

Interpreter Request Form

Dedicated Interpreting line 01372 869967 Fax 01372 353500 SMS 07464

interpreting@sensoryservices.org.uk skype: interpreting.sensoryservices

YOUR DETAILS

(Please fully complete the form)

Today's date			
Name			
Address			
	Postcode		
Telephone / SMS / Fax			
Email	Skype ID		

THE BOOKING VENUE

Date	Start time	Finish time		
Deaf / Hard of Hearing	Age (if under 21)			
Client Name				
Venue Address				
	Postcode			
Telephone / SMS / fax				
Car parking available at venue?	YES	NO		

COMMUNICATION REQUIREMENT

No. of people attending?	1-3 people		4-10 people		10+ people	
Communication support required?	BSL	SSE	Notetaker		Lipspeaker	
	Other					
Preferred interpreter if known						
Is this booking for:						
GP / Hospital	YES	NO	If yes, which CCG?			
Surrey County Council	YES	NO	If yes, which dept?			
Other						
Purpose of assignment (Please give as much information as possible)						

INVOICE DETAILS (Person who is responsible for paying?)

Name			
Address			
	Postcode		
Telephone / SMS / fax	Purchase order no.		
NB: If a Purchase Order number is a requirement for payment it must be complete when booking.			

I have read & accept the terms of Sight for Surrey's, Interpreting & Communication Support Tariff. This will form the agreement between myself and Sight for Surrey in return for the services provided and fees will be paid as invoiced.

Signed	Print name		

Interpreting & Communication Support Tariff

Type of Communication Support	Minimum up to 3 hours	Additional hourly rate
Sign Language Interpreters	£180 + travel	£50
Deaf Translators	£180 + travel	£50
Deafblind Interpreting	£180 + travel	£50
Electronic/Manual Notetaker	£180 + travel	£50
Speech to Text Reporters (Palantypists)	£160 + travel	£50
Lipspeakers	£160 + travel	£50
Short notice bookings or special requirements	By negotiation	By negotiation

Please note: All bookings incur **20% VAT**

Evenings and weekends additional charge

Type of Communication Support	Evenings & weekends	Additional hourly rate
Interpreters –listed above	£240 + travel	£75
Notetakers, Lipspeakers, Plantypists	£225 + travel	£75

CANCELLATIONS

If you wish to terminate a booking please contact us as soon as possible and follow it up in writing or by email.

Amendments / changes to booked assignments (Booking fee)

Any changes to the venue, time or date of the assignment may incur a full cancellation fee (Subject to the availability of the interpreter booked)

Cancellation fees will be charged as follows:

If notice is 14 or more calendar days	£30 per interpreter
If notice is less than 14 days and more than 7 days	Half fee
If notice is less than 7 days	Full fee

COMPLAINTS AND FEEDBACK

Our interpreters are subject to the requirements stipulated in the NRCPD Code of Conduct. In the event of providing feedback or making a complaint about an interpreter or the booking service please contact Sight for Surrey. We will acknowledge a complaint in writing within 5 working days, providing our response within a further 14 working days. If we are unable to meet this timeframe, we will contact you.



www.sightforsurrey.org.uk

Rentwood School Lane Fetcham Surrey KT22 9JX

President: Michael More-Molyneux, Lord Lieutenant of Surrey Chairman: Cecilia Power Chief Executive: Bob Hughes

Sight For Surrey is the trading name of Surrey Association For Visual Impairment. Registered Charity no. 1121949 Company Registered in England & Wales no. 06309405 GB VAT no. 678724091