

ACD POLICIES & PROCEDURES

- Please submit all requests with ample notice. All requests that are made without 24-hours* notice will result in an additional charge.
- Upon arrival to an assignment, the interpreter will wait a total of 45 minutes for the client to show. If an unforeseen circumstance does not permit the client to make their appointment, your company will be billed for the original requested time.
- Please note that some assignments or appointments will require the use of more than one interpreter.
- Requests requiring RID Certified interpreters will incur an additional charge.
- Our rates are based on a two (2) hour minimum per interpreter per assignment.

CANCELLATION POLICY

- A cancellation fee will apply if there is less than 24-hours* notice. The fee will be for the time that was originally requested.

* Any request or cancellation made after 5:00PM on Friday will be considered less than 24-hours notice. Saturdays and Sundays are not considered business days.

Please contact our office at (954)431-6505 for more details or questions.