

General Terms and Conditions for speech-to-text reporting services

§1 Provision of equipment

Sprachzentrum Wykydal (owner: Mag. Elisabeth Wykydal) provides the following technical equipment: laptop and charging device, external keyboard, tripod, extension cable, connector / cable distributor plug, gaffer tape for cable ducts, adapter for video projector and monitor screens.

The customer shall provide the following equipment (in case of event settings): workplace with adequate seat and table, video projector and monitor screens, power plug (electricity) close to the workplace, cable reel if necessary.

§2 Live-written records and minutes of meeting

In general, live-written records are not delivered to the customer; they are deleted immediately after the speech-to-text reporting service in order to ensure data security and – privacy. Exceptions are: speech-to-text reporting services carried out in universities and schools. Taking minutes is possible. However, the customer needs to order this in advance. Sprachzentrum Wykydal does not assume any liability concerning the completeness, correctness of reproduced contents, and/or any mis-interpretation of statements due to hearing defects. All documents remain the property of Sprachzentrum Wykydal until full payment has been received.

§3 Preparatory papers and information

In case of event settings, you are kindly requested to transmit relevant papers and information in order to allow the speech-to-text reporter to prepare him-/herself for the service. Examples of adequate information are: folder, event programme or agenda, time schedule, names of participants / speakers, list of technical terms or set of slides (if possible).

§4 Alternating employment

In case of events lasting several hours without a break or in case of all-day events, two speech-to-text reporters are scheduled to work alternatingly. This measure ensures the high quality of our live-written records. Sprachzentrum Wykydal is responsible for organizing a second speech-to-text reporter.

§5 Booking, price calculation, cancellation fees

Booking of the service shall be made in writing. A written order confirmation with all service details will be sent. It is not possible to issue a general price list, as each speech-to-text reporting service will be calculated based on the individual conditions. If applicable, the following pricing positions may be included in the offer: active / passive speech-to-text reporting hours, hours needed for the preparation of the service, taking minutes, travel time, mileage allowance, flight and accommodation expenses, cancellation fees (if the service / event is cancelled by the customer).

within 72 hours prior to the service	50%
within 48 hours prior to the service	75%
within 24 hours prior to the service	100%

§6 Financial funding

Public funding is granted, if certain eligibility criteria are fulfilled. Respective information is available.