



## Interpreting New Zealand Price Sheet Non-Profit Rates

All prices Exclude GST (Effective 30/01/2023)

### Onsite Interpreting Services

Rate Type	Description	Non-Profit Rate
<i>Charging begins from the booked start time and continues until the interpreter is free to leave, whether or not the client turns up. Staff are requested to sign the interpreter's timesheet accordingly.</i>		
OSFH	Onsite First Hour (Onsite minimum 1 hour charge)	\$ 85.00
OSSH	Onsite Subsequent (per 15 minutes or part thereof)	\$ 20.00
OSAH	Onsite After Hour	\$ 100.00

Office Hours Mon-Fri 8:00 am - 6:00 pm. An after-hours fee is charged when assignments start or continue past office hours.

### Telephone Interpreting Services

Rate Type	Description	Non-Profit Rate
Telis	Telephone Interpreting (per 15 minutes or part thereof)	\$ 28.00
TVAH	Telis/Video After Hour	\$ 40.00

Office Hours Mon-Fri 8:00 am - 6:00 pm. An after-hours fee is charged when assignments start or continue past office hours.

### Video Interpreting Services

Rate Type	Description	Non-Profit Rate
Video	Video Interpreting (per 15 minutes or part thereof)	\$ 35.00
TVAH	Telis/Video After Hour	\$ 40.00

Office Hours Mon-Fri 8:00 am - 6:00 pm. An after-hours fee is charged when assignments start or continue past office hours.

### Fees Translation Fees

Rate Type	Description	Non-Profit Rate
Translation	Translation (per 15 minutes or part thereof)	\$ 30.00

## Additional Charges/Fees

Rate Type	Description	Non-Profit Rate
ASAP	ASAP Charge	\$ 9.00
<i>ASAP charges apply if an interpreter is required less than 4 hours after the assignment request.</i>		
CF	Cancellation Fee (See cancellation policy below)	
Mileage	Mileage (charged at the current IRD rate per kilometre)	
Fares	Fares (subject to interpreter receipts)	
Parking	Parking Fees (subject to interpreter receipts)	
Other	Other (e.g. meals, subject to interpreter receipts)	
Travel	Travel Time (discretionary, charged at hourly rate)	
Travel time per hour (calculated from the time of leaving home to reaching their destination and returning home)		

## Cancellation Policy

### Onsite interpreting

Within the interpreter's home region:

- where a booking of **four hours** or less is cancelled with less than three (3) hours notice, the **full period of the booking** is charged.
- where a whole day booking is cancelled within twenty-four (24) hours of the scheduled assignment, the **full period booked** will be charged.

When travel outside the interpreter's home region is required:

- where cancellation occurs within twenty-four (24) hours of the booked start time: **the period booked** will be charged. NB: No transport costs will be incurred.

*Please note that these cancellation fees take account of the fact that the interpreter will have made advance arrangements and turned down other work to carry out the assignment.*

### Telephone interpreting

- Where an assignment is cancelled three (3) hours or less before the scheduled time of assignment, the full period will be charged.
- When an assignment does not begin at the scheduled time, charges will commence from the scheduled time until the call ends.
- When the agency does not contact Interpreting New Zealand at the scheduled time, to enable patching of the call to the interpreter, the full period booked will be charged.

### Video remote interpreting

- Where a call is cancelled with less than three (3) hours notice before the scheduled time of assignment, the period booked will be charged.
- When an assignment does not begin at the scheduled time, charges will commence from the scheduled time until the call ends

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