

## NICSS Booking Terms and Conditions

### Standard hours of operation – Australia Wide

8am - 6pm Monday to Friday (excludes National Public Holidays only)

### Types of Booking

#### Standard Appointment

A local appointment of a general nature, including health care appointments, meetings with professional service providers.

#### Non-Standard Appointment

Includes Court, Conferences, Events, some Education and Training.

#### Booking Fees and Charges

An estimated cost will be provided for approval before a booking is confirmed.

#### Additional Costs

Including interpreter parking, tolls, flights, accommodation (where applicable) will be charged on a cost recovery basis. If a booking exceeds the confirmed duration, additional costs may apply.

#### Parking

If a car park cannot be provided free of charge to the interpreter, then parking fees may apply.

#### Penalty Rates

Penalty rates apply to bookings between 8pm and 8am Monday to Friday, all day Saturday, Sunday and public holidays.

#### Interpreting at conferences and events

NICSS requires a copy of content at least 48 hours prior to the event. This information is treated with confidentiality. Content may be reviewed by the confirmed interpreter/s in preparation for the conference/event to which it relates.

#### Preparation time

Preparation by the interpreter may incur an additional cost which will be discussed at the time of booking.

#### Terms and Conditions

Strictly 14 days from date of invoice.

### Cancellation policy

All confirmed standard bookings cancelled under 24 hours notice (1 business day\*), are charged at 100% of the agreed fee.

All non-standard bookings cancelled under 72 hours notice (3 business days\*), are charged at 100% of the agreed fee.

A booking is considered cancelled when:

- Booking is cancelled by client, practice, or third party less than 24 hours notice (or 1 business day);
- An interpreter arrives at booking which has been cancelled without NABS/NICSS being notified;
- The person/s for whom the interpreter has been booked does not attend a confirmed appointment.

### Interpreter workplace health and safety

More than one Interpreter may be required for appointments of more than 2 hours duration. Interpreters will require a short break every hour when working alone for more than 1 hour.

### About NICSS Interpreters

NICSS employs NAATI qualified Interpreters. All interpreters have a current police check and are bound by the Interpreter Code of Ethics. Interpreters are required to respect the client's right to privacy and confidentiality.

### Deaf Interpreting

Deaf Interpreters (DI) work with Deaf clients who have additional or unique communication needs. This may include Deafblind or Indigenous Deaf people with specific dialect requirements. Deaf Interpreters work with hearing Interpreters to facilitate communication.

### Video remote interpreting

Video remote interpreting can be provided where no interpreter is available to attend an appointment in person.

### Estimated response time for appointment requests

Our estimated response time is within 24 hours during business hours. This is subject to the time that the booking was received, the nature of the appointment, location and availability of the interpreters.

*\*Business Day = Monday to Friday 8am to 6pm.  
Excluding National Public Holidays only.*