CLIENT GUIDE

Cancellation & Logistics

What a cancellation or change costs, and what to set up before, during and after each session.

Cancellation fees

Notice CueReach receives before the scheduled start	Cancellation fee
48 or more business hours	**0%**
24 to under 48 business hours	**50% of scheduled fees**
Under 24 business hours, or a no-show	**100% of scheduled fees**

- **From confirmation.** Cancellation terms apply once CueReach has sent written confirmation. Before then, there is no fee.
- **How hours are counted.** Business hours exclude Saturdays, Sundays and U.S. federal holidays, counted in the session's time zone. On the remaining days, all 24 hours count, not just office hours. Exactly 48 hours carries no fee; exactly 24 hours is in the 50% band.
- **What the fee is based on.** Fees are a percentage of the scheduled fees, including the applicable minimum.

How to cancel

Email **hello@cuereach.org** with your organization and the session date and start time. **The time CueReach receives your email is the time that counts.** If the start is under 24 business hours away, also tell the logistics contact named in your confirmation. CueReach confirms the cancellation, and any fee, in writing.

Changes and other cases

Changes

A move with 48 or more business hours' notice is free. With less notice, the original time is billed as a cancellation. Removing hours counts as cancelling those hours. Every change gets a new written confirmation.

No-shows and late starts

Billing starts at the scheduled start time. If no one joins or arrives within 15 minutes and there is no word from you, the session may be treated as a no-show (100%). Running late? Tell us and we will wait.

If plans change on our side

CueReach looks for a qualified replacement and tells you as soon as possible. If CueReach cannot provide confirmed service and cannot supply a qualified replacement, unserved time is not billed.

Technology

Client-side technology problems remain billable after reasonable troubleshooting; CueReach-side problems are not billed. Client-side: your platform, link, audio or network. CueReach-side: our own setup.

Worked examples

One booking: **Monday, 10:00 AM to 12:00 PM** (**2 hours**), no federal holiday that week. Each fee is a share of those hours.

Cancellation received	Business hours of notice	Fee	Billed as
Thursday, 10:00 AM	Thu 14 + Fri 24 + Mon 10 = **48**	0%	**Nothing**
Friday, 9:00 AM	Fri 15 + Mon 10 = **25**	50%	**1 hour**
Friday, 11:00 AM	Fri 13 + Mon 10 = **23**	100%	**All 2 hours**

Weekends and holidays add nothing. The same two hours on Tuesday, January 19, 2027, cancelled Friday, January 15 at 10:00 AM: only 24 business hours (Fri 14 + Tue 10), as Monday, January 18 is Martin Luther King Jr. Day. 50%: **1 hour** billed.

Pricing is one clear hourly rate (**Client Rate Sheet** on request). Rules: **Client Service Policies**. Your written confirmation controls.

LOGISTICS CHECKLIST

Before, during and after

Good transliteration needs clear audio of every speaker and a clear view for the Cued Speech user.

1 Before the session from request to start time

- **Send the booking basics** at cuereach.org or to hello@cuereach.org: organization; date; start and end time, with time zone; expected duration; session type and topic; contact details (name and email).
- **Prepay if your quote asks for it.** First-time, one-off and short-notice direct work is prepaid at the estimate before CueReach confirms.
- **Check the written confirmation.** A request is booked only when CueReach sends written confirmation. It states the schedule, rate, estimate, minimum, cancellation terms, payment terms and next steps. CueReach then plans the staffing with qualified CLTs; there is nothing for you to vet or approve.
- **Long session or full school day?** One hourly rate for the service, however long the session and however many people attend. CueReach plans breaks and staffing for long sessions; just tell us where natural breaks fall.
- **Send preparation materials** ideally 2 business days ahead: agenda, slides, names, key terms, scripts, video links.

Please do not send student, patient, employee, diagnosis, credential, tax or banking records through ordinary email or forms.

Remote

- Send the **meeting link**, platform and any passcode.
- **Pin or spotlight the transliteration video** for the Cued Speech user; in a webinar, make CueReach a panelist.
- **Clear audio of every speaker**, one at a time.
- **Tell attendees** about the transliteration.
- Name a **day-of contact** on your side.
- Recording or AI note-takers **only with written consent**.

On-site, by arrangement

- Send the **address, room and a check-in contact**.
- **Seat CueReach** near the speaker, in the user's clear view.
- **Good light on face and hands**; no window behind.
- Share **parking**, the entrance and any badge steps.
- On-site work is by arrangement, and any travel is quoted and approved in writing first.

2 On the day start, timing, breaks

- **Admit CueReach about 10 minutes early** for an audio and video check (on site, at check-in).
- **Start on time.** Billing starts at the scheduled start. Running late? Tell the logistics contact named in your confirmation, and we will wait.
- **Running over?** CueReach stays on if the schedule allows; extra time is billed in 15-minute increments at the same rate. **Ending early?** Billing runs to the scheduled end or the 1-hour minimum, whichever is greater.
- **Breaks.** Keep to the planned breaks, and keep the transliteration video pinned throughout.
- **Problem on the day?** Tell the logistics contact named in your confirmation, or email hello@cuereach.org.

3 After the session invoice, payment, feedback

- **One itemized invoice per booking, by hour of service.** For prepaid work, actual time is reconciled after service. Each invoice includes how to pay, including a secure online payment option.
- **Payment terms.** Established direct clients pay on receipt of the invoice. Agencies: Net 15 for approved agency accounts. New confirmations pause while an undisputed invoice is overdue.
- **Feedback or another booking?** Email hello@cuereach.org. Recurring sessions can be confirmed together as a series.

Questions, changes or cancellations

Email **hello@cuereach.org**. We aim to reply within one business day. More about CueReach: **cuereach.org**

Not an emergency or 911 service. Not ASL interpreting, CART or captioning: CueReach provides Cued Speech transliteration only.