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|  |  **THE SINGAPORE ASSOCIATION FOR THE DEAF** **INTERPRETATION SERVICE REQUEST FORM** |
|  | **Date of Request:** |  |
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| **Details of Interpretation Service** |
| Date ¹ |     |
| Time | From:   To:    |
| Setting (Please tick only one) | ☐ Conference/Dialogue/Forum/Seminar/Rally | ☐ Discussion/Meeting | ☐ Personal/Social |
| ☐ Counseling | ☐ Lectures/Tutorial/Practical/Lab | ☐ Tour |
| ☐ Medical | ☐ Legal | ☐ Religious |
| ☐ Course/Workshop | ☐ Medical | ☐ ROM/ROMM |
| ☐ Deaf Awareness Program | ☐ Others (Please specify:    |
| Description |   |
| Venue |    |
| Materials2  | ☐ Yes ☐ NoIf yes, please specify details of material(s):       |
| Sign Systems | ☐ Signing Exact English 2 (S.E.E 2) | ☐ Pidgin Signed English (P.S.E) |
| ☐ Native Sign Language (NSL) | ☐ Others (Please specify:  |
| Beneficiaries | No of Hearing:       | No of Deaf:       |
| Remarks |       |
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| **Deaf Client(s) Information** |
| Full Name |      |
| Full Name |       |
| Full Name |       |
| Full Name |       |
| Full Name |       |
| \*(If there are more than 5 clients, please provide a list with their FULL NAMES.) |
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| **Requester Information** |
| Requester Name |       |
| Company Name |      |
| Contact No |     |
| Email Address |      |
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| **Billing Information - Interpretation Charges (per interpreter)** |
| **Service Requested from** | **Minimum Fee for First 2 hours** | **Fee for subsequent 30 min blocks** |
| ☐ Affiliates (MVS)/Registered Client | $20 | $5 per 30 min |
| ☐ Unregistered Individual | $80 | $20 per 30 min |
| ☐ Medical | $80 | $20 per 30 min |
| ☐ Institutes of Higher Learning | $80 | $20 per 30 min |
| ☐ Corporate | $80 | $20 per 30 min |
| ☐ Governmental Bodies | $80 | $20 per 30 min |
| ☐ Legal/Syariah Court | $80 | $20 per 30 min |
| ☐ Tourist | $100 | $25 per 30 min |
| ☐ Voluntary Welfare Organisation | $60 | $15 per 30 min |

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| **Billing Address**  |  |
| **Name**  |  |
| **Contact No** |  |

**Note:*** Late booking: $30 Levy Charge : (for requests made within 3 working days before the date of requested service)
* Late cancellation: $10 Levy Charge (for requests cancelled less than 24 hours from start time of requested service)
* Request with no materials provided may not be processed. Materials may include: Emcee Script(s), Guest of Honour speech, event programme details, Minutes of the meeting, Agenda, Course materials, lesson notes, or any other description.
* The minimum billable hours policy is to cover the overhead costs of activating a service provider to deliver the service. Such costs include professional fees, operational and administrative costs, transport and other invisible expenses incurred.
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| **Terms & Conditions** |
| 1 | Requests for interpretation services shall be made on the standard Interpretation Service Form from The Singapore Association for the Deaf (SADeaf). |
| 2 | Requestors shall be required to attach any relevant documents/materials in the submission of Application form. SADeaf shall reserve the right to reject applications without supporting documents/materials. |
| 3 | Requestors shall be advised to submit their requests at least seven days in advance. A levy of S$30.00 may be imposed for requests given at short notice. |
| 4 | Requestors shall inform SADeaf on the preferred sign system and/or spoken language(s) used by the Deaf and/or Hearing clients(s) where possible. |
| 5 | Interpreters shall not be obliged to wait for more than an hour for the client upon arrival at the assigned location. If the client did not turn up, the minimum interpretation charge shall still be chargeable. |
| 6 | Cancellation of service shall be done at least one working day prior to the assignment. |
| 7 | If the interpretation service were cancelled in less than one working day in advance, but more than two hours before the appointed time, a levy of S$10.00 shall be imposed. |
| 8 | If the interpretation service were cancelled less than two hours before the appointed time, the minimum interpretation charge shall still be chargeable. |
| 9 | All requests shall be processed within three working days. However, the interpreter assigned shall be made known to the requestor only three days prior to the appointed date. |
| 10 | Invoice shall be sent to the requestor upon completion of the interpretation service. |
| 11 | SADeaf may reasonably reject a request or withdraw an application with a written notice at least three working days prior to the appointed date. |
| 12 | SADeaf may reasonably alter or amend the Terms & Conditions and the interpretation charges at any time at its own discretion with prior notice upon receipt of request. |
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| I hereby declare that I have read and agree to the Terms & Conditions stated above, and have checked and confirmed that the information and materials given to SADeaf is true and correct to the best of my knowledge. |
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| Signature of Requestor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
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| **Post Interpretation Details** |
| Interpreter(s) |       |
| Time Log | From:       To:       |
| Beneficiaries | No. of Hearing:       No of Deaf:       |
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| **Acknowledgement of Service:** |
| **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** Signature Name Date |
| **For Official Use Only** |
| **Remarks:** |