

- General conditions of services -

The following Terms and Conditions form a legally binding contract ("the Contract") between you ("the Client") and Advance Translations S.L. ("Advance") concerning translation services provided by Advance ("Services"). These general conditions will be considered accepted by the Client from the time that it accepts a quote for any service offered by Advance. For the purposes of this Contract, "Quote" means each order or formal request for rendering services. This quote can be requested directly to Advance or through the web site in the online quote section. "Contract" means each written document that incorporates the conditions for service rendering between the Client and Advance Translations. "Original documents" means any document or file that the Client provides to Advance Translations by any medium (fax, e-mail, website, mail) with the objective of this being translated. "Translation" or "translations" means the translated documents that Advance Translations will submit to the Client under the provisions established in the Contract .

1. General

Once the Client contacts us , we draw up a Proposal with the details of the requested services . We are not bound to the proposals and it is only understood that a contract ("the Contract") exists when we received the signed and stamped (in case of companies) quote along with the transfer slip of the requested services (with the exception that other conditions have been previously agreed with the Client). Verbal offers and quotes available online on Advance's website are considered to be merely illustrative . Online quotes shall be binding as soon as Advance has reviewed them , carried out the modifications which they deem to be appropriate, if any exist, and the Client has accepted them .

The Contract will be subject to these Terms and Conditions. All terms and conditions that appear or are indicated in the Quote or are stipulated by you in any other way will be rendered void.

The validity period of the quote will be 7 working days from the date of its issue .

Advance reserves the right to change the clauses of these service conditions at its discretion. The modified document will be published in Advance's website.

2. Submission

1. The timeframe for submitting the translation will be fixed at "X" working days from when the Client accepts the quote and the transfer slip has been received according to the conditions that Advance will establish with the Client in advance . A WORKING DAY is considered to be from Monday to Friday , from 09:00(GMT +01:00)* to 19:00 (GMT +01:00)* except state bank holidays. Acceptances received after 19:00 (GMT +01:00)* are considered to be accepted from 09:00 (GMT +01:00)* the following day for the purposes of calculating the submission date and time .

2. Advance will do everything possible to comply with the established timeframe; however, it assumes no responsibility for any delay in submitting the translation. Advance reserves the right to change the submission date if necessary , in which case the Client will be advised in advance .

3. Advance Translations will not be held responsible under any circumstances of the consequences of any delay or failure to submit the translation if the delay is not substantial or if the delay or failure to submit the translation is due to a fault originated by the suppliers or subcontractors, lack of manpower, major events, fire, climate conditions , strikes, government acts or any other cause out of its control or unforeseen or of an exceptional nature .

4. Documents corresponding to translations can be submitted by fax, e-mail or FTP. In the event that sworn translations are submitted through a courier company, the cost of this service will be charged to the Client and the necessary time for its delivery will be included in the overall timeframe for the submission of the translation . In addition, Advance will not assume any responsibility for any delays in the delivery of documentation by courier in the case of sworn translations.

3. Price and method of payment

Unless indicated otherwise, the Contract's cost will be paid in euros and payment will be made through bank transfer to one of the two accounts stipulated in the contact. The price of the translation will be determined based on the language, service, type of text and the number of source words providing an exact word count can be taken. If this is not the case , the price of the translation will be determined based on the destination (or translated) words.

In the event that the original document is not submitted in a standard format (.doc, .rtf, .txt), Advance reserves the right to apply a surcharge proportional to the necessary time for this to be converted into a format that allows it to be worked on and translated .

A minimum cost for each translation service will be paid that is equivalent to 450 words. In the case of sworn translations, the applicable minimum will be 600 words.

The standard daily translation rate is considered to be 2500 words. A surcharge based on submission time and translation volume will be applied to urgent cases.

Payment conditions will be established in advance with the Client. As a general standard, the Client will pay the total cost of the contract before Advance starts the translation, or a part at the start and the rest before the translation is received except in cases where other conditions are stipulated with the Client.

The invoice or invoices for the services rendered will be issued before the translation is submitted except in those cases where an accumulated monthly invoice has been agreed with the Client.

4. Responsibility and obligations of Advance

Advance guarantees that all translations will be carried out by professional translators and that the translations will have a reasonable level of commercial quality but it cannot guarantee that the translation is completely error free. Advance will correct the following errors free of charge: incorrect translation, omissions, spelling and grammar errors or the non-inclusion of terms of a glossary or references provided. Advance will not assume responsibility for a style error if the Client is not contracting a style review service. A style review is a more exhaustive review of the translation by a second translator that carries out an additional review of the text relating to spelling and grammar, as well as a carrying out a style review on the translation. In the event that this service is required, the Client must notify Advance in advance , who will add this additional service to the cost of the project .

In the event that the Client wants the translators to use a specific terminology, it must provide us with the corresponding glossaries and reference documentation. If this is not provided, the translators will use the terminology which they consider to be the most appropriate .

Advance is under no obligation to correct errors, omissions or other faults that may exist in the original texts provided by the Client and may affect the quality of the result.

Any claim related to the provision of the translation must be notified to Advance within a timeframe of 10 working days from the submission of the translation. This claim must be accompanied with detailed information regarding the reason for the claim. Advance's only obligation with reference to any error found in the translation is to proceed to correct this in the translation without any additional cost to the Client .

Advance will not be held responsible for any accidental damage, special or consistent or of any loss in its nature, or any claim against the Client by any other person or company, in relation to the services provided by Advance, irrespective of the nature of the claim or the form the cause of action is presented, whether contractual or civil responsibility, or of any other type, and not even despite the fact that the Customer has informed Advance of the possibility of these damages through any element included in the quotes and the rest of the related documentation. Advance will not be held responsible for any loss or damage of any material or to return this. In any event, the responsibility of Advance towards the Client based on any Contract will never exceed the price that the Client must pay conforming to the Contract that is the object of the claim .

