

# Mirror Interpretation Todorova



*Transparent Communication of Your Words in Your World.*

## **Cancellation Terms and Conditions for Medical 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 Medical Interpretation 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 **o 1 hour 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 **cancellation fee equivalent transportation costs 0.50 cents per mile calculated from the interpreter office to the client location.**

Bookings cancelled **within 3 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.**

If the interpreter is scheduled for services in another city or country, the travel interpreter cancellation policy will apply. See the table above.

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,		One day of interpretation service plus transportation

	<p>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.</p>	<p>costs like non-refundable airplane or train ticket plus two nights in hotel</p>
--	---	--