



ALMALUNA
Language Services

TERMS OF SERVICE

The following are the general terms of service when booking interpreting services through Jessica Dover/AlmaLuna, LLC. [Please contact Jessica directly](#) to discuss your specific project!

MINIMUM FEES: All interpreting assignments have a minimum fee:

- The amount of time requested for an assignment during initial booking shall be considered the minimum fee for the interpreter. Should an assignment end early, the entire initially scheduled time will be billed, along with any applicable mileage or other agreed-upon reimbursable expenses.
- Unless otherwise expressly agreed, conferences have an 8-hour minimum. Any time exceeding that minimum will be billed in 1/2-hour increments.
- Depositions, arbitrations, and examinations under oath are billed as half-day (3-hour) or full-day (6-hour).
- Individual appointments (attorney-client consults, employer-employee meetings, community meetings) are billed at a 2-hour minimum.
- Telephone calls have a 1-hour minimum.

TRAVEL TIME/MILEAGE: Unless otherwise negotiated, travel that is more than 1 hour in length, round trip, will be billed at 1/2 the interpreter's hourly rate per hour of travel. Travel that is over 20 miles round trip will be billed at 1/2 the interpreter's hourly rate per hour of travel unless otherwise negotiated. Mileage will always be billed at the current federal mileage rate.

OUT OF TOWN ASSIGNMENTS: Unless otherwise negotiated, if an assignment is more than 3 hours' drive from the interpreter's home in each direction, roundtrip airfare, ground transportation and/or parking costs to and from origination and destination airports, hotel accommodations and per diem expenses of \$50 per day for meals must be provided or reimbursed in full by the service requester.

VIRTUAL ASSIGNMENTS: To ensure the highest level of interpreting accuracy and to reduce the interpreter's need to request repetitions and clarifications, best efforts must be made to ensure that **all** participants who will speak during a virtual assignment use external, wired (non-Bluetooth) headsets and microphones and that background noise is kept to a minimum. Failure to do so may result in interruptions from the interpreter or the interpreter being unable



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to offer a rendition for the unintelligible parts of the assignment. The interpreter will also make best efforts to always use an external, wired headset and microphone and to keep background noise to a minimum.

COVID-19 POLICY FOR ONSITE ASSIGNMENTS: Any party or participant (including the interpreter, organizers, and support staff) who is experiencing symptoms similar to those of COVID-19 must be strongly encouraged to not attend an assignment. The interpreter's cancellation policy still applies, if applicable. Should the interpreter accept an onsite assignment, **the interpreter may opt to wear a mask or face covering that completely covers the nose and mouth at all times.** The interpreter will make all necessary adjustments and efforts to be clearly heard and understood, including changing masks, changing seating position, speaking louder, or using interpreting equipment. **Should any participant or organizer object to the interpreter wearing a mask, this must be disclosed at least two business days prior to the interpreter's arrival at the assignment.** When possible, windows should be opened and/or other air purification and ventilation measures should be utilized. Should the interpreter arrive to observe one or more parties or participants experiencing COVID-19-like symptoms, or should an objection be made to the interpreter wearing a mask upon arrival at the assignment, the interpreter may determine that the conditions are unsafe and leave the assignment early, at which point the entire amount of initially-scheduled time for the assignment will be billed in full, along with any mileage, travel time, and agreed-upon expenses.

CANCELLATION POLICY:

Unless otherwise negotiated in advance, required notice for cancellation of interpretation services are as follows:

ASSIGNMENT LENGTH

- 1-2 hours 2 business days' notice
- 3-5 hours 3 business days' notice
- 6-8 hours 4 business days' notice

The cancellation policy for multiple day assignments will be negotiated on a per-assignment basis. Business days are defined as 8:00am-5:00pm, Monday through Friday and exclude national holidays. Should cancellation of assignment not fall within these deadlines, the time requested at initial booking will be billed in full.



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LATE FEES/PENALTIES:

All invoices are due **no later than 30 days** from the date of invoice. If an invoice remains outstanding more than 45 days past the date of the invoice then an additional invoice will be submitted with a \$20.00 late fee; for each additional 15 days the invoice remains outstanding, an additional \$20.00 late fee will be incurred

PAYMENTS:

All payments will be made payable to: AlmaLuna, LLC EIN: 45-5214623
Address for mailed payments: 8022 SE 57th Ave. Portland, OR 97206