

# Terms and Conditions

## General Conduct

the Interpreter will be registered with NRCPP (National Register of Communication Professionals working with Deaf and Deafblind People) or SASLI (Scottish Association of Sign Language Interpreters) and abide by the Code of Conduct for Communication Professionals.

## Booking Procedure and Confirmation

upon receiving a booking request and if the Interpreter is available, we will quote fees to the client dependent upon the contents and conditions of the assignment.

If the client accepts the fees, confirmation will be sent in writing and the Terms and Conditions will then apply (including cancellation fees).

Quotations are valid for acceptance for 2 months only.

## Preparation

it is important that the Interpreter is provided with preparation materials where possible. This allows for a smoother and more accurate interpretation.

Preparation materials are required ASAP or at least 4 working days before an assignment.

Materials could include a list of participants, meeting agendas, PowerPoint presentations, background information, reports, diagrams, notes etc.

It is helpful if the client and Interpreter meet at least 15 minutes before an assignment especially if meeting for the first time.

## Working Hours

A working day shall comprise of no more than six hours' time during which interpreting will be required.

Interpreters shall be given a midday rest period of at least one hour.

If the Interpreter has agreed to work solo she shall be given adequate opportunity for breaks, ideally 10 minutes every 25 to 30 minutes.

No demands shall be made on the skills of the Interpreter during rest periods or breaks.

If, in the course of an interpreting assignment, it is found that interpreting services will be required for an additional period after the period of work for which the Interpreter was initially contracted, the Interpreter may be invited, but not compelled, to:

- continue for a further agreed period on that same day,
- continue for a further agreed period on subsequent days.

If the Interpreter consents to the above, additional fees shall be paid at an agreed hourly rate.

### **Team Interpreting/Co-Working**

A minimum of two Interpreters are required for any assignment that requires continuous interpreting for longer than two hours unless otherwise agreed and accepted by the Interpreter in writing.

If a co-worker has already been arranged/booked, these details must be given to the Interpreter at the time of booking.

If a co-Interpreter/other support has been booked but fails to attend then the Interpreter attending may decide to charge an additional 50%-100% for the extra workload and will need regular breaks every 25 -30 minutes or so.

### **Failure to attend**

If any client relying on the Interpreter's service has failed to attend, the Interpreter will wait approximately 30 – 40 minutes before leaving the premises (after consultation with the organiser if possible). This will be applicable to all assignments with the full and agreed fee still payable.

### **Unavoidable Circumstances**

The Interpreter undertakes to notify the Client at the earliest possible opportunity if he/she is prevented from undertaking an assignment or if performance is frustrated by unavoidable circumstances.

In giving such notice the Interpreter shall relinquish any right to:

- remuneration for the uncompleted part of the assignment;
- the reimbursement of any expenses, except those already irrecoverably incurred, or necessarily incurred in returning the Interpreter to her normal place of residence by suitable means.

### **Cancellations**

Once the booking has been confirmed, cancellation fees will apply if cancelled by the client and are as follows:

- 7 days or less notice = Full Fee
- 8 to 14 days' notice = Half Fee
- 15 or more days' notice = No Fee

Please note that the Interpreter is not responsible should they be delayed or unable to attend the assignment due to unforeseen circumstances (e.g. sudden illness / accident / transport cancellation or delays).



## **Payment Terms**

we will invoice the client within 7 days – 30 days after the assignment has been completed.

Payment is requested within 28 days of the invoice date unless otherwise agreed.

If payment is not received within 28 days then a reminder invoice will be sent with additional charges of 10% for every month that the balance is outstanding.

## **Recordings**

No recording of the Interpreter's work shall be made without the Interpreter's prior consent, except where such recording is inherent within legal proceedings. Recordings, which are intended for broadcast or publication, may incur an additional fee.

## **Responsibility and Liability**

The interpreting task shall be carried out by the Interpreter using reasonable skill and care and in accordance with the provisions and spirit of the Code of Professional Conduct of the Association of Sign Language Interpreters.

The Interpreter shall use her best endeavours to interpret to the best of her ability, knowledge and belief.

No guarantee can be given as to the absolute accuracy of any interpretation.

In the event of a dispute or complaint about the work, the liability of the Interpreter shall be limited to the value invoiced by the Interpreter.

Consequential damages and liability are expressly excluded.

## **Complaints Procedure**

If a client feels that a service given by an Interpreter was inappropriate and wishes to make a complaint, a letter or video in BSL should be sent immediately to Deaf Connections (no later than 7 days after the assignment).

Deaf Connections will then investigate and notify the client of the decision and any action taken.