



*American Sign Language Interpreting for the 21st Century*

Thank you for your interest in Interpretek and our sign language interpreting services. Our strong commitment to quality, professionalism and detail has distinguished Interpretek as a leader in the provision of interpreting services. Our interpreters uphold the highest professional standards and have each demonstrated the skills necessary to facilitate effective communication in a variety of settings. Most of our interpreters hold national certifications that require passing a minimum of two vigorous quality screenings. All have passed some sort of quality assurance screening. As a result of the high level of skills demonstrated by each interpreter with whom we contract, we are able to guarantee the quality of services we provide.

Our rates are competitive, reasonable and affordable. There is a one-hour minimum for each assignment. A job lasting between one and one and one-half hours is charged a two-hour rate. Two interpreters are generally required when an assignment is expected to exceed 1.5 hours due to the physical and mental demands of the interpreting task. Please note all fees apply to the amount of time requested. Interpreters turn down other assignments to 'hold' time for a specific request. The rate is charged for the time held, whether the requesting party actually utilizes the interpreter the full time or not. If an interpreter must travel more than 20 minutes one-way, an additional travel charge may be incurred, which would be discussed with the requestor.

Interpretek does have a 48-hour cancellation policy. This means the assignment must be cancelled at least 48 business hours in advance in order to avoid being billed in full. Monday assignments must be cancelled the Thursday morning before in order to avoid being billed. This allows the interpreter a reasonable amount of time to find another assignment to fill their now empty time slot.

We are committed to assisting requestors in scheduling an interpreter whenever possible, and do not require any specific time limit by which a request must be made. However, since it does require a great deal more time and resources to schedule late requests than those made in advance, we do add a late request fee of 25% for those requests made less than 48 hours before the assignment.

Invoices will be printed and sent out after services are rendered. Payment is due 30 days from the day the invoice is printed. Past due bills are subject to a late fee of 1.5% or \$5 per month, whichever is greater.

Democrat and Chronicle's Rochester's Choice 6-Year Winner  
Rochester's Best Interpreting Service