

CL SignSearch Ltd.: Rates, Terms & Conditions

Applicable from 28th September 2026

- These rates and conditions apply to all bookings made by one party (hereafter “the paying client”) directly with CL SignSearch Ltd (hereafter “the company”) to provide interpreting services through a registered and qualified Irish Sign Language / English interpreter (hereafter “the interpreter”). Rates, terms and conditions may differ for assignments where booking has been made through an interpreting agency and/or relates to a particular State funded scheme funding interpretation.
- The rates below include preparation time and travel time, except for situations where travel and / or preparation are charged for separately (see later in this document). Charges and fees will be quoted in advance.
- Please note that these rates apply equally to **both** in-person and remote (Zoom, MS Teams, etc.) interpreting assignments.

Rates for Interpreting

- The company reserves the right to define and charge for any assignment as being either **Generic**, **Specialised**, or **Advanced**. This categorisation will be on the basis of the assignment’s subject matter, pace, content, participants, availability of preparation material, or any other relevant factors.

▪ Generic , Short Assignment (under 3 hours)	€200 + VAT
▪ Generic , Long Assignment (3-7 hours)	€400 + VAT
▪ Specialised , Short Assignment (under 3 hours)	€215 + VAT
▪ Specialised , Long Assignment (3-7 hours)	€430 + VAT
▪ Advanced , Short Assignment (under 3 hours)	€230 + VAT
▪ Advanced , Long Assignment (3-7 hours)	€460 + VAT
▪ Translation, subtitling, transcription etc. (hourly)	€70 + VAT

- **Generic:** applies to non-specialised, general interpreting assignments, as determined by the company.
- **Specialised:** applies to interpreting assignments requiring additional skills, training or expertise beyond that required for generic level assignments. This includes assignments such as performance, broadcast, advanced third level education, conference, certain medical interpreting assignments, or other assignments as determined by the company.
- **Advanced:** applies to assignments which may require additional skills, training or expertise beyond that required for generic level assignments, and which also present significant potential risks to health and/or life outcomes for participants and/or interpreters. This includes assignment types such as legal (including Garda / police interviews, consultation with solicitors, courtroom work, etc.), mental health, certain medical assignments, or other assignments as determined by the company.

Additional Fees, Charges and Expenses

1. **Value Added Tax:** VAT will generally be applied to all fees and charges for clients in the Republic of Ireland, including travel costs.
2. **Travel expenses:** Mileage will be charged (at a rate of 41.8 cents per km) where assignments take place **more than 40km** from the offices of the company.
3. **Travel time:** in addition to travel expenses, for assignments **requiring more than 90 minutes travel each way**, an additional rate (generally a Short Assignment rate) may be charged to cover travel time.
4. **Evenings, weekends, and bank holidays:** the following surcharges will be applied:
 - o **Evenings** (after 6.00pm) – 15% of total interpreting fee
 - o **Saturdays** – 20% of total interpreting fee
 - o **Sundays** – 25% of total interpreting fee
 - o **Bank Holidays (in Republic of Ireland)** – 25% of total interpreting fee
5. **Accommodation expenses:** Extra charges for accommodation may be incurred where assignments take place outside of the north Dublin / Meath / Louth area which, in the view of the company, require an overnight stay.
6. **Preparation charges:** Extra charges may be applied for:
 - o Assignments where a significant amount of time is necessary for preparation (e.g. technical conferences, scripted performances, etc.)
 - o Attendance at preparatory events (e.g. site visits, rehearsals, or pre-assignment meetings).
7. **Assignments of 8+ hours duration** will be charged additionally, per hour or part-hour, at an hourly rate based on **one-third of the appropriate Short Assignment rate**. E.g.:

Conference, beginning 9.00am, ending 6.00pm:

- 9am – 5pm (breaks + 1 hr lunch): Specialised Long Assignment rate
- 5pm – 6pm (over 8 hours): + additional $\frac{1}{3}$ Advanced Short Assignment rate

8. **Start Times of Assignments:** Requests for the interpreter to arrive before the beginning of the event (e.g. to arrange lighting, positioning etc.), or to stay on after an assignment (e.g. to informally interpret during lunch, dinner or other social event) will entail these additional periods being included in the overall quote, e. g.:

- Event starts 9.00am, ends 12.00pm: Short Assignment rate.
- Event starts 9.00am, ends 12.00pm, interpreter requested to arrive 8.30am: **Long Assignment rate (8.30am – 12.00pm = 3.5 hours)**.

