

Mirror Interpretation Todorova



Transparent Communication of Your Words in Your World.

Cancellation Terms and Conditions for Court 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 Terms and Conditions for Court Interpreters

If the interpreter has an appointment with a client located in the same city, the cancellation policy is in conformity with the Administrative Office of the US Courts guidelines and local practice: interpreters for any court proceeding should be **cancelled with a minimum of 24 hours’** notice through the Interpreters Office. If the court does not notify the Interpreters Office of the cancellation at least 24 hours before the start of an assignment, the interpreter shall be paid compensation **for the amount of time (half-day or a full day) originally** scheduled unless the interpreter has acquired another assignment for the same time period. CJA attorneys who schedule interpreters for client consultations and then cancel with less than 24 hours’ notice to the interpreter are subject to the same cancellation policy.

M.I.T. offers personalized interpretation services and discounts for court systems where long-term collaboration is possible.

If the interpreter is scheduled for court interpretation 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 Client in the same City location	Interpreter services Interpreter and Client in the same Country location	Interpreter services Interpreter travel to the Client's Country or/and Another Continent location
Notice given: same day as	Half the value of the first day of	Half the value of the first day of	One day of interpretation service

interpreting session	interpretation service	interpretation service plus transportation costs	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		One day of interpretation service plus transportation costs like non-refundable airplane

	minimum fee of one-half day interpreting plus applicable travel costs.	or train ticket plus two nights in hotel
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