect payment in full from the requesting party if the invoice is not honored in full within thirty days. There is a late charge of 1.5% per month and 18% per annum.

Should it be necessary for Iinterpret to incur any expenses to collect amounts owed to it, the client shall reimburse Iinterpret for all such expenses including, without limitation, all litigation expenses, legal costs and attorney fees.

### **TRAVEL AND SPECIAL RATES**

We do not charge for interpreters' travel time or expenses unless you have been notified prior to a particular assignment. If special hourly rates and conditions apply at any time, you will be notified prior to that assignment.



## 2022-2023 INTERPRETATION RATES

<u>IN PERSON/VIRTUAL INTERPRETATION</u>	<u>RATES</u>	<u>CANCELLATION FEE</u>
SPANISH	\$125 per hour (2 hours minimum)	\$280
ALL OTHER LANGUAGES	\$145 or higher per hour (2 hours minimum)	\$320

\*(Cantonese, Japanese, Korean, Mandarin, Vietnamese, Arabic, Armenian, Portuguese, Punjabi, Russian, Tagalog)

\*Interpret will disclose the rates depending on the requested language and the availability of the Interpreters

### CANCELLATION POLICY

We require a 24-hour cancellation notice. The cancellation notice refers to business days from 9am to 5pm and excludes weekends and holidays. If cancelled upon arrival of the interpreter, 2 full hours will be charged for a half day and 4 hours for an all day interpretation. If cancelled prior to the interpreter's arrival, the cancellation fee (\*) listed above will be charged for a half day. The charge will be doubled for a full day. Cancellation fee also applies to assignments requesting stand-by interpreters. Clients will be notified of actual fees at the time of request.

Please note that the cancellation policy is strictly enforced.

Printed Name: Cathy Baur, Chief Academic Officer Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Organization Name: Mountain View Whisman School District