

RATE AND CANCELLATION POLICY

Full Day Interpretation

- The daily rate covers a maximum of 6 hours 30 minutes of work over a presence of 8 hours.
- These eight hours of presence include breaks, waiting time or any other type of incidents and downtimes.

Half a Day Interpretation

A maximum of three hours.

Breaks

- One hour for lunch and three fifteen-minute breaks.
- Please note that when working in solo, the interpreter will request a pause every 30 minutes

Overtime

- Overtime hours are billed starting after eight hours of presence.
- Overtime hourly rate is the daily rate divided by eight + 50%*.
- The hourly rate is the daily rate divided by eight.

Cancellation Clause

- Cancellation at -7 days: 25% (of the amount agreed on).
- Cancellation at -3 days: 75%.
- Cancellation the day before or the same day: 100%.

Deadline for answering a quote

- If there is no answer to the quote by the 8th day before the scheduled interpretation service, the interpreter is free to take another assignment and service is no longer guaranteed.