

Translation and Interpretation Charging and Cancellation Policy

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Definitions

- *Pre-booked* means more than 48 hours' notice
- *Urgent* means less than 48 hours' notice
- *Out-of-Hours* means the hours between 18.00 and 08.00 on weekdays, and any time during weekends and bank-holidays.

Booking process

- All bookings or quotation requests should be made on our [online booking system](#).
- Please follow this link to create an account if you do not already have one.
- Once you have set up your account and your password, please go to the online booking system to request the services you require. Please contact Panacea Support – support@panacea-software.com if you require any assistance in using this online software.
- Estimated fees are instantly calculated and quoted up-front on our online booking system, where possible. We will prepare a quotation for any other services required.
- You will receive a Confirmation Code for each confirmed interpreting booking, please give this to the interpreter at the appointment itself, as proof of their attendance.
- Completed translations are returned in pdf and/or word format via our online booking system.
- You can track, manage and re-order your bookings on our [online booking system](#).

Fees

Minimum fees apply

For Face to Face, Telephone and Video interpreting bookings additional time will be charged in blocks of 15-minutes.

For BSL interpreting additional time will be charged per hour.

For translation, additional words will be charge per word.

Service	Minimum Fee	Hourly Rate
Face-to-Face Interpreting		
Community Language		
Pre-booked	£48.50	£48.50
Urgent	£64.75	£64.75
Court / Police / Probation		
Pre-booked	£145.00	Price on application

Urgent	£145.00	Price on application
British Sign Language & BSL Online [BSL] Pre booked & Urgent	Short Duration £158.60 Half Day £195.20 Full Day £390.40	
Telephone & Online Interpreting	Minimum Fee	Unit Price
Online [Video]	£12.00	£0.80
Telephone UK	£12.00	£0.80
Telephone Europe	Price on application	
Telephone Outside Europe	Price on application	
Confirmation Call	£5.00 per call	
Travel Expenses Mileage <i>Travel Time [proposed to pay from April 2025]</i>	£0.45 per mile £12.21 per hour [<i>pro-rata</i>] <i>train or bus tickets, & parking charges</i>	
Translation	First 150 words	151+ words
Community Language	£0.20 per word	£0.18 per word
Proof-reading	£0.10 per word	£0.10 per word
Typesetting	£0.08 per word	£0.08 per word
Urgent	£0.24 per word	£0.22 per word
Translation		
Translation – Braille BSL Translations	Price on application Price on application	

Cancelling or re-arranging a booking

Our Cancellation Policy is designed to be fair to our customers, interpreters and translators. We understand that customer plans may change at any time. Equally, we have a responsibility to our interpreters and translators to ensure they do not incur losses or lose work by accepting a booking which is subsequently cancelled by the customer or service user at short notice. Interpreters may have cancelled or rearranged other commitments or refused other work because they have committed to a booking you have made.

Any cancellation request must be communicated to the team. Our opening hours are 9am - 4.30pm Monday to Thursday, and 9am to 4pm on Friday. Notification of cancellation by any medium is only deemed as valid once receipt is confirmed and a response has been made by our team.

Changes to the date or time of a booking (within 48 hours of the booking date) is treated as a cancellation.

If the service user fails to attend an interpreting appointment for whatever reason, this will be treated as a cancellation. In these circumstances the interpreter will wait for up to 30 minutes in case the service user is delayed.

Cancellation fees are payable as follows:

Service	Cancellation fees payable
Interpreting (except BSL)	100% fee if cancelled within 48 hours of appointment. Travel expenses payable if cancelled after the interpreter has left for the appointment)
BSL Interpreting	100% fee if cancelled within 7 days of appointment. 50% fee if cancelled within 8 - 14 days of appointment
Translation	50% fee if cancelled within 24 hours of placing the booking, otherwise 100% fee.

Payment

- If you book these services for Bristol City Council, final fees will be deducted from your budget by journal transfer.
- If you book these services on behalf of an organisation which is registered on our finance system, you will receive an invoice for the final fees.
- If you book our services for your own use, or for another organisation, you will be required to pay by debit or credit card, with 50% of the estimated fees payable to confirm the booking and the balance of final fees payable prior to release of the translated document and immediately on completion of an interpreting appointment.