

COMMUNICATION GAP LTD

Booking sign language interpreters
Guiding and Advising People providing training and consultancy

TERMS AND CONDITIONS CLIENTS.

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LSP (Language Service Professional)

1 PAYMENT OF INVOICES

1.1 After the interpreting session ends, an invoice will be sent to the Client. The invoice is expected to be reimbursed within 30 calendar's days. If over, an amended invoice will be sent to the Client, with 10% charge which will be added every 7 calendar's days for administration cost and time.

2 FEES

2.1 When you have filled in the form on the website, we will start sourcing for an interpreter, however there is a need for you to notify us if you have sent this request to other agencies or you yourself are sourcing for interpreters. This will be reiterated in the email sent to you notifying you of our receipt of your request.

2.2 The Agency will notify the Client about the fees for using the Agency and an interpreter. The fee is based on half day/full day, accordingly to when/if circumstances changes. However the fixed rate will be charged additionally with travel expenses and administration fee. The fee will be worked out on the nature of the assignment, the location of the venue, the duration, the time and whether the assignment would need one

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LSP, or involve a co-worker. If the co-worker does not turn up, and the single interpreter is left alone to do the assignment, time and half will be charged.

2.3 Clients are requested to take their own responsibility to time the assignment for an agreed timescale to use a LSP. If longer than the agreed duration, the Client is requested to give the Agency some notice in advance. The LSP is bound to charge the agency for extra fee per hour and the Agency will increase the fee by 5 % for administration cost and the amount of fee per hour, for the Client. If the Client changes the request for an interpreter after receiving a confirmation, then the Client will be charged 5% for administration cost.

3 CANCELLATIONS

3.1 The following charges will be made if the Client cancels the booking.

Notice of cancellation	Charge
Cancellation of any confirmed booking	£25.00
Between 9 and 14 working days before the booking.	50% of the total fee Administration fee (15% of total)
Less than 8 working days before the booking or if cancelled on the same day as the booking i.e. the Client is ill or for other unforeseen circumstances	100% of the total fee Administration fee (15% of total) Actual travel expenses

with the understanding that working days constitutes Mondays to Fridays excepting bank holidays

3.2 Please note that the LSP is not responsible should they be delayed or unable to attend the assignment due to unforeseen circumstances e.g. sudden illness/accident/transport cancellation or delays. In such instances the Agency will make every effort to contact the Client to advise them of the situation, hence a contact text mobile number or telephone

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number or email address is essential. In the case of illness, every possible means will be taken to provide a replacement interpreter of equal skill and ability to undertake the assignment. If a replacement is found and the Client reject the replacement then an administration fee of 15% will apply.

(This should be avoided if at all possible as it could cause unfair complications to both the Agency and the Client. However if this happen, this will be recorded.)

4 CODE OF ETHICS

4.1 The LSP is expected to wear or have appropriate identification at all times during an assignment. It is up to the Client to ask for the identification.

4.2 The Interpreter is expected to adhere to the IRP/ASLI code of ethics.

4.3 The LSP shall not counsel, advise or show personal opinions. The Interpreter should conduct his/her services in a fair and ethical manner.

4.4 The Client is informed by the Agency that the sole purpose of the LSP is to give the professional service that has been booked. The LSP is requested not to sell to the Client any services not previously agreed through the Agency.

4.5 The LSP is contracted not to give any personal details to the Client that could result in the Client employing the Interpreter without payment being made to the Agency. If the Client feels that the LSP is trying to poach business on his/her own behalf and the Client is urged to contact the Agency straight away.

4.5 The client is contracted to contact the agency if he/she wishes to book the interpreter directly, within good reason.

5 WORKING CONDITIONS

5.1 The Agency strives to provide first class service to meet all the needs of clients.

5.2 The Agency will give the Client a booking form and the Agency request for the Client to fill details in, so the kind of assignment can be assessed.

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5.3 A co-worker will be provided by the Agency if the duration of the assignment is under three hours and extensive (depending on the type of assignment) or if the audience is expected to be one hundred people or more. The Client should inform the Agency of the nature of the assignment for a co-worker.

5.4 If the assignment takes place in an office, and if the interpreter is not used i.e. the Client needs to work on the computer or work for a period of time, and the interpreter could be seen doing anything such as making mobile phone calls or reading newspaper, it is entirely up to the Client to object and inform the interpreter.

5.5 If the Client requests for a LSP to attend a social event or a dinner event then the Client is not requested to provide food to the interpreter, otherwise the interpreter would not be able to pay full attention and translation while eating and the Client might have trouble following the conversation. However the Client can make allowances for soft drinks and snacks for the interpreter and this will be out of interpreter's expenses.

5.6 If there is to be a co-worker appointed by the client, details of the co-worker are to be provided to the agency on behalf of the interpreter.

5.7 It is the Client's responsibility to ensure that the LSP is nourished e.g. a glass of water and rested several times in a session such as ten minutes break, to refresh up. However it depends on the kind of assignment, if it is a meeting then it is vital to give a break.

5.8 It is recommended that in accordance with Health & Safety guidelines, a LSP should not work longer than a maximum time of six hours per day (unless if there is a co-worker) and these regular rest times are considered when working.

5.9 If the Client complains that the service given by the LSP has been conducted in an inappropriate manner, a letter or video letter in BSL should be sent to the Agency immediately. Then the complaint will be investigated by the Agency. The Agency may then counsel the LSP in an attempt to improve the services offered to its clients. The Client will be notified of the decision for action taken. This, however, has to be done within 5 working days or the complaint will not be followed up by the agency. (if you wish to, ask for the disciplinary procedure form)

6.0 The Agency is appreciative of any feedback that the Client can give to improve and enhance the standards of the services provided by the Agency.

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1st March 2007

NB

Code of ethics will be reviewed from time to time to follow the conditions of the booking.

The Agency has the right to amend an invoice at any times if any unforeseen circumstance rises such as; the Agency is not being notified that the assignment exceeds its agreed duration.

Please print the declaration signature form below and either fax or post it to the number/address below

I agree to be bound by Communication GAP's terms and conditions and understand that any breach may lead to further action.

Signed:

Name:(Please Print)

Date:

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