

# Terms and Conditions

## Standard Terms and Conditions for the provision of interpreting services – Interpreters

### 1. Booking procedure

NRL Limited (hereinafter referred to as the Company) will contact the Interpreter by telephone or e-mail, to provide details of the Assignment including language, date, time, location and subject of the potential Assignment.

The Interpreter will confirm their availability and acceptance of the Assignment.

The Company will send detailed confirmation of the booking to the Interpreter by e-mail, including details of rates and allowances in relation to the Assignment.

### 2. Attendance

The Interpreter will use all reasonable endeavours to ensure that they arrive in good time for the start of the Assignment. If the Interpreter arrives later than the scheduled Assignment start time, the Interpreter may forgo the Assignment if the Client cancels the booking. The Interpreter would forgo any associated costs associated with the Assignment. If the Interpreter is delayed they should contact the Company to advise of revised arrival time.

Upon completion of the Assignment, the Interpreter is responsible for ensuring that the Client confirms to the Company the start and finish times of Assignment.

### 3. Payment

The payment schedule will be agreed with the Interpreter prior to the Assignment. Any variation in the schedule must be agreed with the Company prior to the Assignment.

All Interpreting Assignments are paid for a minimum of 1 hour for remote audio or video Assignments or 2 hours for face-to-face Assignments unless otherwise agreed prior to the start of the Assignment.

As agreed in the Assignment Schedule travel expenses will be reimbursed for either the total cost of public transport tickets for a return journey, or the return mileage at the prevailing HMRC rate ([www.gov.uk/government/publications/rates-and-allowances-travel-mileage-and-fuel-allowances/travel-mileage-and-fuel-rates-and-allowances](http://www.gov.uk/government/publications/rates-and-allowances-travel-mileage-and-fuel-allowances/travel-mileage-and-fuel-rates-and-allowances)) plus any parking fees.

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The Interpreter must substantiate any expense claim with receipts. Any unsubstantiated expense claims will not be paid.

Any travel time charges will be agreed prior to the Assignment and noted in the Assignment Schedule. The Company will not be liable for any costs incurred unless agreed in the Assignment Schedule.

## 4. Cancellation policy

In the event that the Client cancels an interpreting Assignment, the Company will give the Interpreter at least 24 hours' notice of the cancellation.

If the Company fails to give at least 24 hours' notice, the Interpreter will be compensated as follows:

- More than 24 hours' notice = no fee
- Less than 24 hours but more than 4 hours' notice = one half of the agreed fee for total hours booked
- Less than 4 hours' notice = the agreed fee for total hours booked

If the Assignment is re-scheduled by the client, the Company will give the Interpreter at least 24 hours' notice, or the same compensation fee will apply as above.

If the Client fails to attend the Assignment, the Interpreter will be compensated the full fee. The Interpreter must give the Company at least 48 hours' notice if they cannot attend the Assignment.

## 5. Terms of payment

Payment will be made in accordance with the terms specified in the Assignment Schedule and only after receipt of an approved invoice. It is a condition precedent for payment that all terms of the Assignment Schedule be completely fulfilled in all respects.

The invoice amount will not be greater than the value shown on the Assignment Schedule unless agreed in writing by the Company. The Company pays Interpreters for interpreting services on a monthly basis by BACS by the end of the month following the month of invoice.

## 6. Variations

Any variation the Assignment Schedule must be agreed in writing by the Company. The Company will not be liable for any costs that arise from work which the Interpreter performs without an official Amendment Schedule.

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## **7. Force majeure**

The Company will not be liable to the Interpreter for failure to accept delivery resulting from any fire, explosion, accident, strike or any other event beyond the control of The Company.

## **8. Confidentiality**

The Order and its subject matter shall be treated as confidential. The Interpreter will not publicise, refer to or divulge to any third party, without the Company's written consent, any details hereof or in any matter related hereto.

## **9. Law**

The Assignment Schedule and these terms will be governed by and construed in accordance with English Law.