

Interpretation Program Fee Schedule

Cost per hour*	Message relay**	Missed appointment***	For appointments outside of Guelph
\$32.50	\$12.50 flat fee	\$32.50 flat fee	40 cents per km plus travel time of \$32.50 an hour

*There is a minimum charge of \$32.50 for an interpretation for any part of the first hour. After the first hour, services are prorated based on \$32.50 an hour. For example:

If a session lasts for 15 minutes, the charge is \$32.50.

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

60 min: \$32.50

additional 40 min: $40 / 60 = 0.67$; $\$32.50 \times 0.67 = \21.78

Charge: $\$32.50 + \$21.78 = \mathbf{\$54.28}$

** A message relay is when the interpreter calls a client to pass on information from the service provider. The message might be to tell the client the time and day of an appointment, for example.

***What is a missed appointment?

A missed appointment is when the client or service provider does not show up for the session. The interpreter will wait 10 minutes and if the client/service provider 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 it within 24 hours of the time at which it was scheduled. If less than 24-hours' notice is given, the minimum fee will be charged.

If you have any questions or want to arrange for an interpreter, please call or email:

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