

Services	Charges to Customers	VAT 20%
Translation Service:		
Top Tier Languages		
Up to 150 words (minimum charge)	£ 28.00	£ 33.60
Additional cost per word	£ 0.21	£ 0.25
Second Tier Languages		
Up to 150 words (minimum charge)	£ 28.00	£ 33.60
Additional cost per word	£ 0.21	£ 0.25
Other Languages		
Up to 150 words (minimum charge)	£ 28.00	£ 33.60
Additional cost per word		£ 0.31
Large Print	Quote on Request	
Legal and Medical Documents	Quote on Request	
Additional Requirements (e.g. typesetting)	Quote on Request	
Braille Service		
First 1,500 words	£ 33.33	£ 40.00
Additional cost per word	£ 0.06	£ 0.07
Cost per additional page	£ 0.33	£ 0.40
Face to Face Interpreting Service		
Other Boroughs (Note - cost of travel excluded in pricing)		
Working Hours 8:30am to 5:30pm (Weekdays)		
Top Tier Languages		
First Hour	£ 38.92	£ 46.70
Additional Half Hour	£ 19.42	£ 23.30
Second Tier Languages		
First Hour	£ 41.17	£ 49.40
Additional Half Hour	£ 20.25	£ 24.30
Other Languages		
First Hour	Quote on Request	
Additional Half Hour	Quote on Request	
Short Notice (Within 24 Hours)	15% Surcharge	
Travel	Reimbursed	
All Boroughs		
Out of Hours Weekday (5:30pm to 8:30am) and Weekends	50% Surcharge	
Public Holidays	100% Surcharge	
Court Work	Quote on Request	
Cancellation Fee		
Over 48 Hours notice	No Charge	
Within 48 Hours notice	50% Charge	
Less Than 24 Hours notice	100% Charge	
Telephone Interpreting Service:		
Working Hours 8:30am to 5:30pm (Weekdays)		
Top Tier Languages		
First Ten Minutes (minimum charge)	£ 13.75	£ 16.50
Additional Minute	£ 1.00	£ 1.20
Second Tier Languages		
First Ten Minutes (minimum charge)	£ 15.67	£ 18.80
Additional Minute	£ 1.08	£ 1.30
Other Languages		
First Ten Minutes (minimum charge)	Quote on Request	
Additional Minute	Quote on Request	
Short Notice (Within 24 Hours)	15% Surcharge	
Out of Hours Weekday (5:30pm to 8:30am) and Weekends	50% Surcharge	
Public Holidays	100% Surcharge	
Audio Interpretation Service	Quote on Request	
British Sign Language Service (minimum charge based on 3 hours):		
Other Boroughs (Note - cost of travel excluded in pricing)		
Working Hours 8:30am to 5:30pm (Weekdays)		
First 3 Hours (minimum charge)	£ 168.33	£ 202.00
Additional Hour	£ 56.67	£ 68.00
Out of Hours Weekday (5:30pm to 8:30am) and Weekends	50% Surcharge	
Public Holidays	100% Surcharge	
Travel	Reimbursed	
Court Work	Quote on Request	
Cancellation Fee		
More than 14 days notice	No Charge	
More than 7 days notice	50% Charge	
Less than 7 days notice	100% Charge	

Languages
Translation Services:
Top Tier Languages
Albanian, Arabic, Farsi, Gujarati, Hindi, Panjabi, Polish, Somali, Tamil, Urdu
Second Tier Languages
Bengali, Cantonese, Dari, French, Italian, Lithuanian, Mandarin, Portuguese, Russian, Spanish

Face to Face Interpreting Service
Top Tier Languages
Albanian, Arabic, Bengali, Dari, Farsi, French, Gujarati, Hindi, Kurdish, Lithuanian, Mandarin, Panjabi, Pashto, Polish, Portuguese, Russian, Somali, Tamil, Turkish, Urdu
Second Tier Languages
Amharic, Assyrian, Bulgarian, Cantonese, Croatian, Italian, Japanese, Lingala, Nepalese, Romanian, Spanish, Swahili, Sylheti, Tigriniya, Vietnamese

Telephone Interpretation Service:
Top Tier Languages
Albanian, Arabic, Bengali, Dari, Farsi, French, Gujarati, Hindi, Kurdish, Lithuanian, Mandarin, Panjabi, Pashto, Polish, Portuguese, Russian, Somali, Tamil, Turkish, Urdu
Second Tier Languages
Amharic, Assyrian, Bulgarian, Cantonese, Croatian, Italian, Japanese, Lingala, Nepalese, Romanian, Spanish, Swahili, Sylheti, Tigriniya, Vietnamese