



**TERMS AND CONDITIONS FOR:**  
FAVIOLA VALENCIA dba ELITE SERVICES 4 YOU

FAVIOLA VALENCIA dba ELITE SERVICES 4 YOU California Sole Proprietor (FAVIOLA VALENCIA dba ELITE SERVICES 4 YOU) and you, the Customer, agree that the terms and conditions shown below will apply for all services rendered by FAVIOLA VALENCIA dba ELITE SERVICES 4 YOU.

By using and submitting your online request for services for (FAVIOLA VALENCIA dba ELITE SERVICES 4 YOU), this will constitute acceptance of all terms and conditions (sometimes referred to as the Agreement) and it's a binding agreement.

**General Service Policy:** A 24 hour notice is required to cancel or change your appointment. Therefore, please make sure to email us direct to cancel or change your appointment.

All Onsite Interpreting appointments are billed on a 2-hour minimum or scheduled reserved time, whichever is greater.

\*\*\*We do offer 1/2 day, full day, evening and weekend rates\*\*\*

Definitions of half-day, full-day and night session

1. A half-day session is defined as any portion of a consecutive four-hour period either:
2. A morning session, beginning no earlier than 8:00 a.m. and ending by 12:00 p.m.;
3. An afternoon session, beginning no earlier than 1:00 p.m. and ending by 5:00 p.m. ; or
4. A night session, which is a separate session, as determined by the court, beginning no earlier than 5:00 p.m. and ending by 10:00 p.m.
5. b. A full-day session is defined as a morning session and an afternoon session

**Reservation Policy & Charges:**

1. Mileage: to be billed at \$.55/mi round trip (portal to portal)
2. Travel: anything over 45 miles (1) will also be charged a per hour travel fee of no more than \$25.00 - \$35.00 per hour (portal to portal).
3. Other Fees: Parking fees, tolls or entrance fees to be charged separately
4. Additional Fees: Rush, Same day, Evening or Weekend assignments will be charged an additional 15% fee

**Cancellation Policy:** When my services have been scheduled for your appointment, I automatically allocate that time for your assignment; therefore I'm not able to accept any other assignments for that committed time period. Consequently, should the assignment cancel with less than 24 hours, you the Client / Requester hereby understand that you will be billed for the Scheduled or Reserved time, whichever is greater...

**Payment Policy:** Payments are due within 20-days (Contract Customers ONLY); otherwise you agree to pay 50% up front and the balance due within 10 days, unless otherwise agreed prior to scheduling of the assignment.

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