

Translation and Interpretation Charging & Cancellation Policy

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www.bristol.gov.uk

IMPORTANT

The fees set out in this policy will be applied to all bookings for which we have an in-house resource available. For bookings which cannot be fulfilled by an in-house resource, we will source a resource from one of our qualified contractors, and the fee to pay will vary accordingly.

NOTES & GUIDELINES

- VAT will be added for non-Bristol City Council individuals or organisations
- “Pre-booked” means more than 2 days’ notice
- “Urgent” means less than 2 days’ notice
- Out of hours assignments are considered between 18:00 to 08:00 (i.e. early mornings, evening, weekends or public holidays)
- The minimum booking for most languages interpreting is 1 hour – additional time after the first hour will be charged pro-rata (per minute)
- The minimum booking for British Sign Language is 3 hours – additional time after the 3 hours will be charged pro-rata (per minute)

FACE TO FACE INTERPRETING

- £45.00 per hour Pre-booked
- £60.08 per hour Urgent
- £60.08 per hour Standard out of hours
- £80.20 per hour Urgent out of hours

Court / Police / Probation interpreting (Nationally registered interpreters)

- £45.00 per hour Standard Booking
- £60.08 per hour Out of Hours Booking

- £10 per hour travel time
- Minimum booking is 3 hours; irrespective of the booked interpreting time.

BRITISH SIGN LANGUAGE (BSL) INTERPRETING

The minimum booking time for a BSL Interpreter is £144.00 for assignments up to 3 hours during standard hours and up to 2 hours for out of hours.

Each additional hour will be charged pro-rata at the following rates:

- £48.00 Standard
- £64.08 Out of Hours

A second BSL Interpreter is required when the booking time exceeds 1 hour of continuous interpreting and the minimum booking fee applies to each interpreter.

Travel expenses

- 45p per mile (petrol & cycling)
- £10 per hour travel time (applicable to assignments outside the city authority limits; negotiable if external interpreters travel into the city)
- Train/bus tickets (like-for-like)
- Toll and car parking charges per assignment

TELEPHONE INTERPRETING

Domestic calls (UK Only)

- £1.00 per minute Pre-booked
- £1.00 per minute Urgent
- £1.34 per minute Standard out of hours
- £1.34 per minute Urgent out of hours

£10.00 Minimum Fee

Europe

- £1.50 per minute Pre-booked
- £1.50 per minute Urgent
- £2.00 per minute Standard out of hours
- £2.00 per minute Urgent out of hours

£15.00 Minimum Fee

All other countries

- £1.75 per minute Pre-booked
- £1.75 per minute Urgent
- £2.34 per minute Standard out of hours
- £2.34 per minute Urgent out of hours

£17.50 Minimum Fee

Types of Telephone Interpreting

- **3 way call.** This is usually a scheduled telephone interpreting assignment and involves the service user, service provider and the interpreter. The consecutive mode of interpreting is used. Three way calls are usually short and used to relay short non sensitive meetings.
- **Appointment Call.** This normally forms part of a face to face interpreting booking. The service provider requests that the interpreter calls the service provider prior to the assignment date to advise or remind the service user of the upcoming appointment. Additional charges may apply.

INTERPRETING CANCELLATIONS

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 are not inconvenienced or incur losses or lose work by accepting booking a booking which are 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.*

Once a request for an interpreter has been received, any cancellations must be communicated to the Translation & Interpreting Service. This can be done via telephone by calling 0117 9036400. Our opening hours are 9am-4.30pm Monday to Thursday, and 9am to 4pm on Friday.

Once an interpreter has been booked, this time slot has been “purchased” and if it is cancelled any time less than 2 days before the assignment date, then cancellation fees will apply.

Customers may cancel their interpreting booking at any time up to 2 days before the date of the interpreting assignment without incurring a charge.

Re-arranging a booking request

An original booking where the date and time has been changed is treated as a cancellation. Changes to dates and times of an original booking can be made 2 days prior to the job date without incurring a cancellation charge.

If the interpreter arrives at an assignment and the Service Provider fails to arrive for whatever reason, this shall be treated as a cancellation. In these circumstances, the interpreter will endeavor to make contact to establish if the assignment is still able to continue. If no contact can be established, the interpreter will wait for no more than

30 minutes before leaving. Full fees and reimbursement will be applicable in these circumstances.

BRITISH SIGN LANGUAGE (BSL) CANCELLATIONS

Once a request for an interpreter has been received, any cancellations must be communicated to the Translation & Interpreting Service. This can be done via telephone by calling 0117 9036400. Our opening hours are 9am-4.30pm Monday to Thursday, and 9am to 4pm on Friday.

Once a BSL interpreter has been booked, this time slot has been “purchased” and fees may apply if cancelled within the timeframes set out below: -

More than 14 days of booking	No charge
Between 8-14 days of booking	50% charged
Within 7 days of date	100% charged

If the interpreter arrives at an assignment and the Service Provider fails to arrive for whatever reason, this shall be treated as a cancellation. In these circumstances, the interpreter will endeavor to make contact to establish if the assignment is still able to continue. If no contact can be established, the interpreter will wait for no more than 30 minutes before leaving. Full fees and reimbursement will be applicable in these circumstances

TRANSLATION BOOKINGS

Upon requesting a translation via our [Panacea booking software](#), a provisional quotation will be calculated for you. This is based on the number of words entered. The final charge is calculated on the final word count of the target language. Whilst we strive to be as accurate as possible, this could be more or less than the quote provided

Language Translations

- £30 minimum charge for 150 words
- 15p per additional word
- Proof-reading £15.00 for first 150 words (additional words charged at £0.075 per word)
- Proof-reading (Urgent) £15.00 for first 150 words (additional words charged at £0.15 per word)
- Typesetting £9.00 for first 150 words (additional words charged at £0.045p per word)
- Typesetting (Urgent) £22.50 for first 150 words (additional words charged at 0.045p per word)

- Large documents - delivery time to be negotiated

Standard turn-around Time

- Standard rate: standard 2 page letter etc., from 4 working days
- Urgent rate (+100%) required within 2 working days depending on the size and complexity of the document and rarity of the language

Braille Translations

If you require any document(s) being translated into Braille please contact us on 0117 9036400 or via email and we will prepare a quotation

Audio Transcription (only)

If you require audio transcription please contact us on 0117 9036400 or via email and we will prepare a quotation

Translation Delivery

- Completed translations are returned in pdf and word format.
- Large documents may take longer. Delivery time to be negotiated.
- The final outstanding payment is required in full prior to delivering the translation.
- If your translation request is NOT for a company/organisation (where you will be invoiced) you will be contacted to pay 50% of the initial quoted cost. This will need to be paid via credit or debit card. VAT will be calculated on the final charge.

TRANSLATION CANCELLATIONS

Once a request for a translation has been approved and allocated to a translator, any cancellations thereafter will incur a fee.

- 50% of the translation fee will apply if cancelled within 1 working day of booking.
- 100% of the translation fee will apply if cancelled after the first working day of booking
- All cancellations that are communicated by email or other medium are only valid once a response has been made.