



203 Anderson Street, Portland ME 04101
Tel: (207) 613-6511

Policies

- MLC will be bound to honor only those appointments entered by executive staff or designated staff as determined by Client.
- Client understands that interpreters and translators are not employees of MLC. Rather, these professionals are independent contractors with the sole discretion and judgment in determining which referrals from MLC to accept. Furthermore, contractors agree to honor assignments they accept, and to carry out their work in compliance with applicable State and Federal law as well as rules set in the service agreement contract between MLC and linguist.
- Client can initiate the request through MLC designated staff, by phone, or by email and MLC will report back to Client of the availability of linguist to facilitate the request in a timely manner.
- Alternately, Client may schedule in-person services through MLC's online scheduling platform and will be given complete instructions on how to use it.
- MLC will not be responsible for services arranged directly between Client and individual contractor
- MLC and Client agree to hourly rate for in-person services and per minute rate for phone interpreting services, and rates will be added to Client's online portal account.
- Travel time will be billed as 50% of hourly rate.
- Client will be responsible to pay for appointments canceled or for which the Client did not show up unless such cancellation is communicated to MLC 2 business days prior to scheduled appointment time.

Thank you for your business. We look forward to working with you.