



General Interpreting Services Terms of Agreement

The following billing and cancellation policies are the terms for provision of services by **Signs of Interpreting, LLC**. Please sign this agreement and either fax or mail it back to our office as soon as possible. Thank you for your attention.

Rates for Service: All “Non-Legal” Interpreting

Initial Service Fee	\$ 95.00 (includes up to the first two hours)
Hourly Service Fee	\$ 47.50 (beyond the first two hours)

Billing Policies

- All assignments are billed an “Initial Service Fee” that includes one interpreter for up to two hours.
- After the first two hours, **Assignments are billed in ½ hour increments**.
- Assignments longer than 2 hours in length normally require 2 interpreters.
- If an interpreter is required to travel more than an hour each way, travel time is billed **portal-to-portal** (e.g., the assignment will be billed by the hour from the time the interpreter departs for the assignment, until the time the interpreter returns from the assignment).
- All “**emergency**” assignments are **billed portal-to-portal** (e.g., the assignment will be billed by the hour from the time the interpreter departs for the assignment, until the time the interpreter returns from the assignment).
- In the event that the appointment is canceled (or rescheduled) and the interpreter arrives for the assignment, **a bill will be sent for the full appointment length**. Deaf and Hard-of-Hearing consumers are given a 20 minute grace period past the appointment time to arrive.
- **We bill for the entire assignment duration – as scheduled**, regardless whether or not the assignment ends early.
- Payment for services rendered is due **upon receipt**. If an invoice is outstanding over **30 days** from the date it was sent, a late charge will accrue at the maximum percentage allowable by Florida state law.

Cancellation Policies

Whether or not we bill for a cancelled assignment will vary depending upon the amount of notice we receive.

- Assignments are billed **the full amount, unless 48 business hours** or more notice of cancellation is received.
- Multi-day assignments are billed **the full amount, unless 72 business hours** or more notice of cancellation is received.

I/We understand and agree to the terms set forth in this **Terms of Agreement** document. Additionally, this agreement shall remain in effect until either a new agreement is made between the parties or written notice ending this agreement is received by both parties.

Company Requesting Services

Representative Signature

Date

Signs of Interpreting, LLC Representative

Date

This document should be signed and returned (via US mail or FAX) to:

Signs of Interpreting, LLC

12203 Moose Hollow Drive ~ Jacksonville, Florida 32226

Tel: (904) 207-0290

Fax: (904) 751-9667

www.signsofinterpreting.com