



Schedule of Participation Assistance fees and conditions

Welcome to Echo Interpreting,

As part of an on-going commitment to customer satisfaction and professional integrity, Echo Interpreting will always endeavour to provide the most suitable Participation Assistance for your assignment.

Upon receiving a request for a Participation Assistance we will endeavour to provide availability to you within 48 hours. Once a Participation Assistance is confirmed you will be notified and given the name of the Participation Assistant you can expect to attend your appointment.

We recommend that wherever possible at least two weeks notice is given for any Participation Assistance assignment.

If any problems arise in relation to our services please do not hesitate to contact Echo Interpreting to discuss your concerns.

All Participation Assistance bookings are charged at a minimum of two hours Time thereafter is charged in 15 minute increments

- **Business hours: 8am – 6pm Monday - Friday**

Minimum 2 hour booking: **\$37.50 per hour** (+ 10% GST)

After hours: Minimum 2 hour booking **\$42.50per hour** (+ 10% GST)

Saturdays: Additional **20%** of total fee per booking

Sundays &Public Hols: Additional **30%** of total fee per booking

- **Travel costs :**

Venues 40 kms or over from Melbourne CBD will incur a travel charge at the normal hourly rate and 50 cents per km mileage fee to cover the Participation Assistants travel time and expenses.

- **Cancellations :**

Full payment will be required for any cancellations received less than one full business day (E.g. 8.00am – 6.00pm) prior to the commencement of an appointment. (Weekends and public holidays are not deemed as business days). Eg an appointment commencing at 10.00am can not be cancelled at 9.00am the day before as one full business day has not been given.

Where a client has failed to arrive within 30 minutes of the assignment start time, the Participation Assistant is required to ring the booking agency. If Echo Interpreting has not received notification of late attendance, the Participation Assistant is permitted to leave the venue and the paying client will incur full costs.

- **Payment:**

Invoices are requested to be paid either by cheque made out to Echo Interpreting or directly into the nominated bank account within 14 days.