



Terms and Conditions

“Visual Communication Support Worker & Notetaker” - refers to the individual providing the Service.

“The Client” - refers to the individual or company commissioning the Service of a Visual Communication Support Worker & Notetaker.

Booking Visual Communication Support Worker & Notetaker Request

A booking request may be made by telephone, text message, email or in writing. These terms and conditions shall be deemed to be accepted by the Client when a booking is requested. British Deaf Foundation will endeavour to provide an appropriate Visual Communication Support Worker & Notetaker in accordance with the booking. The booking is not complete until we have issued a Booking Confirmation.

When requesting a Visual Communication Support Worker & Notetaker, a minimum of 2 weeks notice is preferred. British Deaf Foundation will always endeavour to provide a service at short notice, if possible. Whilst endeavouring to ensure that all confirmed bookings are serviced as requested, the Agent cannot be held responsible for cancellations of bookings, due to unforeseen circumstances.

The Client will on requesting a booking state the preferred mode of contact (telephone, text, email or post) with appropriate contact numbers and addresses.

The Client will advise the Agent of the name and address of the individual, or company, to receive and process the invoice raised by British Deaf Foundation.

The Client shall at no time approach a Visual Communication Support Worker & Notetaker introduced by the Agent, to arrange bookings directly. Such an act would constitute a breach of these Terms and Conditions.

Assignment

The Visual Communication Support Worker & Notetaker will attend the event as specified in the booking.

The Client, including employees and co-workers, will at all times respect the professional ethics and health and safety requirements of the Visual Communication Support Worker & Notetaker.

British Deaf Foundation will endeavour to comply with any request to change the time, duration, or location of the assignment.

This however may not be possible and there is no such obligation on British Deaf Foundation to do so. Any change may be subject to additional charges.

The Client will ensure that arrangements are made within the venue, which suitably accommodates the specific assignment. If required full guidance can be provided by British Deaf Foundation.

All Visual Communication Support Workers & Notetakers require regular breaks and specific meal breaks, during these times their skills should not be utilised.

Following confirmation of booking the Client will provide the Agent with -

- i) The name and preferred method of communication of the Deaf user.
- ii) Address of the assignment venue.
- iii) Name and telephone number of a contact person at the venue during the assignment
- iv) Information regarding the nature of assignment

To ensure that the Visual Communication Support Worker & Notetaker is able to prepare for the assignment, the Client is requested to provide any supplementary information available (such as reports, minutes, and conference time table) prior to the booking.

Financial

The Client shall pay the hourly charges of the Agent for all hours booked (minimum 3 hours). The fees quoted are based on the information provided by the client at the time of booking.

The hourly rate depends upon the type of Visual Communication Support Worker & Notetaker required and details of the specific assignment. Should the circumstances of the Assignment differ, we reserve the right to revise the charges.

For assignments commencing before 8.00am or finishing after 6.00pm, or at weekends or on Bank Holidays, there will be a supplementary charge.

British Deaf Foundation will endeavour to provide a Visual Communication Support Worker & Notetaker within the region of the assignment venue.

When Visual Communication Support Worker & Notetaker are required to travel long distances, travel costs, accommodation and subsistence may be added. This will be negotiated at the time of booking.

If the individual relying on the Visual Communication Support Worker & Notetaker' service has failed to attend, the Visual Communication Support Worker & Notetaker will wait approximately 45 minutes before departing.

The Visual Communication Support Worker & Notetaker will advise the Client, if possible. The full agreed fee will still be payable.

Following the booking, an invoice will be sent either by post or email. If you dispute the invoice, you are required to do so within 7 working days or remit the balance within 20 working days.

Late payments will result in a fee, calculated at 5% above the HSBC bank base lending rate, The British Deaf Foundation will exercise statutory right to claim interest and compensation for debt recovery costs under the Late Payments of Commercial Debts (Interest) Act 1988, if not paid according to these terms.

Cancellations

Following a confirmed booking, if the Client cancels, cancellation charges apply.

- 15 or more days notice - no fee.
- 8 -14 days notice - 50% of agreed fee payable.
- 7 days or less notice - full fee payable.

Postponed assignments are treated as cancellations.

Recordings

No record of a Visual Communication Support Worker & Notetaker's work shall be made without the Visual Communication Support Worker & Notetaker's prior consent.

Liabilities

The Visual Communication Support Worker & Notetaker shall use his or her best endeavours to interpret to the best of his or her ability. No guarantee can be given as to the absolute accuracy of any interpretation.

British Deaf Foundation accepts no liability or responsible of any kind, however caused, arising directly or indirectly in connection with a booking contract.

Terms of Business for Visual Communication Support Worker & Notetaker.

Professional Ability

British Deaf Foundation aims to establish a long-term, mutually beneficial relationship with its Visual Communication Support Workers & Notetakers. Visual Communication Support Workers & Notetakers must only accept work which they consider to be within their professional abilities.

Payment

Payment will be made 30 days following receipt of invoice - BACS preferred.

Discreet & Confidentiality

All materials including original documents, brochures, presentations, notes, memos, minutes of meetings, trainings, design works etc. provided to the Visual Communication Support Worker & Notetaker, are **strictly confidential**.

Visual Communication Support Workers & Notetakers **do not disclose any information** of any nature whatsoever, concerning the British Deaf Foundation Clients due to Data Protection Act 1998.

BRITISH DEAF FOUNDATION **reserves the right to alter the above Terms & Conditions at any time.**

Contact Us

If you have any questions about this Terms and Conditions, please contact us support@britishdeaffoundation.com or write to British Deaf Foundation, P.O. Box 4534, Ascot, Berkshire, SL5 5BN

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