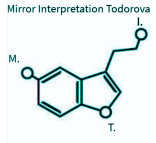


# Mirror Interpretation Todorova



*Transparent Communication of Your Words in Your World.*

## Cancellation Terms and Conditions for Travel and Business Interpretation Services

### 1. General Terms and Conditions

**Mirror Interpretation Todorova (M.I.T.)** is committed to a cancellation policy that is fair to customers and interpreters. M.I.T. understands that the customer's plans may change because of unpredictable circumstances. M.I.T. has an equal responsibility to freelance interpreters and customers, and we want to ensure that no one sustains losses when accepting interpreting bookings with **M.I.T.** Bookings may be cancelled with 24-hour notice because of a change in the customer's schedule.

Interpreters with a booking assignment already established should not accept other interpreting assignments.

Late cancellation charges are necessary to ensure that freelance interpreters are compensated for making themselves available to work for customers and to protect our customers from sudden changes.

Late cancellation charges are also necessary to ensure that **M.I.T.** is compensated for any time and work that has gone into the cancelled booking.

### 2. Specific cancellation terms and conditions

Customers who need to cancel or alter a booking must do so directly with M.I.T. and must not attempt to do so with the interpreter, who has no power or authority to renegotiate the terms of a booking or to act on behalf of M.I.T. for the purposes of altering any agreements or terms and conditions.

The customer must communicate notice of cancellation to M.I.T. by email or phone.

Our main office is in Denver, Colorado, US, so please consider Monday to Friday from 8 am to 5 pm, Mountain Time Zone when submitting any official communications.

### **Cancellation Policy for Travel and Business Interpreter Services for Interpreter Services for Clients in the Interpreter's City**

Bookings cancelled **on the same day** as the interpreting session will incur a cancellation fee equivalent to **half the value of the first day of interpretation service**.

Bookings cancelled **within 1 full business day before** the session will incur a cancellation fee equivalent to **1 hour of interpretation service**.

Bookings cancelled **within 2 full business days** before the session will incur **no cancellation fee**.

If the interpreter attends a booked interpreting session and the customer or **client does not attend**, this will be treated as a same-day cancellation, and the customer will be charged a minimum **fee of one-half day of interpreting services plus applicable travel costs**.

### **Cancellation Policy for Interpreter Services in the Country where the Interpreter and Clients Are Located**

Bookings cancelled **on the same day** as the interpreting session will incur a cancellation fee equivalent to **half the value of the first day of interpretation service plus non-refundable transportation costs**.

Bookings cancelled **within 1 full business day before** the session will incur a cancellation fee equivalent to **1 hour of interpretation service plus non-refundable transportation costs**.

Bookings cancelled **within 2 full business days** before session will incur a cancellation fee equivalent to **non-refundable transportation costs**.

Bookings cancelled **within 3 to 7 full business days** before the session will incur a cancellation fee equivalent to **non-refundable transportation costs**.

If the interpreter attends a booked interpreting session and the customer and/or your **client do not attend**, this will be treated as a same-day cancellation, and you

will be charged a minimum **fee of one-half day of interpreting services plus applicable travel costs.**

Clients **will not be charged** travel costs where the interpreter has not purchased their journey to the interpreting session venue. If the interpreter has begun their journey to the interpreting session venue or is already present at the session venue, the cancellation fee charged will be a minimum **fee of 1 hour of interpreting plus applicable travel costs.**

### **Cancellation Policy for Interpreter Services where the Interpreter Travels to the Client's Location in Another Country or and Another Continent**

- Bookings cancelled **on the same day** as the interpreting session will incur a cancellation fee equivalent to:

**One day of interpretation service**

**Transportation costs such as non-refundable airplane or train tickets**

**Two nights in hotel**

- Bookings cancelled **within 1 business day** before session will incur a cancellation fee equivalent to:

**One day of interpretation service**

**Non-refundable transportation costs such as airplane or train tickets**

**Two nights in hotel**

- Bookings cancelled **within two business days** before a session will incur:

**One day of interpretation service**

**Transportation costs like non-refundable airplane or train tickets**

**One night in hotel**

- Bookings cancelled **within three business days** before a session will incur a cancellation fee equivalent to:

**One hour of the interpretation service**

**Transportation costs like non-refundable airplane or train tickets**

**One night in hotel**

- Bookings cancelled **within seven business days** before a session will incur a cancellation fee equivalent to:

### **One hour of the interpretation service**

#### **Transportation costs such as non-refundable airplane or train tickets**

- If the interpreter attends a booked interpreting session and the **client does not attend**, this will be treated as a same day cancellation, and the client will be charged a minimum fee:

### **One day of interpretation service**

#### **Transportation costs like non-refundable airplane/train tickets**

#### **Two nights in hotel**

Cancellation Fee Table for Travel and Business Interpretation Services			
Interpreter location	Interpreter service Interpreter and <b>Client in the same City</b> location	Interpreter services Interpreter and <b>Client in the same Country</b> location	Interpreter services Interpreter <b>travel to the Client's Country</b> or/and Another <b>Continent</b> location
Notice given: same day as interpreting session	Half the value of the first day of interpretation service	Half the value of the first day of interpretation service plus transportation costs	One day of interpretation service transportation costs such as non-refundable airplane or train tickets plus two nights in hotel
Within 1 business day before session	One hour interpretation service	One hour of interpretation service plus transportation costs	One day of interpretation service plus transportation costs such as non-refundable airplane or train tickets plus two nights in hotel

Within two business days before session	No charge	Transportation non-refundable costs	One day of interpretation service plus transportation costs such as non-refundable airplane or train tickets plus one night in hotel
Within three business days before session	No charge	Transportation non-refundable costs	One hour of the interpretation service plus transportation costs such as non-refundable airplane or train ticket plus one night in hotel
Within seven business days before the session	No charge	Transportation non-refundable costs	Transportation costs such as non-refundable airplane or train ticket plus one night in hotel
If the customer is a no-show	If the interpreter attends a booked interpreting session and the customer and/or your client does not show up, this will be treated as a same day cancellation and you will be charged a minimum fee of one-half day interpreting plus applicable travel costs.		One day of interpretation service plus transportation costs like non-refundable airplane or train ticket plus two nights in hotel