



Terms & Conditions

1.) Conduct

Lianne Lusty will undertake to abide by the Code of Ethics as set out by 'Signature: Excellence in Communication with Deaf and Deafblind People' (*formerly known as the Council for the Advancement of Communication with Deaf People (CACDP)*) for Sign Language Interpreters, and the Code of Professional Conduct as set out by the Association of Sign Language Interpreters (ASLI).

2.) Payment

This is an agreement between Lianne Lusty Member of the Register of Sign Language Interpreters (MRSLI) and _____ to provide an Interpreter as specified in the request and confirmation of booking. Fees will be discussed at the time of booking and will be detailed on the invoice. Fees may also include Travel Expenses (see section 3).

There will be an additional fee added to the agreed cost if the assignment runs overtime. This fee will be charged at the standard hourly rate. Payment should be paid in full within 30 days of the assignment. Any payment not received within 30 days after the Assignment has taken place will incur an interest of £20.00 per week and an administrative charge of £10 for each Late Payment Reminder that has to be sent out. A Late Payment Reminder will be sent once a week until payment has been received (this is in accordance with the 'Late Payments of Commercial Debts (Interest) Act 1998').

3.) Travel Expenses

The Interpreter will use the mode of transport she feels is most suitable for the assignment, unless a particular mode is stipulated at the time of booking. If rail or air travel is used then standard tickets will be purchased. Car parking tickets and taxi fares will be charged at cost, and if the Interpreter travels by car there will be a charge of 45p per mile.



4.) Cancellations

Once the Interpreter has been booked, by either of the following options: phone, email, SMS, or letter, both the Purchaser and the Interpreter enter into this contractual agreement.

Cancellation by the purchaser

In the event of a cancellation of this contractual agreement the Purchaser is liable for the following charges:-

Notice of cancellation by the Purchaser on:-	Fee Charged:-
The day of assignment	Full Fee* Travel Expenses* Any Other Costs*
1-6 days before assignment	Full Fee*
7-14 days before the booking	50% of Fee*
15 days before assignment	No Charge

* as agreed by both parties at the time of booking

Cancellation by the Interpreter

The Interpreter will notify the Purchaser at their earliest opportunity if they are prevented from undertaking the assignment as agreed by both parties in the contract. In this instance there will be no charge to the purchaser.

5.) Failure to Attend

If any person/s relying on the Interpreter's service fail to attend, the Interpreter will wait up to an hour before departing, after consulting with the organiser. In this instance the full fee including any extra costs that were agreed at the time of booking will be charged.

If the Interpreter is able to secure another job in the same time period as the assignment they have left, then the cost of this will be offset against the fee that will still be charged to the original assignment.



6.) Co-Interpreters

TBC

7.) Recordings and/or Broadcastings

No record of the Interpreter's work shall be made without the Interpreter's prior consent, except where the recording is inherent with legal proceedings.

Recordings that are intended for publication or broadcast may incur an additional fee and this will be negotiated at the time of booking.

8.) Purchaser's Responsibilities

It is the responsibility of the Purchaser to provide the Interpreter with the following:-

- The name of the Deaf client and their preferred method of communication, e.g. BSL or Sign Supported English
- Address (including post code) and contact telephone/text number of the assignment
- The name and address of the person to receive and process the invoice
- Information regarding the nature of the assignment, along with any relevant reading materials, e.g. agendas, minutes of previous meeting and copies of OHP's and/or handouts
- A signed copy of these Terms & Conditions

9.) Contract

The above Terms and Conditions are deemed accepted by both parties once they have been signed by the purchaser and returned to and received by Lianne Lusty via post. Except for section 4 of the agreement where cancellations are bound by the contract from the immediate booking.

'I agree to the above Terms and Conditions'

Purchaser's signature:- _____

Date:- _____

If you are not satisfied with the service you have received and cannot resolve the issue directly with the Interpreter, please contact the agency that provided the Interpreter. If you remain unsatisfied with the outcome and would like to make a formal complaint, please contact the NRPCD at www.nrcpd.org.uk for further information.