



*Sauls International*  
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## **ONSITE CART, SIGN LANGUAGE & INTERPRETATION POLICIES**

**Number of Interpreters (ASL or Language Interpretation):** To protect the occupational safety of our interpreters and to assure the highest quality communication, assignments exceeding 2 hours may require a team of two or more interpreters. A 4-5 hour minimum is required for all confirmed ASL & CART assignments interpreting for periods longer than 2 hours can be physically hazardous to interpreters and affects the quality of interpretation services. For this reason, Sauls International may require 2 interpreters for any assignment lasting longer than 2 hours. In more fast-paced, demanding situations, two interpreters will be needed for assignments less than two hours. This ensures the highest quality service while protecting interpreters from physical harm. A 3 -4 hour minimum is required for interpretation. Team assignments are charged per hour/per interpreter. Your Account Manager will work with you to determine the appropriate number of interpreters needed for your assignment.

**Extensions:** After the 3 -4 hour or 4-5 hour minimum or quoted hours have been met, any assignment that extends past the requested end time will be billed in hour increments. Overtime is considered to be hours worked after 8 hours.

**Cancellations:** Customers will not be billed for any assignment cancelled within **4 BUSINESS DAYS** notice remaining before the scheduled assignment. Exceptions are made for inclement weather. For example, if the assignment is scheduled for Friday, the cancellation has to be made on Monday. Cancellations made within 3 business days will be charged a rate of 70% of the Invoice price. Cancellations made within 2 business days will be charged a rate of 80% of the Invoice price. Cancellations made within 2-1 business days will be charged the full Invoice price. Our rates are subject to change from the original quoted rate based on interpreter availability, skill-level and/or changes made by the client after the client has received original quote. Client will be notified if any changes occur.

**Changes made by client after client has received an initial quote:** Our rates are subject to change from the original quoted rate based on interpreter availability, skill-level and **changes made by the client** after the client has received original quote. All expenses are subject to change as a result of any changes from the original quote that the client received.

**Communications:** You agree that we may call, email or visit you for any purposes related to services provided. Communications may be monitored or recorded as it relates to providing services.

**Payment Options:** We accept checks and major credit cards (add 6.5%). Deposits may be requested via check or credit card for certain assignments depending on the type of assignment and date requested. Invoices must be paid upon completion of assignment and upon receiving revised invoices. Accounts past due are charged 2% interest per day. No refunds or chargebacks for invoices & services provided. A \$50-\$75 fee and 6.5% Interest fee will be charged per occurrence from date of each chargeback (add 2%/day).

**Reimbursable Charges:** Parking, travel time, public transportation, airfare, bus, vehicle rental, lodging, mileage and other fees incurred during service provision will be charged.

The customer representative certifies that they are authorized to accept terms on behalf of the Customer. By reviewing the enclosed invoice and this document, you agree that your use of Sauls International Language Services constitutes acceptance of all the rates and policies set forth herein.



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## Terms and Policies

**LIMITED LIABILITY/DISCLAIMERS** Sauls International (SI) will provide interpreters with skills that are consistent with industry-wide standards. Customer retains the responsibility for ensuring that services are provided to the persons requiring such services. Customer agrees to indemnify, defend and hold harmless Sauls International and any of its contractors, employees, officers, agents, owners and representative from any damages, losses, liabilities or claims arising out of the services or in connection with the services. Customer further agrees to reimburse Sauls for all expenses (including fees and expenses of counsel) as they are incurred in connection with investigating, preparing, pursuing or defending any action, claim, suit, investigation or proceeding related to, arising out of or in connection with the services.

**INSURANCE AND SAFETY** Customer is responsible for providing safe and secure access to Sauls International interpreters/vendors for any facilities in which services are to be provided, if such services are to be provided at a location other than Sauls Internationals' own facilities. Customer has an affirmative duty to warn Sauls International and Sauls International's interpreters of any safety concerns, health risks or other dangers associated with providing interpreting services to Customer. Customer will maintain industry standard liability insurance regarding visitors to its premises. Customer will provide adequate direction and guidelines where appropriate to enable the interpreter(s) to effectively provide services.