9. **Lunch breaks for Long Assignments:** Long Assignment rates (for assignments of duration over 3 hours) **must** include a **full hour** for lunch break without interpreting work. Thus, a 9am – 5pm assignment will be charged at Long Assignment rate, provided the interpreter is afforded an hour lunch break **without expectation of interpreting during that time**. Provision of breaks shorter than one hour, or lunch breaks where the interpreter is expected to interpret, may entail additional charges. E.g.:

- 9am – 5pm (breaks + 1 hr lunch): 7 hours interpreting = Long Assignment rate
- 9am – 5pm (breaks + **30 mins** lunch): 7.5 hours interpreting = Long Assignment rate + $\frac{1}{3}$ Short Assignment rate

10. **Delayed or overrunning of assignments:** Assignments which finish past the end time the interpreter was originally booked for may incur additional charges. For shorter periods of overrun, additional charges will apply for each hour or part-hour, at a rate based on one-third of the original rate, e.g.

Generic Meeting: originally booked 10.00am – 11.00am; **overruns until 11.35am**

- 10.00am – 11.00am: Generic Short Assignment rate
- 11.00am – 11.35am: + **additional $\frac{1}{3}$ Generic Short Assignment rate**

Conference: originally booked 9.00am – 5.00pm, **overruns until 5.45pm**

- 9.00am – 5.00pm: Specialised Long Assignment rate
- 5.00pm – 5.45pm: + **additional $\frac{1}{3}$ Specialised Short Assignment rate**

Assignments that were originally booked as Short Assignments which overrun beyond 4 hours in total will immediately be charged as a Long Assignment.

11. **4-hour Assignments:** Assignments of up to 4 hours duration, with substantial break(s) in between, may be charged at Short Assignment rate, e.g.

- 9am to 1pm (1 hour break 11.00am-12.00pm, no interpreting): **Short Assignment rate**
- 9am to 1pm (30 min break, no interpreting): **Long Assignment rate**

All other assignments between 3 and 7 hours in duration will be charged at Long Assignment rate.

12. **Reduced / pro bono rates:** The company will not generally supply services on a reduced or pro bono basis. The company may at its discretion provide services on a reduced or pro bono basis in specific cases.

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2. An interpretation (remote or face-to-face) is a best human effort product. It in no way promises to be verbatim or perfect, and does not equate to an edited translation.
3. **The video or audio recording of the interpreting service will require the prior permission of the interpreter at all times.**
4. Booking is recommended at least two weeks in advance. No guarantees of availability are made for particular assignments until officially booked.
5. On the day of assignment, the interpreter reserves the right to judge the interpreting situation to be above his/her level of ability, or outside the domain of his/her skills and experience. In this case he/she will inform those present immediately and advise on possible solutions and further action.
6. Due to reasons of health and safety, as well as the need to maintain quality of service, the majority of Long Assignments (and most Short Assignments over 45 mins) will require a co-interpreter. The co-interpreter should be appropriately qualified and skilled. In certain circumstances, Deaf interpreters may be recommended by the company to work alongside the interpreter. The first interpreter can assist in sourcing a co-interpreter for the assignment. The co-interpreter’s own rates, terms and conditions etc. may differ from those above, and will be invoiced for separately, unless the co-interpreter is also booked via the company.
7. Due to health and safety reasons, an interpreter when working alone is required to have at least a 10 minute break within each hour of the assignment. Service may be discontinued if such breaks are not supplied.
8. The nature of the interpreted event must be disclosed to the interpreter at time of booking. This will include a brief description of the event, purpose of event, rough idea of number of participants, exact location, etc. Any changes to the nature of the event must be signalled to the interpreter well in advance.

