

TERMS AND CONDITIONS

These terms and conditions cover all interpreting work undertaken by me. Please read this document carefully.

I am registered with the NRCPD and abide by their Code of Ethics. I am also a full ASLI member and follow their Best Practice Guidelines. I am covered by public liability and professional indemnity insurance, and have enhanced, up-to-date DBS certificates for both child and adult workforces. Copies of these documents can be made available upon request.

As a RSLI it is my responsibility to consider whether I am the best person for the job and will always do so carefully. I will not accept work in the following domains, as they require additional professional training:

- Law/criminal justice system/police
 - Social care
 - Mental health
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1. INTERPRETING FEES AND ALLOWANCES

1.1 Any fees I quote are based on the National Union of British Sign Language Interpreters' (NUBSLI) recommendations for RSLIs in the South East and are intended as a guideline only. All fees and allowances will be negotiated at the time of booking and confirmed in writing, either by email or text. NUBSLI's guidance in full can be found here: <https://nubsli.com/guidance/interpreter-fees/>.

1.2 Fees are usually charged on a half or full day basis. A 'half day' constitutes a period of up to three hours. A 'full day' is three to six hours duration.

1.3 Bookings exceeding six hours will normally be charged a full day fee, plus £58.00 per hour thereafter. Evening, weekend, and bank holiday bookings may be charged at time and a half based on the above fees.

I charge for the time I am physically at the booking and will not deduct money for any breaks or occasions where I am not interpreting (e.g., if a portion of the booking is cancelled by the client and/or finishes earlier than planned).

1.4 Face-to-face appointments local to me in the **BN3**, **BN41** and **BN42** postal code areas which are short in duration (fewer than three hours) may be charged a 'short duration' fee, depending on the nature of the booking. Travel expenses are not exempt from 'short duration' bookings and will be charged if necessary.

Last-minute bookings (made **less than 48 hours** in advance) of short duration in the above postal code areas may be quoted on a half day basis. Short duration bookings outside of the above postal code areas may be charged on a half day basis.

1.5 Due to the additional challenges and demands that remote appointments can entail, bookings shorter than three hours will usually be charged at a half day rate.

1.6 Travel expenses may be charged at the following rates (Access to Work appointments are exempt):

- **Train** - the price of a standard class return ticket.
- **Car** - 45p per mile. Any car parking or taxi fees will be charged at cost.
- **Hotel** – a reasonably priced standard double room (if required), as close to the appointment venue as possible.

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REGISTERED SIGN LANGUAGE INTERPRETER (RSLI)
NRCPD Number - 1023368

- 1.7** An invoice will be sent by me to the client within 7 days of the appointment date, which must be paid, in full, no later than 28 days of receiving the invoice.
- 1.8** Should a payment reminder need to be sent by me to the client, a surcharge may be incurred, observing the UK Government's Late Payment Legislation. Details of which can be found here: <https://www.gov.uk/late-commercial-payments-interest-debt-recovery>.

2. CANCELLATION & LATENESS POLICY

- 2.1** If an appointment is cancelled by the client, either wholly or in part, the client shall be liable to pay a cancellation fee - including any expenses - as detailed below:
- **0 – 7 days' notice: full booking fee charged.**
 - **8 – 14 days' notice: half booking fee charged.**
 - **15 or more days' notice: no fee charged.**
- 2.2** The Cancellation Policy includes any instance where I have been booked in error, if the nature of the appointment changes dramatically or includes any of the prohibited sectors detailed in the introduction without my prior knowledge.
- 2.3** Should the individual(s) requiring my service not be in attendance at the date and time given at booking, I will wait for a maximum of 30 minutes before leaving the appointment. The client shall be liable to pay the full fee as agreed in this instance.
- 2.4** If for reasons due to illness or personal circumstances I am unable to meet my agreed obligations, I will notify the client at the earliest opportunity and every effort will be made to find a suitable replacement. Subsequently, no fee will be charged to the client.
- 2.5** While I will endeavour to arrive at the appointment in good time, unforeseen circumstances may result in me being delayed or unable to meet my obligations, e.g., road accidents, train delays or cancellations.
- 2.5:1** If I am unable to attend for the above reasons or my tardiness results in the appointment being abandoned, no fees will be charged to the client.
- 2.5:2** If the event has had to be curtailed due to my tardiness, I will reduce my fees accordingly.
- 2.5:3** If I am co-working and my co-worker can proceed without me, full fees will be charged, unless I am more than 30 minutes late, whereby I will reduce my fees accordingly.

3. PREPARATION

- 3.1** Any relevant support material should be emailed to me at the earliest opportunity so I can prepare. Relevant material might include:
- Agendas/minutes from previous meetings
 - Names of participants
 - Media files
 - Presentation slides
 - Presenters' scripts
- 3.2** Information contained in any material sent to me will be treated in the strictest confidence and will not be passed on to third parties.

4. REST BREAKS

- 4.1 If I am working a full day, I require a suitable lunch break of at least an hour in duration. Should I be required to work during this time, this must be made explicit at the time of booking. Otherwise, no demands should be placed on me during this time.
- 4.2. If I am working alone, I require a 10-minute break for every 30 minutes' continuous interpreting.

5. CO-INTERPRETERS

- 5.1 Should an appointment require continuous interpreting for longer than an hour, a second interpreter should be booked, and I will always advocate for this on such occasions.

I will take reasonable steps to recommend co-workers and support clients in procuring any additional interpreters that may be needed (e.g., signposting trusted agencies/registers, providing contact details for recommended interpreters and/or advertising on interpreter networking groups). However, the client is wholly responsible for contacting and confirming additional interpreters for appointments, and I cannot be held accountable if said additional interpreters cannot be found or cancel at any time following confirmation.

Once additional interpreters are booked, I must be informed of their name(s) and NRCPD/RBSLI/SRLPDC number.

- 5.2 If I accept an assignment on the basis that another interpreter will be present, but they: fail to turn up, are not up to the job, are not a suitably qualified interpreter or have not been booked at all, I reserve the right to levy a 50% charge on top of the agreed fee for the extra workload or withdraw from the appointment altogether. In the instance of the latter occurring, the client shall be liable to pay the full fee as agreed.

6. REMOTE WORKING

- 6.1 As stated in section 1.4, remote appointments place additional cognitive demands on interpreters and often require more preparation and/or set-up. As such, short duration remote bookings will usually be charged at a half day rate.
- 6.2 As per NUBSLI's guidance for remote interpreting during the COVID-19 restrictions, I will not accept work that pays on a 'per minute' basis. More information can be found here: <https://nubsl.com/nub-posts/nubslis-position-on-vri-vrs-terms-and-conditions-covid-19-pandemic/>.

7. FILMING, PHOTOGRAPHING AND/OR RECORDING

- 7.1 I do not consent to being filmed or photographed for any reason without prior discussion and written consent.