



Cancellation Policy

Language justice and accessibility are very important to us, and so is our clients' and interpreters' time. Our goal is to provide quality interpretation services to our clients in a timely manner, all while offering a healthy work environment for our interpreters, and ensuring the sustainability of our cooperative and the livelihood of its members.

We recognize that sometimes, unexpected changes can occur, these often causing schedule adjustments. Out of consideration for our interpreters and our other clients, if you must cancel your interpretation request, we respectfully request that you give us at least 6 business days' notice before your scheduled event.

Events canceled prior to 6 business days of your scheduled event will incur no cancellation fees. You may email us at info@cenzontle.coop or call us at (828) 490-7643 from Monday to Friday between the hours of 9 am and 5 pm to cancel.

Cancellations made less than 6 business days in advance of your scheduled event will incur the following fees:

- 25% of the total amount due if canceled within 3-5 business days
- 50% of the total amount due if canceled within 2 business days
- 75% of the total amount due if canceled within 1 business day
- 100% of the total amount due if canceled on the day of service

For in-person events, there will be no cancellation fees if the event is canceled due to inclement weather. However, we appreciate as much notice as possible.

Once interpreters arrive for an agreed-upon time, the invoice will reflect the total amount of time interpretation was requested for, regardless of whether the event ends early.

Cenzontle will bill for additional time from the agreed-upon engagement in 15-minute increments for delays of 5 minutes and over. Additional time for interpreter services may be billed separately if the event runs longer than scheduled.

By submitting a request for interpreters, you are agreeing to the terms stated above.