

Becoming Visible Interpreting Terms and Conditions

Language Service Professionals

BV always strive to keep information about Language Service Professionals up to date, such as their qualifications, experience and skills.

Circumstances may arise whereby a change of LSP may be required due to extenuating circumstances. Changes may include different LSPs, postponement of appointment, change of time, etc. Clients will usually be given an explanation and asked for permission first, if possible.

Bookings

To book one of our LSPs, clients will need to make a booking, either, online, over the phone or by fax. Your booking is deemed confirmed when we have received all the information and confirmed your booking in writing.

Contracts

The confirmation clients receive from BV, which will be in writing either by email or letter, is the contract between BV and the client. The contract will show the following information: the date the contract was made, contact name and address/ email address, names of people involved in the appointment, date of the appointment, time of the appointment, venue of the appointment and the name/ status of the LSP booked. Some contracts will show extra information such as the estimated costs and who will be paying for this service.

Clients Responsibilities

a) Clients are asked to provide BV with information and preparatory material at least seven days in advance of the booking date. Clients are responsible for the accuracy of information and material.

Material may include the following: programmes, agendas, minutes, reports, briefing information, speaker's notes, scripts, lyrics, names of people involved in the appointment, maps, PowerPoint presentations and any visual or audio material which will be used in your appointment such as tapes, DVDs or videos.

b) Clients are responsible for making sure the venue/ video platform is accessible, well-lit and comfortable for the LSP to work in.

c) The LSP needs to be positioned so that they are in clear and unobtrusive view and within a good listening distance of the people that will be using their services. Occasionally, it may be required that equipment be used to assist the process, such as lighting, microphones, TV screens, this remains the responsibility of the client.

d) Clients will not record the LSP's work (by digital media or otherwise) without obtaining the LSP's and BV's prior written consent; except where recording is required within legal and/or conference proceedings. This is to be requested of BV in the first instance.

e) Clients and LSP's will agree on appropriate breaks before the commencement of the appointment.

f) Clients will notify BV at their earliest possible opportunity if there are any changes to their LSP's working hours (needing them to stay a bit longer or releasing them earlier). Additional hourly rates will apply if they work longer than contracted for.

Paying your Invoices

Becoming Visible can take payment in the following ways: BACS payment.

Please contact us for other ways to pay. Payment of invoices is expected within 28 days of the invoice date. If there is a problem paying the invoice, please contact the Finance Department at your earliest opportunity to discuss your situation. Failure to do so will incur a daily charge of £1.50 from the 29th day of your invoice date.

Client details

BV keeps clients details, on a secure database, for the purpose of administration, feedback, and the occasional posting of our own publicity material. We have a data protection policy which can be requested at any time.

Monitoring & Evaluation

Feedback from LSPs and clients will be used to improve the service offered by BV. Occasionally, feedback can be used by BV for publicity and marketing purposes. Anyone wishing that their information is NOT used by BV in this way should inform us, in writing, before their booking.

Fees

The BV fee covers the cost of administration related to your booking and the cost of buying in LSP's time and expenses. The BV office is happy to give you a quote, in writing, before the booking is confirmed. Other costs which may be associated with your booking will be negotiated prior to confirming the booking. Making the booking means you are also accepting the BV Terms and Conditions.

Booking postponement/ cancellations

If clients need to postpone or cancel a booking, it is recommended that they contact the BV office at their earliest possible opportunity.

It is preferable that clients confirm cancellations in writing (text messages, fax, email or letter). When cancelling, **please give your name, the date and time of booking and the job reference number**. BV will then confirm the cancellation in writing.

Booking postponement/ cancellation fees

BV will charge clients the following fees.

Within 7 days of appointment date

100% LSP & 100% administration fee

Between 8-14 days of appointment date

50% LSP & 100% administration fee

14 days or more of appointment date

100% administration fee

Loss or damage of property

BV and its staff/representatives will not be liable for loss, damage or injury to persons or property howsoever caused, except where liability is expressly imposed by law

Feedback/ Complaint Procedure

If you have any comments about the service we have provided you, please do follow our Feedback, or, Complaints Procedure. More information can be found on the BV website or requested from the BV office.

We really value your opinions and welcome suggestions on how we can improve our service for you.

Becoming Visible Interpreting & Translation

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