

# Terms and Conditions

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

### 1. Definitions

'**The Client**' means the company, firm or persons to whom translation or other services are to be provided. "**The Company**" means NRL Limited.

### 2. General

All works carried out by the Company shall be subject to these Standard Terms and Conditions only unless agreed to the contrary in writing by both the Company and the Client.

### 3. Scope of work

The Company shall provide the services as detailed within the Confirmation Document.

### 4. Booking procedure

Clients can request the provision of an Interpreter by telephone, e-mail or via our website, giving details of the language, date, time, location and subject of the Assignment. The Company will contact the Client to confirm the Assignment and availability of suitably qualified interpreter. Written confirmation of the booking with all details provided and the Interpreter's name will be sent to the client by e-mail.

### 5. Attendance

Upon completion of the Assignment, both the Client and the Interpreter are required to confirm to the Company that the Assignment is completed including hours worked and start and finish time. If this information is not received on the day of the Assignment the company will charge for 8 hours of Interpreting Service.

For remote audio or visual Interpreting Assignments the Company cannot be held liable for issues surrounding technology platforms utilised. The Company will use its best endeavours to ensure that appropriate technology is utilised and will assist in rearranging any appointments not completed due to issues with technology.

The Company will use its best endeavours to ensure that Interpreters arrive as scheduled, the Company cannot be held liable for costs arising from issues beyond its control.

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## 6. Charges

Interpreting Services are charged at a specified rate per hour as identified in the Confirmation Document. All costs are quoted exclusive of VAT in the Confirmation Document. Interpreting Assignments are charged for a minimum of 1 hour for remote video or telephone Assignments and a minimum of 2 hours for face-to-face interpreting Assignments.

The Client is required to pay for the Interpreter's travel expenses from their home location for the Assignment. The company will provide these costs in the Confirmation Document. Expenses include the total cost of public transport tickets for a return journey, or the return mileage at the prevailing HMRC approved mileage rates ([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)).

Any additional costs in relation to the Assignment, for example parking charges will be invoiced at cost with associated receipts.

The Company will agree with the Client the Interpreter's travel time prior to the Assignment, this will be documented in the Confirmation Document.

The Company will charge the full Assignment costs as agreed in the Confirmation Document even in the event that the Assignment is completed before the expiration of the Assignment.

## 7. Payment

Invoices submitted by the Company shall be paid in full by the Client within 30 days of the date of invoice. Interest will be due and payable on overdue amounts calculated at the rate of 5% above the Bank of England base rate per month.

The Client shall, under no circumstances, deduct or set-off against any monies due to the Company any sums which the Client may claim are owed by the Company whether or not arising out of this agreement.

## 8. Cancellation policy

The Client must notify the Company by notice in writing of the cancellation of an interpreting Assignment. The Company will confirm receipt of the cancellation in writing to the client.

The Company requires at least 48 hours' notice or a cancellation fee will be applied as follows:

- More than 48 hours' notice = no charge
- Between 48 and 24 hours' notice = 50% of Assignment fee
- Less than 24 hours' notice = full Assignment fee

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If the Client needs to re-schedule an Interpreting Assignment, the Company requires at least 24 hours' notice in writing or the cancellation charge will be applied as above.

If the Client should fail to attend the Assignment, they will be charged the full Assignment fee plus any travel expenses the Interpreter may have incurred.

## 9. Liability

The Company will provide its best endeavors to ensure that all Interpreters supplied will be suitably qualified to provide the services required, however the company cannot be held liable for any costs or damages incurred as a part of the service provided by the appointed Interpreter.

## 10. Termination

Either party shall be entitled forthwith to terminate this agreement by written notice to the other if:

- a) that other party makes any voluntary arrangement with its creditors or becomes subject to an administration order
- b) that other party goes into liquidation
- c) that other party ceases or threatens to cease to carry on business.

## 11. Law

These terms and conditions will be governed by and construed in accordance with English Law.