

Sign
Language
Interpreting
Services, LLC



Allowing Communication to Happen

PHONE NUMBER : 979-268-1222

WEBSITE: <http://signlanguageinterpretingservices.com/>

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S.L.I.S. **Service Request**


[▶ JOB OPENING](#)

Persons requesting interpreting services at least 24 hours in advance may complete the service request below. Requests may also be submitted by phone: (979) 696-5538 ([more info](#)).

(For a detailed breakdown of our rates, please refer to [our Rate Sheet](#).)

* Required fields are denoted by an asterisk

Customer Information

 In this section, please enter the person or organization requesting the service. Deaf consumer(s) will be entered in Step 2.

First Name

* Last Name Please enter at least one of these fields

* Organization

* Phone Number

* Email Address

Customer Billing Address

The fields below are used exclusively for billing purposes. You will enter the assignment location in Step 3.

* Street Address

Please include suite or apartment number

* City, State, Zip

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Step 1 of 3

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TRAVEL TIME

Travel time (portal to portal) is included in the charges for each assignment. Mileage and travel time may also be charged for assignments outside the Bryan/College Station area.

START-UP FEE

A minimum charge per assignment equivalent to the rate for two hours shall be billed for each assignment or scheduled time (whichever is greater and excluding legal assignments charged in ¼ day increments.) After the second hour, time will be computed in 30-minute increments rounded up. Assignments completed prior to the scheduled completion time will be billed the entire time as requested by the service provider.



CANCELLATION

Appointments lasting less than one working day (7 hours) canceled with less than a 48-hour working day notification for any reason or due to no-show by ANY of the consumers (deaf or hearing) will be billed for the total time scheduled, including applicable driving time/mileage and travel costs.



Appointments lasting more than one working day (7 hours) canceled with less than a 2-week (10 working day) notification for any reason or due to a no-show by any of the consumers (deaf or hearing) will be billed for the total time scheduled including any applicable driving time/mileage and travel costs.

REQUESTS WITH LESS THAN 24 HOUR NOTIFICATION

Every effort will be made to accommodate last-minute requests for interpreting services; however, applicable rates shall apply and priority will be given to requests made in advance.

TEAM INTERPRETERS

For requests requiring more than an hour of continuous interpreting, it may be necessary to assign two interpreters. Similarly, a team of more than one interpreter may be needed to meet the varying needs of the consumers involved.

15 MINUTE EARLY ARRIVAL

Interpreter will be compensated for arrival at least 15 minutes prior to the scheduled appointment to make the necessary preparations to establish communication, receive any necessary briefing, etc.

ESTIMATION OF DURATION OF APPOINTMENT

Every effort should be made to accurately estimate the duration of the assignment. For assignments extending beyond 1.5 hours with one interpreter assigned as requested or unforeseen emergencies, the rate to extend beyond 1.5 hours will be double retroactive to the start time of the contracted time for the entire duration of the assignment. Underestimates may result in service suspension due to previous commitments. However, if there are no conflicts, AND the interpreter elects to continue, the retroactive rate shall be applied to the entire assignment (two interpreters should have been originally requested and assigned.)



For early termination of assignments, the cancellation clause (#3) shall be in effect. All time reserved for assignments shall be considered the contractual duration of the assignment.

ACTS OF GOD



Payment for cancellation of assignments due to natural disasters or severely inclement weather conditions may be waived on the condition that the assignments is completed within 30-days of the original date by an interpreter provided by Sign Language Interpreting Services.

PROVIDER IS RESPONSIBLE FOR PAYMENT regardless of whether the patient's insurance or another entity covers this charge or not.

ATTORNEY'S FEES, COURT COSTS, AND COLLECTION AGENCY FEES will be added to the balance due if necessary to collect.

DISCLOSURE of consumers' names prior to accepting an assignment is mandatory. Should the agency be unable to disclose this information, contractor reserves the right to decline the assignment on site upon ascertaining any ethical conflicts and will be considered a billable cancellation for the full amount plus travel expenses.