

BOOKING TERMS AND CONDITIONS as at 1 July 2013

CANCELLATION POLICY (not applicable if appointment cancelled by NICSS)

No booking enquiry will be confirmed until a completed booking form is received by NICSS.
Confirmed bookings cancelled under 24 hours notice or 1 business day, are charged at 100% of the scheduled fee.

HOURS OF OPERATION (excludes National Public Holidays)

8am to 6pm Monday to Friday all year

ESTIMATED TURN AROUND TIME FOR APPOINTMENTS (including Country areas)

Subject to time booking received, nature of appointment, location and availability of suitably qualified interpreter our estimated turnaround time is between 2 hours and 24 hours during business hours.

INTERPRETER PARKING and TOLLS

CBD Parking fees, if a car park cannot be provided, and road tolls where applicable will be invoiced on a cost recovery basis.

APPOINTMENTS REQUIRING FLIGHTS, ACCOMMODATION, OVERNIGHT STAYS

If arranged by NICSS all flights, accommodation and other requirements will be booked and invoiced separately. NICSS always seeks to find the best possible price at the time of booking. Meals, if not included in accommodation package will be shown as a separate invoiced item.

PAYMENT TERMS AND CONDITIONS – Strictly 14 days from date of invoice

PENALTY RATES

Applies to bookings after midnight on Friday and before 6am Monday and to bookings that take place on public holidays in the local area and/or State plus National Public Holidays

VIDEO REMOTE INTERPRETING

Video Remote Interpreting may be an option where no interpreter is available to attend an appointment in person.

DEAF RELAY INTERPRETING (DRI)

Deaf Relay Interpreters work with Deaf Clients who have additional or unique communication needs, are Deafblind or are Indigenous Deaf people with specific dialect requirements. Deaf Relay Interpreters work with hearing Interpreters to facilitate communication. A DRI appointment will require a minimum of two interpreters.

COST OF A LOCAL APPOINTMENT (excludes Court Interpreting)

Cost of booking an Interpreter for a local appointment is a minimum 1.5 hours. Interpreter required to travel less than 200km to the appointment and return (point to point).

COST OF REMOTE APPOINTMENTS (excludes Court Interpreting)

Cost of booking an interpreter for a remote appointment is calculated by adding the duration of the booking (minimum 1 hour) plus time taken to travel to the appointment and return (based on Google Maps estimate point to point) from the Interpreter's home base. Remote appointments require an interpreter to travel more than 200km return (point to point).

INTERPRETER WH&S

More than one interpreter may be required for appointments of more than 2 hours duration, depending upon content. Interpreters will require a 10 minute break every hour when working alone for more than one hour.

ABOUT NICSS INTERPRETERS

NICSS employs suitably qualified NAATI certified interpreters at Paraprofessional (formerly Level 2) and Professional (formerly Level 3) levels. All interpreters are required to respect the client's right to privacy and confidentiality.

INTERPRETING AT CONFERENCES AND EVENTS

NICSS will require a copy of content at least 48 business hours prior to event. Preparation time by interpreter may incur an additional cost which will be discussed at time of booking.