



Fee Schedule

Interpretation Services:

| Cost per hour* | Message relay** | Missed appointment*** | For appointments outside of Guelph |
|--|------------------|-----------------------|---|
| \$31.25 | \$12.50 flat fee | \$31.25 flat fee | .36 cent per km plus travel time of \$31.25 an hour |
| <i>All interpretation fees include a 25% service charge. The fee for the interpreter is \$25 an hour.</i> | | | |

*There is a minimum charge of \$31.25 for an interpretation for any part of the first hour. After the first hour, services are prorated based on \$31.25 an hour. For example:

If a session lasts for 15 minutes, the charge is \$31.25.

If a session lasts for one hour and 40 minutes the charge would be calculated as follows:

| | |
|--|--------------|
| One hour = | \$31.25 |
| 40 minutes = $40/60 = 67\%$ of \$31.25 = | <u>20.94</u> |
| | \$52.19 |

** A message relay is when the interpreter calls the client to give the client information from the service provider. The message might be to tell the client the time and day of a parent/teacher conference, for example.

*** What is a missed appointment?

A missed appointment is when the client does not show up for the session. The interpreter will wait 10 minutes and if the client still does not appear, the session is considered a missed appointment and the minimum charge is applied.

What happens if you have to cancel an appointment?

There is no charge for an appointment if you are able to cancel the day before the session.