



# Memorandum

**February 19, 2019**

**To:** New York City Consulate Clients

**From:** Notary & Apostille Service, Inc.

**Subject:** Consulate trip fees & waiting time

The fee charged for consulate service covers the following items: a travel fee to the consulate to deliver document(s), a reasonable amount of time for waiting time (i.e., 2 hours) for document to be processed, if the document(s) can be completed on the same day, or if a second trip back to the consulate if the document completion will be picked up in several days when completed.

If for any reason another trip to the consulate is required when the job only calls for a drop off, a wait & a pick up there will be additional charge for making an additional trip. The charge for the additional trip will be calculated at ½ of the current trip fee.

If the courier encounters excessive waiting time, the client will be notified if they want to continue the job at the current rates. If the client want to continue, the client will be billed at the current waiting time wait (i.e., @ \$60 per hour & any part thereof).

If the courier feel that too much time is being spent at this location & other pending jobs cannot be successfully done because of excessive waiting, the courier will abandon the current job & continue other assignments & return to the bypass job if time allows.

If the client feels that the additional cost is excessive, we will return the document(s) to the client minus any fees for work already completed.