



Let's Interpret – Information for clients/service providers

Fees, terms and conditions

Let's Interpret

Let's Interpret is a group of female community interpreters based in Cardiff. Via support from the Believe/Credu project at South Riverside Community Development Centre, the group benefit from:

- Peer support
- Continuous Professional Development
- Support to set up their own business
- Links with potential clients

Let's Interpret is not an interpretation agency - we do not employ or pay members ourselves, they are self-employed and are paid directly by their clients.

Interpretation fees

Being self-employed, the members of Let's Interpret define their own fees based on their different levels of training, knowledge and experience. However, the members of Let's Interpret have agreed not to charge anything below the following **minimum** fees...

Face to face interpretation services	£15 p/hour
Remote interpretation	£0,25 p/minute (or £15 p/hour if booked in advance for specified number of hours)
Translation	£60/1000 words (or £0.06 p/word with a minimum charge of £20)
Proofreading	£15 p/hour (with an estimate of 1000 words p/hour)

Terms and conditions

Minimum booking fee – for face-to-face interpretation there is a minimum booking fee of 1 hour, and for remote interpretation a minimum booking fee of 10 minutes.

The interpreter must also be paid for the time booked, i.e. if they are booked for 2 hours and the appointment only lasts 1 hour or the client does not turn up, they must still be paid for the 2 hours booked.

Cancellations – there is a cancellation fee of £15.

This is only applicable if the assignment is cancelled after 9 am on the day before the date of the assignment. It is the client's responsibility to ensure they have the interpreter's contact details, should a cancellation need to be made.

Urgent/same day requests - no extra charge but availability may be a problem.

Unsocial hours - standard fee x 1.5

Before 08h00 and after 20h00 & weekends

Travel expenses - the basis for travel expense calculations is 'cheapest route'.

Bus – £4-5.50 (cost of day pass in Cardiff)

Car – £0.45 p/mile + any parking fees

Motorbike – £0.24 p/mile

Cycling – £0.20 p/mile

Timesheets

Interpreters will ask for timesheets to be signed by the client as evidence that the job was done, with start and end times.

Invoices

Invoices will be sent by the interpreter and should include a schedule of jobs done, dates, times, length, name of key contact. They will be sent to the client promptly with a request that they be paid within 30 days.