

Charging Structure

(public sector/not for profit)

Face-to-Face and Video Interpreting

	Standard Hours Mondays-Saturdays 08:00-20:00 hrs	Out of Hours Sundays, bank holidays, and 20:00-08:00 hrs
Foundation level or Level 3 qualified interpreter	£20 for the first hour and £10 for every subsequent half hour	£25 for the first hour and £12.50 for every subsequent half hour
DPSI/Level 6 qualified interpreter	£25 for the first hour and £12.50 for every subsequent half hour	£27 for the first hour and £13.50 for every subsequent half hour
Travelling and/or briefing time	£5/half hour	£6/half hour
Mileage (cost for petrol used)	45p/mile	45p/mile
Other expenses (eg. parking)	As incurred	As incurred
Administration charge	£11 per booking	

1. For all jobs, a minimum of one hour's interpreting will be charged.
2. Charges for British Sign Language vary from the table above, so please ask for a quote.

Cancellation Charges

1. All cancellations will incur the administration charge.
2. For cancellations made within 24 hours of an appointment's commencement, there will be a charge of one hour's interpreting (plus £5 for every subsequent half hour booked). Mileage and parking costs will also be charged for if the interpreter has incurred these costs.
3. Full charges apply if the service user or service provider does not attend the appointment.
4. Some professional interpreters have higher cancellation charges which we will tell you about before confirming.

Telephone Interpreting

Standard Hours: £10.00 per 30 minute slot, plus £6 admin fee

Out of Hours: £12.50 per 30 minute slot, plus £7 admin fee

1. Calls to book or confirm appointments (for which a face-to-face interpreter has been booked) will usually be made free of charge or for just the cost of the call.
2. Interpreters may charge for the cost of their phone call if they are required to instigate the call.

Cancellation Charges

1. All cancellations will incur the administration charge.
2. For cancellations made within 24 hours of an appointment's commencement, there will be a charge of 30 minutes interpreting (plus £5 for every subsequent half hour booked).
3. If there has been no cancellation, the full cost of the booking is payable even if the service is not used.
4. Some professional interpreters have higher cancellation charges which we will tell you about before confirming.

Text Translation

The standard rate is 8p/word, but rates can vary from 6.5-13p per English word depending on:

- Language required and the qualification level and availability of translator
- Speed of delivery, complexity and length of text

Administration charge	£7 per job
------------------------------	------------

**All types of interpreting can be booked in advance or provided urgently (depending on availability).
For all services, Herefordshire charities may benefit from a discounted rate upon negotiation.
Please call us for a quote if you are unsure, or if the service you require is not listed here.**