

VLS TERMS OF BUSINESS

1. INTRODUCTION

This document defines the terms agreed between Vandu Language Services Limited ('VLS' or 'we' or 'us') and its service user ('you'). This document is not a contract but does form part of our agreement with you to provide the service(s) set out in the Booking Form ('the Service'), a sample of which is attached ('Booking Form')

2. VLS SERVICE COMMITMENT

2.1 VLS SERVICE STANDARDS:

a) VLS Interpreters and Translators will strive for:

2.1.1 Accuracy and Fidelity: Interpreters and translators strive to render all messages in their entirety accurately, as faithfully as possible and to the best of their ability without addition, distortion, omission or embellishment of the meaning

2.1.2 Confidentiality: Interpreters and translators will not disclose and will treat as confidential all information learned, either uttered or written in the performance of their professional duties, while adhering to legal requirements regarding disclosure

2.1.3 Impartiality: Interpreters strive to maintain impartiality by showing no preference or bias to any party involved in the interpreted encounter

2.1.4 Respect for Persons: Interpreters demonstrate respect towards all parties involved in the encounter

2.1.5 Maintaining Role Boundaries: Interpreters strive to perform their professional duties within their prescribed role and refrain from personal involvement

2.1.6 Professionalism: Interpreters and translators abide by the VLS Code of Practice, the VLS Code of Ethics, VLS policies and Procedures and National Standards of Interpreting and Translation

2.1.7 Continued Competence: Interpreters and translators commit themselves to life-long learning in recognition that languages, individuals, and services evolve and change over time and a competent interpreter strives to maintain the delivery of quality interpretation and translation

b) VLS Administrative standards:

2.1.9 Staff will be courteous, honest and helpful at all times. When you write, telephone or visit our office, the person you are in contact with will tell you his or her name

2.1.10 100% customer satisfaction

2.1.11 Telephone response within 4-6 rings

2.1.12 99.5% of interpreting booking requests allocated

2.1.13 99.9% confirmation within target response time of 3 days

2.1.14 BSL bookings confirmed within 7 days

2.1.15 New language interpreters located within two weeks

2.1.16 99.9% connection for telephone bookings within 10 minutes of the request

2.1.17 24 / 7 service with no extra charge for making a booking out of office hours

c) VLS Administrative Translation Standards:

2.1.18 Quotes provided the same day

Vandu Language Services LTD formerly South East Interpreting and Translation Service
Registered office as below Company Reg No 4545688 VAT No: 807 397310



36 St Nicholas Lane, Lewes, East Sussex, BN7 2JZ
Phone: 01273 473986 Fax 01273 488701
Email: info@vslanguages.com
Web: www.vslanguages.com
24 hours emergency freephone: 0800 0087650

- 2.1.19 99.9% of translations delivered between 1-3 weeks
- 2.1.20 All translators are CRB checked
- 2.1.21 All translators are UK-based
- 2.1.22 All translations are proofread
- 2.1.23 Layout of the translation is identical to the original document
- 2.1.24 Competitive market prices

d) VLS recruitment standards:

- 2.1.25 The minimum registration criteria for all interpreters is Level 3 for units 1 & 2 and Level 2/3 for unit 3 of Community Interpreting courses (Note that a considerable number of existing interpreters and translators surpass the minimum standard and are holders of level 4 and higher qualifications in interpreting and/or translation in addition to a Bachelor's degree or above in their area of expertise)
- 2.1.26 All interpreters and translators have a current and clean CRB check
- 2.1.27 All interpreters recruited since January 2008 are required to sign the internal Confidentiality Policy prior to commencing work with our company

2.2 RESPONSIBILITIES:

a) Our Responsibilities:

- 2.2.1. To provide qualified and competent interpreters who will fulfil the criteria as stated in the Code of Practice (see Interpreters Handbook)
- 2.2.2. To ensure interpreters have the languages and skills required to provide the Service and are available at all reasonable times
- 2.2.3. To act on reasonable feedback received from you about our services
- 2.2.4. To comply with professional codes and standards. VLS is committed to high professional standards and to meeting its obligations on issues of Equal Opportunities, Health and Safety and performance management
- 2.2.5. To ensure that adequate and appropriate professional indemnity insurance is in place for the Service(s) provided

b) Your Responsibilities:

- 2.2.6 To clearly and fully inform us of your requirements, including the language(s) required, contact details, details of whom should be invoiced and whether there are any special needs your client has (such as requiring a female interpreter)
- 2.2.7 To provide us with a reasonable period of notice in advance of sessions and assignments
- 2.2.8 Pay our costs as set out in the price list
- 2.2.9 Pay a minimum charge of one hour and time added in increments to the next ¼ hour thereafter, travel time and travel cost as set out in the price list
- 2.2.10 To settle our invoices within 30 days of issue
- 2.2.11 Respect interpreters and their work – interpreters should be treated as fellow professionals. They should be briefed about the session but not given unnecessary information or asked for their views. If a session is delayed, cancelled or extended, please inform us as soon as possible
- 2.2.12 Help us to improve our service – please complete our evaluation forms and give us direct feedback about the Service. This will enable us to monitor performance and provide a better service.



