

Terms and Conditions for NZSL interpreting service assignments with iSign

1. FEES

Fees for interpreting services are available on enquiry and include and are based upon the following criteria:

A. Normal Hours

- Monday to Friday 8.00am-5.00pm (does not include public holidays)
- Interpreting – there is a minimum charge of one hour. After the expiry of one hour interpreting time will be based upon half hour parts.
- Call-out fee.
- Mileage – travel over 35kms to and from an assignment will be charged at the published IRD recommended reimbursement rate
- Transit Time – is the time spent travelling to and from an assignment and is subject to a 35km range before it will be applied. Transit Time will be charged per hour or part thereof.
- Parking/fares as incurred.

B. After Hours

- Monday to Friday 5.00pm-8.00am.
- Saturday/Sunday/Public Holidays.
- Interpreting per hour – there is a minimum charge of one hour. After the expiry of one hour interpreting time will be based upon half hour parts.
- Call-out fee.
- Mileage – travel over 35kms to and from an assignment will be charged at the published IRD recommended reimbursement rate.
- Transit Time – Is the time spent travelling to and from an assignment and is subject to a 35km range before it will be applied. Transit Time will be charged per hour or part thereof.
- Parking/fares as incurred.

c. Emergency

- Defined as a medical emergency (A&E), Mental Health, Oranga Tamariki, Police, Justice or Civil Defence and is at any time without notice.
- Interpreting per hour – A minimum charge of two hours will apply and thereafter half hour parts will be charged.
- Call-out fee.
- Mileage – travel over 35kms to and from an assignment will be charged at the published IRD recommended reimbursement rate
- Transit Time – is the time spent travelling to and from an assignment and is subject to a 35km range before it will be applied. Transit Time will be charged per hour or part thereof
- Parking/fares as incurred.

d. Contingency factors

Contingency factors include but are not limited to:

- The complexity of the assignment and whether preparation time is required. We will endeavour to seek approval for preparation time prior to the commencement of the assignment however this will depend upon the time that requested preparation material is received. Preparation time will be charged in half hour parts.
- The distance travelled to complete the assignment and whether overnight accommodation is required. If an interpreter is required to stay overnight a fee will be charged. In some instances, a Waiting Time fee may be charged if an Interpreter is required to wait because of the travel arrangements of the assignment.

Any contingency factors not specifically listed will be discussed with the client at the time of booking.

2. CANCELLATIONS

If an appointment is cancelled the following charges will apply for invoicing purposes:

Job is cancelled	Cancellation charges applied
2-3 Working days before the booking	Booked hours X 50% and costs actually incurred.
1-2 Working days before the booking	Booked hours and costs actually incurred.
2 hours or less before the booking	Booked hours, Call-out Fee and other costs actually incurred.
<p>Working days are Monday to Friday (excluding public holidays and Christmas close down) Office hours are 8.00am-4.30pm during working days.</p> <p>Cancellation/change requests sent to iSign outside office hours will be treated as received at the open of the next working day.</p>	

3. WORKING PRACTICE

The Interpreter is required to be a current member of the Sign Language Interpreter Association of New Zealand (SLIANZ) or the New Zealand Society of Translators and Interpreters or any other organisation that iSign in its discretion deems appropriate and is to be guided by their professional code of ethics and conduct.

The Interpreter is ethically required to interpret everything that is said or signed and must not disclose any information relating to the assignment to any 3rd party unless required by law.

Other than any obligations iSign may have under the Consumer Guarantees Act 1993, iSign does not accept responsibility for any claim, damages or loss arising indirectly or directly out of the services supplied and not in any circumstances will iSign be liable for a sum greater than the value, as itemised in the invoice, of services rendered.

The Interpreter will make every effort to arrive at least 15 minutes prior to the appointment time. Should either the hearing or deaf client not have arrived for commencement of the appointment the Interpreter will wait for 15 minutes before completing the necessary paperwork with the clients in attendance and then leaving. Cancellation fees will then apply.

The person or organisation making the request for services is responsible for providing an appropriate and safe working environment for the interpreter and this will include the provision of breaks during the assignment.

In the event that an interpreter attends an assignment and for any reason the interpreter is not able to complete the assignment then the cancellation fee will apply along with any expenses incurred by the interpreter.

If an interpreter is unable to attend the assignment due to unforeseen circumstances iSign will use its best efforts to provide a replacement. iSign is not liable for any costs to any of the parties using this service because of the non-attendance of an Interpreter.

A booking constitutes a contract for services and the client accepts responsibility for all fees and charges incurred.

Payment is required within seven days of the issue of the invoice.

Deaf Aotearoa reserves the right to determine if it is appropriate for an interpreter to complete an assignment in branded apparel.

4. CHANGES TO TERMS AND CONDITIONS

iSign reserves the right to change the Terms and Conditions (including the rates specified) without notice at any time prior to the commencement of an assignment.