

TERMS AND CONDITIONS



Premier Visual Voice

1. A one hour minimum per event is required. If the scheduled time goes over, you will be billed the additional time in 30 minute increments. Appointments are billed in 30 minute increments. Example - A 70 minute appointment would be billed at 90 minutes. This would be the next half hour as previously stated. Any jobs/events that are over 60 minutes and require interpreters, there must be two interpreters for this length of job.

2. Scheduling events or classes would need to be done at least two days prior to the date of the event. Add an additional \$25 per hour for last minute on-demand requests. Last minute on-demand jobs are any requests made with less than a 24-hour notice. A \$30 additional charge applies to legal, medical or highly technical events.

VRI and On-site interpreting services must be scheduled at least 14 days prior to the start date of the event.

3. CART Remote Captioning and VRI services requires a computer with a webcam and/or microphone and high speed internet access. A test call is required before an appointment to ensure audio quality and minimal technical difficulties. If technical difficulties arise during the session, you are still responsible for payment.

If client does not connect with the writer/interpreter for a session, the writer/interpreter will be available for 30 minutes after the start time. After 30 minutes, the writer/interpreter will disconnect from the session. Payment is still required for "no shows" of the client.

Events may also be recorded for a clean transcript and training purposes. Please feel free to indicate if your organization would prefer not to have events recorded prior to the start of any events or sessions.

4. All jobs require a 48-business-hour cancellation or rescheduling notice. If cancellation or rescheduling is not made before 48-business-hours of the start time of the appointment, you are still responsible for payment. Rescheduling not guaranteed, based upon availability of writers/interpreters.

In the case of educational environments, weather-related closing of campuses follow the 48-business-hour cancellation policy. Student test days are invoiced as regularly scheduled days.

*** Educational environments -- when scheduling CART, VRI and On-site interpreter services for students, the schedule is from the beginning of the term through finals week and will be

invoiced as such. Scheduled holidays of individual campuses will not be invoiced. All other scheduled days for an individual student are charged and payment is required for these scheduled times, including test days due to the fact they are subject to change. This time is reserved for each student to be guaranteed a timeslot for their schedule during the term; hence the previous statement.

5. You will be invoiced upon completion of the job. Upfront payments may be required and determined by the nature of the event. This would be discussed before the event would be scheduled. Note: A monthly invoice may also be an option.

6. If invoice is not paid within 30 days, a 20% late fee will be added. An additional 10% late fee will be added every 21 days that the invoice is not paid thereafter.

Communication Access Real-time Translation, (CART), is provided in order to facilitate communication accessibility and may not be a totally verbatim record of the proceedings.