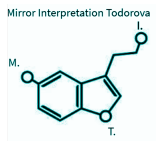


Mirror Interpretation Todorova



Transparent Communication of Your Words in Your World.

Cancellation Terms and Conditions for Over-the-Phone and Conference Call 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 Over-the-Phone and Conference Call Interpretation Services

Bookings cancelled **on the same day** as the interpreting session will incur a cancellation fee of a **minimum flat rate of \$20.00**.

There will be **no charge** for bookings cancelled **within 1 full business day before** a session.

For bookings for interpretation sessions where the interpreter waits for the customer but there is **no call**, the client will be charged up to **\$20.00** (which includes a minimum of 5 minutes of waiting time, equivalent to \$10.00 and a flat-rate fee equivalent of \$10.00).

A client who is willing to use phone interpretation services through an official phone interpretation line can stipulate a contract with M.I.T. to receive flexible personalized service. If the client does not wish to book interpretation services, no cancellation fee will be charged, but the client must use the interpreter service for a minimum of 10 minutes per month.