



Cancellation Policy

Video Interpretation Cancellation Policy

We also take this opportunity to remind you of our cancellation policy.

If you cancel or postpone a video call within 24 hours of the time and date that it is scheduled to take place, you will be charged a cancellation fee equivalent to the minimum interpreting fee payable.

Minimum Interpreting Fee

A minimum charge of one hour's attendance will apply for all attendances regardless of the actual duration of the attendance.

If a video call concludes before the end time stated in the booking request, you will be charged for the duration stated in the booking request.

If a video call should go past the end time indicated on the booking request, you will be charged for the full duration of the call

Face to Face Interpretation Cancellation Policy

If you cancel or postpone an attendance within 48 hours of the time and date that it is scheduled to take place, you will be charged a cancellation fee equivalent to the minimum interpreting fee payable, No travel time or travel expenses will be charged unless the interpreter has incurred travel expenses in advance for public transport. We will notify you when you inform us of the cancellation if such expenses have been incurred.

If you cancel an attendance while the interpreter is travelling to or has arrived at the location of the attendance, you will be charged a cancellation fee equivalent to the minimum interpreting fee payable, travel time, travel expenses or mileage incurred by the interpreter.

Minimum Interpreting Fee

A minimum charge of one hour's attendance will apply for all attendances regardless of the actual duration of the attendance.

For an attendance that is booked for duration of 2 to 3 hours, a minimum interpreting fee of 2 hours will be charged.

For an all day attendance that is booked for 3 hours or more, a minimum interpreting fee of three hours will be charged.

Telephone Interpretation Cancellation Policy

We also take this opportunity to remind you of our cancellation policy.

If you cancel or postpone a telephonic attendance 24 hours before it is scheduled to take place, no cancellation fee will apply.

If you fail to inform us within 24 hours of the telephonic booking that you no longer require the telephonic attendance, you will be charged a minimum of 30 minutes telephonic attendance time and if the booking is for longer than 30 minutes you will be charged for the entire duration of the telephonic attendance booked.

Minimum Interpreting Fee

A minimum charge of 30 minutes of telephone attendance will apply regardless of the duration requested at the time of booking the attendance.

If a booking is made for longer than 30 minutes, you will be charged for the duration stated in the booking request regardless of how long the calls lasts on day of the booking.

If you call the Interpreter later than the start time on the booking request, you will still be invoiced from the start time in the booking request.

If the call should go past the end time indicated on the booking request, you will be charged for the full duration of the call.

You should contact the interpreter using the contact number or link provided in this booking

Confirmation.

You must be always present during the telephonic attendance and the interpreter should not be left to interpret alone over the telephone with your client at any time. At no time should the interpreter be asked to contact your client directly at his or her expense.