

### **VIRTUAL HEARINGS ORGANISATION RATES**

The service, which includes the use of the Court's Zoom account, is invoiced on an hourly basis (hearing and trial sessions), depending on the level of support required by the user, as follows:

- ✓ Legal or technical staff (English or Portuguese language): € 200/hour (+VAT)
- ✓ Legal or technical staff (Spanish language): € 160/hour (+VAT)
- ✓ Administrative staff (English language): € 100/hour (+VAT)
- ✓ Administrative staff (Spanish language): € 60/hour (+VAT)

In the event that you need to use our physical facilities (for a witness to testify or for the arbitration body to participate in the hearings), the cost of this use will be invoiced separately and will depend on the space required.

Please consult our website or contact the Secretariat for more information (Marta Ferre, T. +34915383585, [marta.ferre@camaramadrid.es](mailto:marta.ferre@camaramadrid.es)).

### **CANCELLATION POLICY**

- 50% of the estimated amount will be charged at the time of booking. The remaining amount is invoiced once the hearing is over.
- If cancellation is made within 1 month of the date of the event, the full amount will be refunded.
- If cancelled up to one week before the date of the hearing, 50% of the invoiced amount is charged (25% of the total amount).
- If cancelled within the week of the booking, no refund is given (we charge 50% of the total amount of the reservation).