

**Agreement for Foreign Language Interpreting & Translation Services
CONTRACT ADDENDUM FOR REMOTE (VIDEO AND TELEPHONE) INTERPRETING**

This document constitutes an addendum to the agreement between the International Institute of Buffalo ("International Institute") and _____ ("Customer", together, "the Parties") effective October 30, 2020. The existing Agreement outlines the rates and terms of securing foreign language interpreter services as well as document translation services from the International Institute of Buffalo, but does not constitute a guarantee that International Institute of Buffalo will be able to fulfill any or all requests for services.

This addendum specifically addresses **REMOTE interpreting services**. This addendum will remain in effect until terminated by either Party or superseded by a new agreement.

Whereas Customer requires foreign language interpreting services and document translation services and International Institute is equipped to furnish such specialized services, and

Whereas the Covid-19 pandemic has impacted the feasibility of conducting business in person and the International Institute is equipped to offer multiple options for virtual interpreting, therefore,

IT IS MUTUALLY AGREED BETWEEN THE PARTIES AS FOLLOWS:

Remote Interpreting: Telephone ("Phone"), Video Remote Interpreting ("VRI"), Scheduled Video Interpreting ("video," "3rd Party platform"), Audio interpreting, ("OPI")

1. The International Institute will process requests for remote interpreting for foreign language interpreters, Monday thru Friday between the hours of 9:00 a.m. to 5:00 p.m. Appointments can be requested online at any time. Services "on-demand" are available at any time, 24/7.
2. Languages available for on-demand video and audio services are attached.
3. The rate for such services will be as follows:

Scheduled Video interpreting Scheduled VRI in Boostlingo and Scheduled Video on 3 rd party platforms (Zoom, Skype, Teams, Google, etc). Includes jobs scheduled virtually in lieu of in person meetings, due to Covid.	Billed at in-person rates, as outlined in original agreement, during Covid pandemic. Hourly rates, minimums, after hours, rush fees, and cancellation fees apply as outlined in agreement.
Video Remote Interpreting on-demand	\$1.70/minute, minimum 15 minutes (\$25.50)
Telephone / Audio / OPI	\$1.70/minute, minimum 15 minutes (\$25.50)



<p>Cancellation fee Applies if appointment is cancelled within 24 hours of appointment time.</p>	<p>Equivalent to the minimum charge Applies to scheduled services only, not on-demand services</p>
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- A cancellation fee applies when a scheduled remote interpreting appointment is cancelled within 24 hours of the appointment start time.
- If a remote appointment is booked and cancelled within a 24 hour period, the cancellation fee will be applied, unless the appointment is booked and cancelled within 15 minutes (grace period).

Payment and Termination

- Customer agrees to pay International Institute according to the rates outlined above. Invoices are due upon receipt.
- Any changes to this agreement shall require fifteen (15) days written notice.
- This agreement shall remain in effect until terminated by a fifteen (15) day written notice of either party.

International Institute of Buffalo

By: Emily Brady-Santos, Director
Interpreting & Translation Department

Date: 11/30/2020

By: _____

Date: _____