

# Mohave Sign Language Certified Professional Interpreting

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## Terms and Conditions

TAM Services LLC DBA Mohave Sign Language is a registered corporation in the state of Arizona, hereinafter referred to as Mohave Sign Language. Mohave Sign Language provides certified and/or licensed American Sign Language/English interpreting services according to individual state requirements. This agreement is between Mohave Sign Language and \_\_\_\_\_ (client) effective the date of signing.

1. **Standard Rates per Interpreter** (Monday through Friday from 8:00 a.m. – 5:00 p.m.)
  - a. Initial Fee: \$120 (covers up to 2 hours of interpreting service)
  - b. Hourly thereafter: \$55 – billed in quarter hour increments
2. **Additional Charges per Interpreter**
  - a. Evening surcharge of 10% will apply for any portion of work from 5:00 p.m. to 11:00 p.m.
  - b. Graveyard surcharge of 20% will apply for any portion of work from 11:00 p.m. to 8:00 a.m.
  - c. Weekend surcharge of 10% will apply for work done on Saturdays, Sundays and Holidays.
  - d. Emergency surcharge of 15% will apply for any requests for interpreting services made with less than 48 hours of notice.
  - e. Legal surcharge of 10% will apply for any requests involving legal content or setting. This includes but is not limited to court room proceedings, depositions, arbitrations, law enforcement settings, attorney-client meetings, etc.
  - f. Travel Expense: assignments located more than 30 miles from the interpreter's home city within Mohave County may incur a portal to portal hourly charge at \$35 per hour billed in quarter hour increments. Every effort will be made to provide interpreters located as close as possible to the assignment location. If interpreters are required from outside of Mohave County, Mohave Sign Language will notify the client and request approval before securing them.
3. **Cancellations**
  - a. Cancellations/Reschedules made by client less than two business days before the beginning of the assignment regardless of the reason, (including but not limited to patient reschedules, no-shows, or cancellations) are considered untimely and will be due and payable for the full scheduled time, though expenses (such as for travel, etc.), if not actually incurred will not be due. Assignments scheduled to extend more than two days in length will be charged for no more than two days.

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Cancellations due to inclement weather are billed unless otherwise negotiated. *Clients of Mohave Sign Language are encouraged to notify their clients and patients of their own cancellation policies and ask them to be respectful of everyone's time and the additional interpreting services being provided when considering cancelling or rescheduling their own appointments at the last minute.*

- b. Consumers are declared No-Shows after thirty (30) minutes or when the interpreter is released by onsite contact, whichever comes first. No-Shows are billed without exception.

### **4. Notice**

- a. All assignments scheduled for more than two (2) hours may require a team interpreter, which is left to the discretion of the agency. Whenever available, Mohave Sign Language may provide both interpreters upon agreement from the client.

### **5. Payment Terms**

- a. Full payment of invoice is due within 30 days from the invoice date. Invoices paid late will be assessed an additional 5% for each additional 30 day period.

### **6. Prices Subject to Change**

- a. Prices subject to change without notice. Please contact Mohave Sign Language directly to inquire about current pricing. This list last updated January 2017. *As a courtesy, every effort will be made by Mohave Sign Language to notify clients in writing via email if rates change. Keeping email addresses current will help ensure this occurs. However, Mohave Sign Language is not responsible if the intended recipient does not receive the message.*

### **7. Subject to Availability**

- a. Mohave Sign Language's professional ASL interpreting services are subject to scheduling availability. Mohave Sign Language reserves the right to refuse service to anyone at any time for any reason.

### **8. Qualifications**

- a. Mohave Sign Language provides interpreters who are qualified pursuant to individual state requirements. For example, in Arizona interpreters are licensed by the Arizona Commission of the Deaf and the Hard of Hearing. Mohave Sign Language maintains all records of updated certification, licensure, business associate agreements, and other required paperwork. If your organization

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requires specific additional documentation, please notify us in writing of this request.

I, the undersigned, have read and agree to the terms and conditions included on this document for any assignments agreed upon by both parties either in person, via phone, or via email. Any representative of my organization is authorized to schedule interpreting services unless otherwise specified in writing. Unless revised terms/conditions are accepted in writing, these terms and conditions shall apply to all such future assignments.

Client (Company/Individual responsible for payment): \_\_\_\_\_

Authorized Representative: **X** \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Title: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Billing Email Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Billing Contact Person: \_\_\_\_\_

TAM Services, LLC DBA Mohave Sign Language:

Partner - Jasmine Marin: \_\_\_\_\_ Date: \_\_\_\_\_

All correspondence to be sent to:

**TAM Services, LLC**

P.O. Box 164

Kingman, AZ 86402

Or

[jasmine.marin@gmail.com](mailto:jasmine.marin@gmail.com)