2.3 COMPLAINTS:

a) If you are not completely satisfied

2.3.1 If you believe that our service has not met the required or expected standard and you wish to make a complaint, please contact us to request our Complaints Handling Procedure.

3. BOOKINGS

3.1 BOOKINGS MAY BE MADE:

a) **Online**

3.1.1 Online. Complete our Booking Form at www.vslanguages.com using the secure online booking system. Click on the Interpreting or Translation Services tab on the left, then “Make a Booking”. If the booking is submitted out of office hours or on bank holidays, we will endeavour to assist as far as possible. Otherwise, your request will be handled between the hours of 9am and 5pm Monday to Friday.

3.1.2 Email a completed booking form to us at info@vslanguages.com and we will handle your request between the hours of 9am and 5pm Monday to Friday

b) **By Telephone**

3.1.3 Between the hours of 9am and 5pm Monday to Friday on 01273 473 986

3.1.4 Out of hours, this telephone number is diverted to the out of hours line for emergencies. If you call outside of office hours or on bank holidays, we will endeavour to assist as far as possible.

3.1.5 If you make a booking over the phone we will forward you our Booking Form and ask you to return it to us by email, fax or post.

c) **By Fax**

3.1.6 Fax a completed booking form to us on 01273 488701 and your request will be handled between the hours of 9am and 5pm Monday to Friday

3.2 INFORMATION WE WILL NEED TO PROCESS YOUR REQUEST:

a) **Interpreting Bookings:**

3.2.1 Your name

3.2.2 Your Telephone number and extension number (if applicable)

3.2.3 The name of the department/team you are calling from

3.2.4 The language/dialect requested

3.2.5 The name of the client or a reference number

3.2.6 The time, date, venue and nature of the service/session

3.2.7 The purpose of any meeting

3.2.8 Any special needs such as the need for an interpreter of a specific gender or cultural background.

b) **Translation Requests:**

3.3.1 A completed translation booking form or signed quotation form

3.3.2 A sample of the complete text



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- 3.3.3 The total word count of the document
- 3.3.4 The language(s) and dialects required
- 3.3.5 Your desired turnaround time or deadline
- 3.3.6 Particular requirements (for example if the document is a certification, notarisation or apostille certificate)
- 3.3.7 Your required form of delivery (for example a hard copy or email)

3.4 WHAT WE WILL DO ONCE WE HAVE YOUR BOOKING

- a) 3.4.1 Upon receipt of your booking form, we will confirm your instructions by fax, email or another agreed method
- 3.4.2 If you wish to change or amend your booking at any time please provide us with the details of the change(s) and we will confirm them in writing

3.5 CANCELLATIONS

- a) 3.5.1 You may cancel your booking at any time up to 24 hours prior to the session by completing our Cancellation Form and sending it to us by email, fax or post. Bookings cancelled within 24 hours prior to any agreed session will incur a cancellation fee of £40.00 plus VAT. You will not be charged for travel time or expenses for a cancellation, however if the interpreter has begun their journey to the session venue a minimum fee of 1 hour plus travel time and expenses shall be charged instead of the standard cancellation fee of £40.00 plus VAT. If the interpreter attends an agreed session as arranged and you or your client do not, this will be treated as a cancellation and charged accordingly.

4. INVOICES

4.1 INVOICING POLICY

- a) 4.1.1 We aim to issue invoices within 5 working days of our service being provided.
- 4.1.2 Invoices are payable within 30 days of issue
- 4.1.3 We reserve the right to charge interest on outstanding invoices at a rate of 5% and legal action may be brought against you if invoices remain outstanding for an unreasonable period of time
- 4.1.4 We reserve the right to withhold further services and retain any documentation we are holding on your behalf until our invoices are settled

5. HEALTH AND SAFETY

5.1 HEALTH AND SAFETY POLICY

- a) If personnel supplied by VLS working away from our premises:
 - 5.1.1 The Service-user accepts full responsibility for all matters concerning their Health and Safety at the agreed venue and for supervising them in all matters outside their professional duties.



If you have any queries about this document or about any of our services, please contact:

Role	Telephone/email	Fax
Managing Director	07989 023 460 01273 473 986 mebrak@vslanguages.com	01273 488701
Training and Development Manager	01273 476 986 training@vslanguages.com	01273 488701
Translations Co-Coordinator	01273 473 986 translations@vslanguages.com	01273 488701
Bookings Co-Coordinator	01273 473 986 info@vslanguages.com	01273 488701
Finance Assistant	01273 473 986 accounts@vslanguages.com	01273 488701
Admin Assistant	01273 473 986 admin@vslanguages.com	01273 488701

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