

# Interpreter Services Account Terms and Conditions

Effective July 1, 2011



Account No: \_\_\_\_\_

Thank you for choosing the Chicago Hearing Society (CHS) for your sign language interpreting needs.

*Please read, sign, and fax (or mail) this form back to us to complete the request process.*

- All interpreter assignments are billed at a 2 (two) hour minimum at the applicable hourly rate. There are standard, night, deposition, Sunday/Holiday, legal and tactile rates. A rate sheet and cost estimate will be provided as needed or requested. CART (captioning) services are billed at a 2 (two) hour minimum.
- Assignments that exceed the contracted time are billed in half hour increments in the following manner: 0 - 9 minutes over, no additional; 10 - 30 minutes over, charged for the next half hour; 31 - 60 minutes over, charged for another half hour; 61 - 90 minutes over, another half hour; and so on. Interpreter availability to stay overtime is subject to that interpreter's schedule and is not guaranteed.
- A short notice/emergency fee of \$50.00 per interpreter is charged for requests made with less than two business days (48hrs) notice. Regular business hours are Monday through Friday, 8:30am-4:30pm, except Holidays and Winter Break Holiday. Travel time is charged in addition to the emergency fee when the request is made with less than one business day (24hrs) notice. If any additional charges such as mileage, transportation, out-of-area fee, coordinating fee, etc are included, you will be informed before the assignment.
- Once the interpreter(s) is assigned, there is a two business days (48hrs) cancellation policy. Cancellations must be received during business hours only. Cancellations made with less than two business days (48hrs) notice will be charged the entire contracted amount. This includes on site modifications such as client no-shows or the assignment finishing earlier than the scheduled (contracted) time.
- Requests made with less than two business days (48hrs) notice are considered confirmed and billable at the time of request. Any requests and cancellations received during non-business hours are subject to applicable charges.
- The number of interpreters needed for an assignment will be determined by considering such factors as length, nature, subject matter, number of deaf consumers and their particular communication needs, and any other factor that would affect the interpretive outcome of the assignment. Assignments lasting longer than two hours generally require two interpreters. We will work with you to make that determination. For conferences or multiple day (college course) requests requiring additional interpreter coordinating or consultation, on site or off, a coordination fee may be charged, not to exceed 10% of the total due. If this will apply to your request, we will let you know prior to completing the request process and include any such fees in the cost estimate or inform you as soon as possible.
- In the event that there is not a second interpreter available for a two-interpreter assignment, the interpreter will be asked if he/she would be willing to work the assignment alone and you will be asked to make appropriate on site accommodations such as increased break frequency and lengths. When one interpreter does a two-interpreter assignment, billing will be at *time and a half* to induce the interpreter to take the assignment and to compensate the interpreter for the extra work (nearly double) done in that situation.
- There is an extreme shortage of interpreters (nation-wide) resulting in assignments going unfilled nearly every day. Although we will work on any and every request, we encourage you to provide as much advance notice as possible. As a courtesy, we will call you as soon as possible after securing interpreters for your request. If our phone call to you is answered by any kind of voice mail/message device, your request will be considered confirmed upon leaving a message. You must let our staff know if you need confirmation by a certain date, an alternate person and/or phone number to confirm with, or if there are any changes to the assignment.
- Consumers contracting for interpreting services will be responsible for providing us with sufficient information to complete the assignment and billing such as, but not limited to, the correct date, time, location, deaf consumer name, on site contact person, phone numbers, or any other information necessary to complete the assignment and billing. Health care providers are responsible for issuing payment to us directly whether or not the service is covered by the patient's insurance. We reserve the right to request full or partial payment prior to providing services. The date and time of the request for short notice/emergency billing purposes begins when all required information, along with this signed and dated form, is received by us.
- Should it become necessary to refer your unpaid balance to a collection agency, a collection fee, not to exceed 25% of the balance referred; plus reasonable attorney's fees; and court costs when necessary, will be added to the balance due.
- These terms and conditions are subject to change by CHS upon written notice.

**Signature required:** I have read and agree to the above terms and conditions. My signature indicates authorization to secure interpreting services and responsibility for payment on behalf of my company named below (no third party billing).

**\*Note: Payment of services for requests made to CHS is net 30 days and is the responsibility of the undersigned**

Signed: \_\_\_\_\_ Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_ Company Name: \_\_\_\_\_ Position: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ St: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

1444 West Willow St., Chicago, IL 60642 Voice: (773) 248-9121 X 311 or X312 Fax: (773) 442-0619

[www.chicagohearingsociety.org](http://www.chicagohearingsociety.org)