

Translation and Interpretation Charging & Cancellation Policy

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www.bristol.gov.uk

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, here <https://app.panacea-software.com/bristol>.
 - 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 this 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 here <https://app.panacea-software.com/bristol>.

Fees

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.

- Interpreting fees are calculated according to the duration (number of minutes) of the appointment, with a minimum fee chargeable.
- Translation fees are calculated according to the extent (no. words or pages) in the translated document, with a minimum fee chargeable.
- A 33.5% mark-up is applied to the Interpreting fee for any appointment time which occurs *Out-of-Hours*
- For BSL interpreting, 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.
- Final fees are based on the actual duration of an interpreting appointment or the actual extent of the translated document or materials provided.
- If the actual duration of an interpreting appointment or the final extent of the translated document exceeds that of your original booking, the final fee for the booking will vary accordingly.

- Travel expenses are payable for interpreting appointments if incurred.

Service	Unit Rate	Minimum Fee	
Face-to-Face interpreting			
Community language			
Pre-booked	£0.75 per minute	£45.00	
Urgent	£1.00 per minute	£60.08	
Court / Police / Probation			
Pre-booked	£0.75 per minute	£135.00	
Urgent	£1.00 per minute	£135.00	
British Sign Language (BSL)			
Pre-booked & Urgent	£0.80 per minute	£144.00	
Telephone or Online Interpreting			
	First 5 minutes	6+ minutes	Minimum fee
Online (video)	£2.00 per minute	£1.00 per minute	£20.00
Telephone UK	£2.00 per minute	£1.00 per minute	£20.00
Telephone Europe	£3.00 per minute	£1.50 per minute	£30.00
Telephone Outside Europe	£3.50 per minute	£1.75 per minute	£35.00
BSL (Online only)	£0.80 per minute	£0.80 per minute	£144.00
Confirmation Call			
<i>Interpreter call service user to confirm appointment</i>			
£5.00 per call			
Travel Expenses			
Mileage	£0.45 per mile		
Travel time	£0.17 per minute		
+ train or bus tickets, toll & parking charges			
Translation			
	Frist 150 words	151+ words	Minimum fee
Community Language	£0.25 per word	£0.19 per word	£38.00
Proof-reading	£0.10 per word	£0.08 per word	£15.00

Typesetting	£0.06 per word	£0.05 per word	£ 9.00
Translation - Braille			
Per braille page	£1.50 per page		£15.00

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 booking 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 are 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 8-4 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.