In the case of sworn translations, Advance will not assume any responsibility for their content. This responsibility will correspond in all cases to the sworn translator who carries out and seals this translation .

5. Responsibility and obligations of the Client

The Client accepts and is responsible that the documents provided do not include content of an offensive or obscene nature, that do not comply with any regulatory or legal obligation or that Advance considers to be inadequate for any other reason .

The Client states and guarantees that the documents submitted are of a good quality and do not contain errors or spelling mistakes .

The Client states and guarantees that it possesses or is licensee of all the rights and interests of the documents that it provides to Advance and that their translation, sale, distribution or other use does not infringe any right of the author, trade mark, patent or any other right of a third party. Nevertheless, without prejudice to the previous point, the Client recognises that Advance is the sole and exclusive owner of all rights, titles and interest and of all (i) the methodology, information, software and databases employed to translate the original documents and (ii) methodology, innovations, know-how and databases employed by Advance during the translation of the original documents .

The Client will be responsible for selecting the services that are considered to be the most appropriate for his needs. Advance will not assume any responsibility if the service rendered is not appropriate for the Client's specific requirements .

In the event that the Client wishes to modify or extend the documents submitted to Advance , it must clearly specify what these changes are and where they can be found. Advance will evaluate the cost and timeframe that this may assume, depending on its extension and the percentage of work that has been completed.

All clauses relating to responsibility exemption, compensation and exclusion of this contract will remain in force after the termination of this contract for whatever reason.

The Client assumes total responsibility for using Advance 's services.

6. Cancellation policy

6.1. Once a quote has been accepted by the Client , it is committed to pay this even though it cancels this job before work commences .

6.2. The Client is only able to claim a refund of part of the payment in those cases in which the delivery of the service exceeds 48 hours providing the cancellation is produced within 48 hours. In all cases the Client must pay for the work already carried out. Advance will return the money relating to the remaining work to the Client after the notification of the cancellation .

7. Confidentiality

Both parties undertake to keep information confidential. The information that the Client provides to Advance will be Confidential Information and, therefore, Advance commits to keep this confidential and secret and not to reveal this information without previous written consent from the Client with the exception of Advance employees or subcontracted persons that require this information in order to provide the contracted services. This will not be applicable to cases where it is obliged to reveal this information due to legal requests .

Advance has a "Non-disclosure Agreement" ("NDA") that the Client may request with the objective of making certain and guaranteeing the non-disclosure conditions.

When carrying out its activity, Advance Translations SL guarantees to comply with the obligations contained in Organic Law 15/1999, of 13 December, relating to data protection.

8. Termination

8.1 In the event that the Client does not comply with this agreement, Advance Translations will have the right to terminate it. The Client must pay the total amount of the services .

8.2 In the event that Advance Translations does not comply with this agreement, the Client will have the right to end their relationship with the company, who must return the provided documents .

8.3 Neither party will be responsible for the termination of this agreement if this is due to causes that are out of their control .

8.4 In the case of determining whether one or more of the clauses that are stipulated here is invalid or against prevailing or future legislation, the invalidity of this clause will not affect the validity of the rest of the clauses of this agreement .

9 Jurisdiction

This Agreement will be ruled and interpreted in accordance with Spanish law and will be subjected to the jurisdiction of the Courts of Madrid .

- SPECIAL CONDITIONS OF THE INTERPRETING SERVICE -

The work method in the event that the Client requires an interpreting service will be the same as the translation service. That is, Advance will create a quote which shall incorporate the Client's specifications. Once the Client accepts the quote and the established payment is made, this will become a Contract.

Types of Interpreting

Advance offers simultaneous , consecutive and link-up interpreting services.

The simultaneous interpreting service requires the use of interpreting cabins. Advance will only be responsible for the working order of the cabins that it provides. In all cases, Advance reserves the right to go to the place where the event will be held with the aim of checking the working order of the cabins . Two interpreters per cabin for each destination language are required for simultaneous interpreting services. These interpreters rotate approximately every

20 minutes depending on the length of the job . The Client can contract an interpreter providing that the length of the job is less than an hour and a half .

Advance cannot guarantee the availability of the interpreters until the accepted quote has been received .

Advance recommends that the Client provides all the documentation that they possess relating to the event sufficiently in advance with the aim of optimising the service provided.

At the end of the interpreting day or project the Client will be requested to sign a sheet indicating his agreement with the service provided which will certify the service provided and allow the invoice to be created for the remaining part for payment , if appropriate.

Prices and application of interpreting rates

Advance will invoice the interpreting services in hours, half days and full days. The minimum time that an interpreting service can be invoiced is half a day

(providing other conditions have not been stipulated with the Client).

All costs which may be incurred to the interpreter (meals, travel, accommodation, etc) will be charged to the Client.

In the event that Advance has to subcontract the necessary equipment to carry out the simultaneous interpretation , the cost of these will also be charged to the Client.

Method of payment and cancellations

The interpreting cost will be paid in its entirety upon signing and submitting the agreed. Cancellations

accepted quote providing no other conditions have been will only be accepted if these take place at least 7 working

days in advance of the event. In cases where full payment has been made

in advance, 50% of the total cost will be refunded. If only 50% of the total cost has been paid, no refund will be given. No refund will be given in cases where the cancellation has been advised less than 7 working days in advance.

Confidentiality

The interpreter commits that all the information and data that is passed on throughout the interpreting service will be considered as "Confidential Information" and therefore this will never be used or disclosed to a third party .

In the event of any discrepancy between the English and Spanish , the Spanish version of these terms and conditions will prevail .