

## Health Links Charging Policy - effective from October 1, 2012

### Interpreting

#### Spoken word languages

- £40 per hour + VAT (pre-booked) / £50 per hour + VAT (emergency)

#### Court/Police/Probation interpreting (nationally registered interpreters)

- £45 per hour + VAT

#### British Sign Language (BSL)

- £45 per hour + VAT (pre-booked) / £50 per hour + VAT (emergency)
- Minimum booking 2 hours; additional time after the first 2 hours is charged in 1 hour increments.

#### Travel expenses

- 60 p per mile + VAT (petrol & cycling)
- £9 per hour + VAT (charged by ¼ hour)

#### Telephone Interpreting

- £0.90 per minute (at all times)

#### Cancellation

- All cancellations must be communicated verbally to a member of Health Links.
- If an assignment is cancelled with fewer than 2 days' notice, a 100% charge will apply.
- For BSL assignments, a 100% charge may apply to cancellations made within 2 weeks of the assignment date.

#### Charging policy

- The word "day" means one clear working day (defined as 8am – 5pm)
- "Pre-booked" means more than 2 days' notice
- "Emergency" means fewer than 2 days' notice
- The minimum booking for interpreting is 1 hour – additional time after the first hour will be charged in ¼ hour increments. Unsociable hours (i.e. early mornings, evening and weekends) are charged at the emergency rate. All assignments are booked for 1 hour unless otherwise requested. BSL charges may vary – see above.

#### Translation

- £25 minimum charge for anything up to 200 words.
- £15 per 100 words subsequently (pro-rata, i.e. by the word).
- Standard rate: 4 working days / Urgent rate (+50%): 2 working days.

#### **Contact us**

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