



# Cancelation Guide for Jobs with Less Than Two Full Business Days Prior Notice

*Does not include after business hours calls*

Day You Call to Cancel Request	Day of Interpreting Services											
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SAT. / SUN.	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SAT. / SUN.
<b>MONDAY</b> Request Canceled on Monday For: MONDAY, TUESDAY or WEDNESDAY	Canceled WITH Charge (CXWC)	Canceled WITH Charge (CXWC)	Canceled WITH Charge (CXWC)	Canceled NO Charge (CXNC)	Canceled NO Charge (CXNC)	Canceled NO Charge (CXNC)	Shaded	Shaded	Shaded	Shaded	Shaded	Shaded
<b>TUESDAY</b> Request Canceled on Tuesday For: TUESDAY, WEDNESDAY or THURSDAY	Shaded	Canceled WITH Charge (CXWC)	Canceled WITH Charge (CXWC)	Canceled WITH Charge (CXWC)	Canceled NO Charge (CXNC)	Canceled NO Charge (CXNC)	Canceled NO Charge (CXNC)	Shaded	Shaded	Shaded	Shaded	Shaded
<b>WEDNESDAY</b> Request Canceled on Wednesday For: WEDNESDAY, THURSDAY or FRIDAY	Shaded	Shaded	Canceled WITH Charge (CXWC)	Canceled WITH Charge (CXWC)	Canceled WITH Charge (CXWC)	Canceled NO Charge (CXNC)	Canceled NO Charge (CXNC)	Canceled NO Charge (CXNC)	Shaded	Shaded	Shaded	Shaded
<b>THURSDAY</b> Request Canceled on Thursday For: THURSDAY, FRIDAY, SATURDAY, SUNDAY or MONDAY	Shaded	Shaded	Shaded	Canceled WITH Charge (CXWC)	Canceled WITH Charge (CXWC)	Canceled WITH Charge (CXWC)	Canceled WITH Charge (CXWC)	Canceled NO Charge (CXNC)	Canceled NO Charge (CXNC)	Canceled NO Charge (CXNC)	Shaded	Shaded
<b>FRIDAY</b> Request Canceled on Friday For: FRIDAY, SATURDAY, SUNDAY, MONDAY or TUESDAY	Shaded	Shaded	Shaded	Shaded	Canceled WITH Charge (CXWC)	Canceled WITH Charge (CXWC)	Canceled WITH Charge (CXWC)	Canceled WITH Charge (CXWC)	Canceled NO Charge (CXNC)	Canceled NO Charge (CXNC)	Canceled NO Charge (CXNC)	Canceled NO Charge (CXNC)

**PLEASE NOTE THE FOLLOWING:**

- ➔ CXWC=Canceled WITH Charge, CXNC=Canceled No Charge
- ➔ All Fees are Per Interpreter
- ➔ CAIRS defines a 'Business Day' as 9:00AM to 5:00PM, Monday through Friday. **In order to avoid cancelation charges your cancelation must be received more than two full 'business days' prior to the date of interpreting service (HOLIDAYS DO NOT COUNT AS BUSINESS DAYS).** Fees are based on the amount of advance notice in terms of 'business days' not hours, (i.e. 48 hours is not the same as two 'business days')
- ➔ **Holiday Rates Apply for the Following Days:** New Year's Day, Memorial Day, Independence Day, Thanksgiving Day, Labor Day, and Christmas Day
- ➔ CAIRS is closed on major holidays and you must consider those days as **non-business days** when canceling an assignment; holidays do not count as a 'business day'. **CAIRS Office is Closed on the Following Days:** New Year's Day, Martin Luther King's Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, and Christmas Day. **PLEASE NOTE:** In the event that a holiday falls on a Saturday, the office will be closed on the preceding Friday. In the event that a holiday falls on a Sunday, the office will be closed on the following Monday.