

TERMS & CONDITIONS

One Step Translation (OST)

The following terms and conditions are in place to maximise the efficiency of the service provided to you by One Step Translation (OST). Should you have any queries, please contact us on info@onesteptranslation.co.uk.

1. Booking assignments

- 1.1. All bookings must be made via online, email or via telephone however an email confirmation must be received before the booking can proceed.
- 1.2. Once a booking has been requested, we will contact our interpreters. Upon confirming the interpreter's availability, we will ask you to confirm the booking, making sure you are happy. One Step Translation (OST) will strive to match the assignment to an interpreter with the appropriate qualifications and experience relevant to the job.
- 1.3. Please be aware that once you have confirmed your booking, you are responsible for full payment unless cancelled as per One Step Translation (OST) Cancellation Policy (see below). Due to the high demand on Interpreting services, we may occasionally be unable supply an interpreter to meet your request.

2. Our Interpreters

- 2.1. All One Step Translation (OST) professionals are guided by the One Step Translation (OST) Confidentiality Policy.
- 2.2. Interpreter(s) will aim to arrive at the venue where the booking is taking place approximately 15 minutes prior to the start time in order for them to familiarise themselves with participants/service users.
- 2.3. Interpreters must disclose any information, including conflicts of interest or questions of their impartiality which makes them unsuitable for an assignment.

3. The Assignment

- 3.1. Assignments that run over the scheduled time will be charged at an hourly rate. If an interpreter has another assignment to get to, they may not be able to stay past the scheduled finish time.

4. Cancellation Policy

- 4.1. Should an interpreting assignment be cancelled on the day of your booking or within 24 hours, One Step Translation (OST) will invoice for the full fee of your booking. Should our interpreter have incurred travel time and expenses, these will also be liable for payment.
- 4.2. Should an interpreting assignment be cancelled within 48 hours / 2 working days in advance of the assignment, One Step Translation (OST) will invoice for half of the fee of your booking.
- 4.3. Should an interpreting assignment be cancelled over 48 hours / 2 working days in advance of the assignment, the fee will be waived.
- 4.4. Notice of cancellation must be confirmed by a member of the One Step Translation (OST) team, this may be via email or telephone but an email confirmation must be received in order for this to be valid.

- 4.5. Upon receipt of our email confirmation, we will take it that you are satisfied with all the details being correct and also that you have accepted the terms and conditions within the booking.
5. **Non-attendance**
- 5.1. If the interpreter(s) is unable to attend, we will inform you as soon as possible and we will endeavour to find a suitable replacement.
6. **Fees**
- 6.1. One Step Translation (OST) will send an invoice for the assignment. All bookings are subject to the addition of travel expenses and VAT. Full payment will be required 30-60 days from the date of the invoice.
- 6.2. All payment for One Step Translation services should and only be paid directly to One Step Translation Bank Account using bank transfer or online payment using OST website. Any payments made other than to One Step Translation consider as not-paid.
- 6.3. Should you fail to pay our Fee within the Payment Period we reserve the right to require you on written notice to immediately pay all unpaid invoices, and we further reserve our right to permanently withdraw and/or suspend the services until such time as we receive payment of our Fee and any other sums due to us including interest and compensation.
- 6.4. If you fail to make any payment due to us by the due date and further notice for payment, we reserve the right to take further action against you and you are liable for additional costs, you shall pay interest on the overdue amount at the rate of 4% per annum above Bank of England's base rate from time to time. Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amount, whether before or after judgment. You shall pay the interest together with the overdue amount.
- 6.5. You agree to indemnify us irrevocably, in full and on-demand and hold us harmless against all cost we incur in procuring payment from you and for any loss that we may incur from agreeing to provide the Services to you.
- 6.6. We reserve the right to vary our charging rates from time to time. We will use reasonable commercial efforts to notify you of any such changes that will fall immediately due on notice for all Services.
7. **Non-solicitation**
- 7.1. The person making the booking, organisation or persons using the One Step Translation (OST) shall not approach our staff to work with them directly on a freelance basis.

Privacy Policy

Amendment 01/01/2022

The General Data Protection Regulation (GDPR), which comes into force on January 1th, 2022, aims to protect the fundamental right to privacy and the protection of personal data of European Union (EU) citizens.

Our website address is: www.onesteptranslation.co.uk

If you use our contact form or booking system on this website the information is collected to provide you with a service, your information would be kept safe and securely, at One Step Translation (OST) we will not use this information for anything other than provide you with a service.

One Step Translation Ltd (OST)
Registered Company Number 13801515

www.onesteptranslation.co.uk

Contact us:

For general enquiries:

info@onesteptranslation.co.uk

For booking:

booking@onesteptranslation.co.uk

For payment:

payment@onesteptranslation.co.uk

Tel: +44 (0) 744 74 24 203