9. It is highly important that preparation material be forwarded to the interpreter at the earliest opportunity. Such material can include Power Point presentations, written notes, links to relevant websites, YouTube links to be used, etc. The interpreter will also endeavour to contact the event organiser, contact person, speakers / presenters / lecturers, etc. to ask additional questions to assist them in preparation. Lack of such preparation materials may result in difficulties for the interpreter and a non-optimum interpretation. For certain assignments, failure to provide adequate preparation material, and / or engage in preparation discussions prior to the assignment may result in withdrawal of service.
10. The interpreter will follow best practice in remote interpreting and strive to meet the requirements of the platform providers. However, remote interpreting involves many technical variables which are beyond the control of the parties involved, including the interpreter, and which can affect the ability to interpret. These include issues with internet connection speeds or connectivity, power interruptions, lack of proper microphones, and hardware and software issues. In situations where such technical variables are beyond their reasonable control, the interpreter cannot guarantee they will be able to hear / see / interpret proceedings, or that listeners will be able to fully and consistently hear / see the interpretation. In these situations, the interpreter will make a best human effort to interpret as accurately as possible that which they can hear / see. When the interpreter cannot hear / see adequately, they will draw attention to this and will advise event organisers that they can no longer interpret.
11. The company will accept only assignments where meaningful access for Deaf people is provided. Assignments will not be accepted for assignments where:
 - a. Deaf people are not present, and no provision (e.g. video recording of the event) is made to allow for their future access
 - b. Deaf people are unable to access the interpretation fully due to e.g. partial interpretation of an event, or the interpreter being placed in an unsuitable and inaccessible location during the assignment
 - c. Minimal or no effort has been made to ensure Deaf participation in an event.

Cancellation Policy

1. The following cancellation policy applies to all bookings made by a party (hereafter “the paying client”) directly with CL SignSearch Ltd (hereafter “the company”) to provide interpreting services through a registered and qualified Irish Sign Language / English interpreter (hereafter “the interpreter”).
2. A booking of an interpreter through the company is considered to be made when a communication is received by the company from the paying client acknowledging receipt of, and approving, the company’s quote and terms and conditions for the supply of interpreting services.
3. The failure of any party within an assignment to arrive, resulting in a consequent lack of necessity for interpretation services, will be in all cases considered a cancellation, and will be charged in full, including any expenses incurred.
4. If the services of the interpreter are cancelled by the client in advance of the assignment after a booking is made, a cancellation fee may apply, as follows:
 - a. Assignments cancelled less than five working days before the previously agreed date and time of assignment: 100% of total interpretation fees (as well as 100% of travel expenses, if already incurred).
 - b. Assignments cancelled between five and ten working days before the previously agreed date and time of assignment: 50% of total interpretation fees (as well as 100% of travel expenses, if already incurred).
5. The above cancellation fees in (4) above shall also apply where:
 - a. the interpreter has been booked for an assignment through the company, and the said assignment is subsequently postponed, but the interpreter is unavailable for the new assignment time or date;
 - b. the interpreter has originally been booked for an assignment through the company, and subsequently, the date or time of the said assignment is changed (within a number of working days given in 4(a) and 4(b) above) by the paying client without prior agreement with the company, but the interpreter is unavailable for the new assignment time or date.
6. If the interpreter has been booked for a Long Assignment, and the assignment is subsequently changed by the paying client (with less than five working days notice prior to the previously agreed assignment date and time) to a duration of less than 3 hours, without prior agreement with the company, and the interpreter is still available for the assignment, the previously quoted Long Assignment fee shall still apply.
7. Terms and conditions around a cancellation policy may differ for assignments where:
 - a. the booking has been made through a private interpreting agency, and/or
 - b. the interpretation is to be funded through a specific State-funded scheme.
8. The company may waive or reduce cancellation fees at their discretion.