Translation and Interpreting
Cancellation 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 interpreting is 1 hour – additional time after the first hour will be charged in ¼ hour increments.
• Unsociable hours’ assignments 18:00 to 08:00 (i.e. early mornings, evenings, weekends or public holidays) are charged at the emergency rate.
• The minimum booking for BSL is 3 hours – additional time after the first hour will be charged in 1 hour increments.

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 with BCCTIS 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.

INTERPRETING CANCELLATIONS

Once a request for an interpreter has been received, any cancellations relating to such bookings must be communicated personally to a member of the TIS.

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

Customers may cancel their interpreting booking without incurring a cancellation fee at any time up to 2 clear working days before the date of the interpreting assignment. A 100% charge will apply.

The following cancellation charges apply:

Interpreting Bookings

If an assignment is cancelled with more than 2 clear working days’ notice, there will be no cancellation charge.

If an assignment is cancelled with less than 2 clear working days’ notice, a 100% charge will apply.
Same day cancellation - The customer will not be charged travel cost if the interpreter was not on route to their assignment. If the interpreter has commenced their journey to the interpreting assignment, or is already at the venue the cancellation fee and travel expenses will apply.

If the interpreter attends a booking and the customer did not attend or the client did not attend, the booking will be treated as same day cancellation.

If the interpreting assignment runs for less than the booked time, the interpreting charge payable is for the number of hours booked.

**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 up to 2 clear working days prior to the job date without incurring a cancellation charge.

**BSL CANCELLATIONS**

Once a BSL interpreter has been booked, this time slot has been “purchased” and if it is cancelled any time up to 2 weeks before the assignment date, then cancellation fees will apply

For BSL assignments where a freelance interpreter has been booked, a 100% charge may apply to cancellations with less than 2 weeks' notice.

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.

We will always inform you when we become aware if there is a problem at our end.
If you have a problem, or need to cancel the appointment, please contact BSS TIS.

**All interpreting cancellations must be communicated in a phone call so that a member of TIS staff can confirm the cancellation.**

**Cancellations by email are discouraged.**

**Last Minute changes in venues**

Changes in the venue of a pre-booked appointment can be problematic. Interpreters who have been allocated to your booking (pre-booked) make decisions about which jobs they can accept depending on the assignment address of interpreting jobs and take into account travelling time etc.

If you contact BCCTIS at the last minute to change the venue, the interpreter allocated to the job may no longer be able to keep the booking, as it may not fit into their timetable for that day and not been able to accept any other bookings.

Last minute change to venue where the interpreter is no longer able to attend will be chargeable in full. This is because the interpreter needs to be compensated for the time that they have held the appointment in their diary.

**TRANSLATION CANCELLATIONS**

Once a request for a translation acknowledges and estimated delivery date has been provided, any cancellations will incur a fee.

- 50% of the translation fee will apply if cancelled within 1 working day of the acknowledgment sent.
- 100% of the translation fee will apply if cancelled after the first working day of the acknowledgment being sent.
- All translation cancellations must be communicated in an email.

Table of Cancellation Charges

For terms & conditions please visit

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