



## Health Links - Interpretation and Advocacy Services

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### External - Health Links Charging Policy

#### INTERPRETING & TRANSLATIONS

##### Spoken word Languages

**Health Links** in house interpreting charges are £40 per hour + VAT (pre-booked) or £50 per hour + VAT (emergency rate)

**Bristol City Council** charges are £45 + VAT per hour & £55 + VAT emergency rate for face to face

Bristol City Council cancellations – less than 2 days' notice, 100% charge will apply

**Big Word** charges are £42 + VAT for first hour & £37 + VAT every hour after that

Big Word Cancellations – a 100% charge will apply to cancellations made within 2 weeks of the date of booking

##### British Sign Language

**Bristol City Council** charges are £45 per hour + VAT (pre-booked) or £50 per hour + VAT (emergency)

Minimum booking 2 hrs; additional time after the first 2 hrs is charged in 1 hour increments.

Bristol City Council cancellations – a 100% charge will apply to cancellations made within 2 weeks of the date of booking

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Date	11/08/16		
Owner	Harjinder Kaur		

**Big Word** charges are £42 for the first hour & £37 per hour after that – minimum booking is 1 hour

Big Word Cancellations for BSL – more than 14 days’ notice - 100% charged  
Less than 14 but more than 7 days’ notice - 50% charged

### **Travel expenses**

- 60p 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 9am – 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.**

## **TRANSLATIONS**

**Bristol City Council** Translation charges policy –

- £30 minimum charge for 200 words or fewer
- £15 per additional 100 words, pro-rata (per word)

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- Standard rate: up to 4 working days
- Urgent rate (+50%): up to 2 working days
- Large documents may take longer, and rare languages may incur a surcharge – please check when booking

**Big Word Translation charges policy –**

Language Group	10 days	5 days	3 days	48 hours	24 hours
Western Europe	£71.00	£71.00	£71.00	£71.00	£71.00
Eastern Europe	£79.00	£79.00	£79.00	£79.00	£79.00
Asian, Arabic & Oriental	£95.00	£95.00	£95.00	£95.00	£95.00
African	£119.00	£119.00	£119.00	£119.00	£119.00
Other specialist	£135.00	£135.00	£135.00	£130.00	£135.00

**Easy Translation charging policy –**

- £7 per 100 words/7p per word
- Charges will vary depending on the requested language – more uncommon languages will be charged at a higher rate

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