

Mill Neck Interpreter Service Fees and Cancellation Policy:

- **For services provided in Nassau or Suffolk County between the hours of 8:00 AM – 10:00 PM weekdays:**

Seventy dollars (\$70.00) per hour per interpreter. All service assignments require a 2-hour minimum Appearance Fee. Any assignments beyond 2 hours will be billed in half hour increments.

- **For services provided in Manhattan, Brooklyn, Queens, Staten Island or the Bronx between the hours of 8:00 AM – 10:00 PM weekdays:**

Eighty dollars (\$80.00) per hour per interpreter. All service assignments require a 2-hour minimum Appearance Fee. Beyond the 2 hour minimum, assignments will be billed in half hour increments.

- **For services provided in Nassau or Suffolk County between 10:00 PM to 8:00 AM weekdays and weekends:**

Eighty-three dollars (\$83.00) per hour per interpreter. All service assignments require a 2-hour minimum Appearance Fee. Beyond the 2-hour minimum, assignments will be billed in half hour increments.

- **For services provided in Manhattan, Brooklyn, Queens, Staten Island or the Bronx between 10:00 PM to 8:00 AM weekdays and weekends:**

Ninety-three dollars (\$93.00) per hour per interpreter. All service assignments require a 2-hour minimum Appearance Fee. Beyond the 2-hour minimum, assignments will be billed in half hour increments.

Should an assignment be a lecture or other activity that covers complex materials, or will require more than 2 hours, a team of interpreters is required (may or may not include a Deaf interpreter). Each interpreter would be hired for a minimum of 2 hours in duration. The decision to require 2 or more interpreters for an assignment will be at the discretion of Mill Neck Interpreter Service after consulting the client.

When an interpreter will be commuting 45 minutes or more, one way, to the job location, a port to port charge may apply.

For special assignments, i.e., theatrical productions, etc., the rates may be subject to modification. Please call our office for further information.

- **Assignments requested with less than one (1) full business day's notice:**

Services provided with less than one (1) full business day's notice (excluding weekends) will be considered an "emergency request" and will be billed as follows:

- **Nassau and Suffolk Counties:** One hundred dollars (\$100.00) per hour with a 2- hour Appearance Fee for services. Beyond the 2-hour minimum, assignments will be billed the regular hourly rate in half hour increments.
- **Manhattan, Brooklyn, Queens, Staten Island or the Bronx:** One hundred fifteen dollars (\$115.00) per hour with a 2-hour Appearance Fee for services. Beyond the 2-hour minimum, assignments will be billed the regular hourly rate in half hour increments.

- **Emergency Requests outside of regular office hours:**

Services can be requested outside of regular office hours by calling our **emergency beeper at 1-800-235-2594**. This will incur:

- Nassau and Suffolk Counties: a one hundred dollar (\$100.00) Beeper Fee **in addition to** the one hundred dollar (\$100.00) per hour Emergency Appearance Fee for services.
- Manhattan, Brooklyn, Queens, Staten Island or the Bronx: a one hundred dollar (\$100.00) Beeper Fee **in addition to** the one hundred fifteen dollars (\$115.00) per hour Emergency Appearance fee for services.

- **Cancellation Policy**

For a single day assignment:

In order for a job to be cancelled without charge, MNIS requires that we receive and acknowledge the cancellation with at least two (2) full business days (excluding weekends) prior to the date of the assignment/event. This includes but is not limited to cancellation due to illness or unavailability of any person involved in the assignment other than our Interpreter. When our offices' are closed, assignments can be cancelled by calling our beeper service at 1-800-235-2594.

For a multiple day assignment (2-4 days):

In order for a job to be cancelled without charge, MNIS requires that we receive and acknowledge the cancellation with at least five (5) full business days (excluding weekends) notice prior to the date of the assignment/event. This includes but is not limited to cancellation due to illness or unavailability of any person involved in the assignment other than the Interpreter. Mill Neck shall assess a fee of 50% of the cost of the originally scheduled assignment. When our offices' are closed, assignments can be cancelled by calling our beeper service at 1-800-235-2594.

For a multiple day assignment five (5) days or longer:

In order for a job to be cancelled without charge, MNIS needs to receive and acknowledge the cancellation with at least ten (10) full business days (excluding weekends) notice prior to the date of the assignment/event. This includes but is not limited to cancellation due to illness or unavailability of any person involved in the assignment other than our Interpreter. Mill Neck shall assess a fee of 50% of the cost of the originally scheduled assignment. When our offices' are closed, assignments can be cancelled by calling our beeper service at 1-800-235-2594.

For educational assignments:

In the event that a K-12 school student no longer needs interpreter services during a school year, or a college/university student withdraws during a semester, payment for the cancelled assignment will be billable for two (2) full weeks of said scheduled classes.