



## TRANSLATION & INTERPRETING SERVICE CHARGING POLICY

- VAT will be added for non-Bristol City Council individuals or organisations
- The word “day” means **one clear working day**
- “Pre-booked” means more than 2 days’ notice
- “Emergency” means less than 2 days’ notice
- The minimum booking for most languages is 1 hour – additional time after the first hour will be charged in ¼ hour increments. ‘Unsociable hours’ assignments (i.e. early mornings, evenings, weekends or public holidays) are charged at the emergency rate. Assignments are booked for 1 hour unless otherwise requested. **British Sign Language charges vary – see below.**

### INTERPRETING

#### Spoken word languages

- £45 per hour (pre-booked) // £55 per hour (emergency)

#### Court / Police / Probation interpreting (Nationally-registered interpreters)

- £45 per hour (minimum booking 3 hours)
- £14 per hour travel time

#### British Sign Language (BSL)

- £45 per hour (pre-booked) // £55 per hour (emergency)
- Minimum booking 2 hours; additional time charged in 1-hour increments

#### Travel expenses

- 45p per mile (petrol & cycling)
- £10 per hour travel time (charged by the ¼ hour; applicable to assignments outside the city authority limits; negotiable if external interpreters travel into the city)
- Train/bus tickets (like-for-like).

#### Telephone Interpreting

- £1.00 per minute
- International calls are charged at the applicable international rate, additional to the above.

### CANCELLATIONS

- **All cancellations must be communicated in a phone call so that a member of TIS staff can confirm the cancellation. Cancellations by email or other medium are not accepted.**
- If an assignment is cancelled with less than 2 days’ notice, a 100% charge will apply.
- **For BSL assignments**, a 100% charge may apply to cancellations made within **2 weeks** of the assignment date.

### TRANSLATION

- £30 minimum charge for 200 words or fewer
- £15 per additional 100 words, pro-rata (per word)
- Standard rate: up to 4 working days
- Urgent rate (+50%): up to 2 working days
- Large documents may take longer, and rare languages may incur a surcharge – please check when booking

For terms & conditions please visit

[www.bristol.gov.uk/TIS](http://www.bristol.gov.uk/TIS)