

## **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.