**NOTICE** Any notices, including notices of email address, physical address, phone and facsimile number changes or cancellation notices, required or permitted to be given under these policies shall be in writing and shall be deemed to have been received via fax, email and phone to an assigned Sauls International representative.

**ACCEPTANCE** Dissatisfaction with services rendered must be communicated in writing to Sauls International in writing within 1 day of assignment completion. Failure to do so will be deemed acceptance of the services.

**EXPENSE POLICY** To keep transportation costs to a minimum for our clients, we try to procure/confirm interpreters from your local area upon receiving your initial Statement of Work (SOW), phone request or email request when logistically possible. Changes to the customers initial SOW, phone request or email request may require a new quote and higher rates/prices depending on the availability of the interpreter and number of advance days of notice. The closer the date of the customer's confirmed/non-confirmed assignment, the higher the price. Reimbursable charges include: tolls, parking, gas, airfare, bus, train, metro, vehicle rental, mileage and travel time etc. for economy, standard and rush services (fees apply for each).

**SAULS INTERNATIONAL SCHEDULING POLICIES** While Sauls International (SI) welcomes last minute assignments, we prefer advance notice (more than 2 weeks if possible). A two-three hour minimum is required on all assignments. For cancellations made less than 4 business days prior to the scheduled assignment, SI will invoice and expect payment for portions of the scheduled time and number of interpreters, assuming interpreters have already been assigned (see Onsite Language Interpretation Policies). A workday is considered Monday-Friday, excluding weekends and federal holidays. Any time extensions are requested (scheduled or unscheduled) beyond the originally scheduled time is considered as a last minute request for the period interpreted at per/hr. increments. Travel may be effected and rush fees apply to the existing per hour interpreting rate/price.

**SAULS INTERNATIONAL US AND INTERNATIONAL SCHEDULING POLICIES** While Sauls International (SI) welcomes last minute US and International assignments, we prefer advance notice for services needed (more than 3-5 weeks' notice if possible). Once you receive the notice that your customer will be visiting your office from another state or country or would like for you to visit their office, it is best practices to consult an interpreting agency within 1 business day of receiving the notice. Customer must confirm services that will be provided at least 2-3 weeks before the scheduled assignment. Any changes to the initial quote/estimate, schedule and time extensions beyond the originally scheduled time is considered as a last minute request. Travel may be effected and rush fees apply to the existing per hour interpreting rate/price.



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**SCHEDULING TERMS** All “days” are considered business days (Monday – Friday). Weekend days are Friday after 4:00 p.m. to Sunday.

**14-30+ Days:** Economy Service Delivery

**13-8 Days:** Standard Service Delivery

**7-4days or less:** Rush Service Delivery

Hours worked over 8 hours is deemed to be overtime and will be billed at such.

**Minimum: 4-5 hour minimum for all confirmed ASL/CART assignments. 3-4 hour minimum for interpretation**

**ENTIRE AGREEMENT/NO MODIFICATIONS** The rates, prices and terms set forth on quotes and invoices and these policies constitute all of the terms and policies relating to the relationship between you and Sauls International and they supersede any other written or oral understandings or communications. The Interpreting rates/prices may be changed by Sauls International within reason. All remaining rates, prices, terms and policies and any attachment hereto may be modified or amended only by a written amendment executed by an officer of Sauls International.

The undersigned client representative certifies that they are authorized to accept terms on behalf of the client. By signing below you agree that your use of Sauls International Language Services constitutes acceptance of all the rates and policies set forth herein, including the Terms and Policies on pages 1-3.

**Organization Name:** \_\_\_\_\_

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Billing Contact:** \_\_\_\_\_

Phone: \_\_\_\_\_

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

\_\_\_\_\_

Email Address: \_\_\_\_\_

Billing Method: (circle one) PHONE      EMAIL      FAX

Provided by: Sauls International

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please return a completed and signed form (pdf) to [consult-si@saulsinternational.com](mailto:consult-si@saulsinternational.com).  
To assure continued service and accurate billing we require a current signed copy on file before services can be provided. If services have been provided before this form is signed, client automatically agrees to all terms set forth.

Contact: Human Resources - Richmond, VA - [consult-si@saulsinternational.com](mailto:consult-si@saulsinternational.com) - 804-338-1971 (P)