

## NICSS Booking Terms and Conditions

### Standard hours of operation – Australia Wide

8am - 8pm Monday to Friday, and Saturday 8am - 1pm.

### Standard appointments

A standard local booking is 1.5 hours. A local booking is a round trip of 100km calculated from the Interpreter's home base.

### Cancellation policy

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

### 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.

### Parking and tolls

If a car park cannot be provided free of charge to the Interpreter, then parking fees may apply. Road tolls where applicable will be invoiced on a cost recovery basis.

### Penalty Rates

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

### Payment Terms and Conditions

Strictly 14 days from date of invoice.

### Remote appointments

Remote appointments require an Interpreter to travel more than 200km return calculated from the interpreter's home base.

### Flights, accommodation and overnight stays

If an appointment requires flights or accommodation, NICSS will book and invoice separately. NICSS aims to find the best price at the time of booking. Meals, if not included in the accommodation package, will be shown as a separate invoice item.

### About NICSS Interpreters

NICSS employs NAATI accredited Interpreters at paraprofessional and professional levels. 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.

### Interpreting at conferences and events

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

### Video remote interpreting

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

### Estimated turnaround time for appointments

Our estimated turnaround time is between 2 and 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 Interpreter.