



# Professional Translation & Conference Interpreting Services



## InterpreterDC – Interpreting Services Terms and Conditions

### 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.

All interpretation services for USCIS interviews include a **preparation call of up to one hour**, which must be [scheduled \(here\)](#) at the designated time after payment is received. During this call, we will explain the dynamics of the USCIS interview and provide practical tips on how to get the most out of both the interview and the interpretation service.

**Important Notice:** We do not provide legal advice nor are we attorneys. We do not offer legal preparation for the interview.

### 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.



ATA Member: 276021  
CONALTI Member: 185-16  
AATI Member: 1551





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## Service Fees

- **Hourly Fee:** USD \$150 per hour, with a minimum of a half-day for on-site services.
- **Half-day** (up to 4 hours): **USD \$550**
- **Full day** (up to 8 hours): **USD \$1,000**
- **Overtime:** **USD \$180** per hour (*No partial hours are billed; the minimum unit is one hour, counted from the first additional minute*).
- **Special USCIS Interpreting Fees (for bookings made at least 30 days in advance):**
  - **USCIS Asylum Interviews (Form I-589):** up to 4 hours for **USD \$500**
  - **USCIS Adjustment of Status Interviews (Form I-485):** up to 3 hours for **USD \$450**
  - **Overtime in USCIS cases:** **USD \$125** per hour.

## 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.

Client Signature

((InterpreterDC.com))

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

Date of Request: \_\_\_\_\_

Date of Service: \_\_\_\_\_



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