

## CANCELLATIONS - TERMS AND CONDITIONS

Customers who need to alter the terms of a booking must do so directly with Languageaid Ltd and not attempt to do so with the interpreter who has no power or authority to renegotiate the terms of a booking or to act on behalf of Languageaid Ltd for the purposes of altering any agreements or our terms and conditions.

The Notice of Cancellation to Languageaid Ltd by the Customer MUST be done by email, phone or fax,

Customers may cancel their interpreting booking without incurring ANY Cancellation Charge at any time up to 48 hours before the day of the interpreting session.

Languageaid Ltd working day (Mon - Fri 09:00 - 20:00)

Public Holidays /Bank Holidays do not constitute working days.

You will not be charged cancellation fees if you cancel booking in more than 48 hours before assignment.

Interpreting Bookings cancelled with less than 48 notice before the day of the interpreting session will incur the following cancellation charges.

Bookings cancelled on the same day as the interpreting session will incur a cancellation fee equivalent to a 1 hour interpreting fee plus VAT and 3 hours for court bookings.

Customers will not be charged travel costs where the interpreter has not commenced their journey to the interpreting session venue.

If the interpreter has begun their journey to the interpreting session venue, or is already present at the session venue the Cancellation fee charged will be a minimum

fee of 1 hour interpreting + applicable travel costs + VAT.

fee of 3 hour interpreting + applicable travel costs + VAT for court bookings only.

If the interpreter attends a booked interpreting session and the customer and/or your

client do not attend, this will be treated as a same day cancellation and you will be

charged a minimum fee of 1 hour interpreting + applicable travel costs + VAT or fee of 3 hour interpreting + applicable travel costs + VAT for court booking only.

Bookings cancelled on the previous working day before the day of the Interpreting Session will be charged a minimum fee of 1 hour interpreting + VAT or 3 hours interpreting + VAT for court bookings only

If the session is cancelled after the first hour the Cancellation Charge will be calculated in accordance with the interpreting fees payable for the actual duration of the session together with any applicable travel costs + VAT.

All day bookings are calculated on 8 hours basis ( minus 1 hour break )

Customer will be charged for minimum 7 hours of interpreting + applicable travel cost+ VAT Half day bookings are charged at 4 hours minimum.