



# Professional Translation & Conference Interpreting Services



## Interpreting Service Terms

**Remote Services (RSI, VRI, RCI):** We ensure optimal conditions for remote assignments by providing:

- **Professional expertise:** Experienced conference interpreters proficient in leading virtual platforms (Zoom, Kudo, Webex, Microsoft Teams, Google Meet).
- **Dedicated RSI Studio:** Equipped with:
  - Primary laptop (Intel i9-14900HX, 32GB RAM) and two backup laptops (Intel i7-9750H, 64GB RAM; Intel i5 11th Gen, 16GB RAM). 34-inch monitor. **High-speed fiber optic internet** (1Gb up/down), with wired and wireless connections plus 5G redundancy. UPS dedicated to modem and router for uninterrupted connectivity.
  - **Audio & peripherals:** Sennheiser **headsets with noise-canceling**, USB and analog connections (SC 665, SC 635, PC-131, G4ME ZERO). **Shure MV7+** and JBL Quantum Stream microphones with **Bose** monitoring **headphones**. Audio mixers, external USB sound cards/adapters (Sennheiser, SoundBlaster). **StreamDeck+** and StreamDeck Pedal for seamless control.

**Simultaneous Interpretation (AIIC Guidelines):** In accordance with the standards of the International Association of Conference Interpreters (AIIC), assignments exceeding **60 minutes** require **two interpreters**, alternating approximately every **30 minutes**.

- When not actively interpreting, each interpreter provides essential booth support to their colleague.
- Interpreters may not be assigned additional tasks or separated to cover parallel meetings.

### Service Duration and Staffing

- Interpretation services are billed as:
  - **Minimum Fee** (for remote services): 2 hours (covers up to 1 hour of service per interpreter)
  - **Half Day:** 3–4 hours (minimum for onsite services)
  - **Full Day:** 6–8 hours (two interpreters required)
- **Extended Duration** (1 interpreter)
  - For **remote assignments** exceeding 60 minutes, additional time is billed at the standard rate. Acceptance of extra time is at the sole discretion of the interpreter.
  - For **onsite assignments** exceeding 60 minutes, the interpreter may, at their discretion, take a 30-minute break and continue for up to 60 additional minutes. In such cases, the **Full Day rate** applies.
- For **consecutive interpretation**, a single interpreter may be engaged depending on the assignment.

### Preparation Materials

- Clients are kindly requested to provide all relevant preparation materials at least **three business days prior to the start of the assignment**.
- These materials allow interpreters to study and prepare thoroughly for your project.
- If necessary, a **confidentiality agreement (NDA)** can be signed.
- If no materials, presentation decks, or specific information are provided, **InterpreterDC** cannot guarantee the quality of the rendition.



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## Interpreter Image Rights

- Interpreters reserve the right to monitor and control their professional image.
- This includes the right to charge a **recording fee (30%)**, to request access to the recording, and to be informed of **how and when the recording is used, and when its use ceases**.

## Cancellation policy

- No cancellation fee will apply if the Client cancels the assignment at least **14 days in advance**.
- Cancellations made with less than 14 days' notice: **25% of the service fee**.
- Cancellations made within 7 days prior to the assignment: **50% of the service fee**.
- Cancellations made within 48 hours prior to the start of the service, as well as missed appointments, no-shows, suspensions, or cancellations during the service: **100% of the booked service fee**.
- In cases of **force majeure**, no cancellation fees will apply, and any deposit may be credited toward future services.

We value your time as much as we value ours. Once a service is confirmed, the interpreter reserves the necessary time for your case, including prior preparation. By booking our services, the Client blocks a slot in our calendar that will no longer be available to other clients.

## Payment terms

- **New Clients and Individuals – 100% Advance Payment:** The full-service fee must be paid to **InterpreterDC** at the time of request and booking, and always before the service is provided.
- **Approved Agencies and Firms – NET 30:** Once the service has been provided, full payment must be made within thirty (30) calendar days.
- **Administrative Flexibility:** If, for administrative reasons, you are unable to comply with these terms, please let us know so we can work together to find the most beneficial solution.
- **Payment Notification:** Clients are kindly requested to notify payments to [admin@InterpreterDC.com](mailto:admin@InterpreterDC.com), attaching the corresponding proof of payment.
- **Accepted Payment Methods:** We accept all valid credit cards and digital wallets through our [secure payment website](#). Personal checks are not accepted.



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## Service Fees

- **Hourly Rate:** USD \$150/hour, with a **minimum of two hours** for remote services.
- **Half Day** (up to 4 hours): USD \$550 (minimum for onsite services)
- **Full Day** (up to 8 hours): USD \$1,000
- **Overtime:** USD \$180/hour. Partial hours are not prorated; **any additional time beyond the scheduled period is billed in full-hour increments**, starting from the first extra minute.

## Interpreting Service Request and Booking

- The Client must submit a written request and booking for interpreting services by sending an email to [info@InterpreterDC.com](mailto:info@InterpreterDC.com), including the following information:
  - Complete appointment details (location, date, and time)
  - Applicant's name, phone number, and email address
- ⚠️ A **formal service request** guarantees a **provisional booking** of the service.
- ⚠️ **Payment confirmation** guarantees a **definitive booking** and the interpreter's availability.

## Contractual Obligation

- The request and booking of interpreting services constitute a **binding contract**.
- By authorizing **InterpreterDC** to provide the services described under “**Service Request and Booking**” and/or by receiving such services, the Client assumes all payment obligations as well as the commercial and legal responsibilities established or implied in this document.
- The Client acknowledges and agrees to these Terms and Conditions set forth herein and acknowledges their **legally binding** nature.
- **All services requested** by the Client will be provided and **must be paid in full**, as stipulated in this document.

The Client

Name: \_\_\_\_\_

Date of approval: \_\_\_\_\_

Date of the service: \_\_\_\_\_

((InterpreterDC.com))

### Acronyms:

RSI	Remote Simultaneous Interpretation
RCI	Remote Consecutive Interpretation
VRI	Video Remote Interpretation
OSI	On-Site Interpretation



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