**APPENDIX H – TURNAROUND TIMES**

Turnaround Times for Face to Face (verbal and/or non verbal) interpretation, Translation and transcription services

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| **Booking Request** | **Turnaround Time** | **Booking Confirmation** |
| Emergency Booking – 24 hours or less in advance | Linguists are required to be present at a pre-determined venue within 3 hours to 24 hours of the initial request. Translated material to be completed and delivered to the Council and /or partners as soon as possible or in any event within the timescales specified. | As soon as possible or in any event within a maximum of 1 hour of the initial request. |
| Urgent Booking – between 24 hours and 3 working days in advance  | Linguists are required to be present at a pre-determined venue within 24 hours to a maximum of 3 days of the initial request. Translated material to be completed and delivered to the Council and /or partners as soon as possible or in any event within the timescales specified. | As soon as possible or in any event within a maximum of 3 hours of the initial request. |
| Non Urgent Booking – more than 3 working days in advance | Linguists are required to be present at a pre-determined venue at any date and time more than 3 days after the initial request. Translated material to be completed and delivered to the Council and /or partners as soon as possible or in any event within the timescales specified. | As soon as possible or in any event within a maximum of 1 day of the initial request. |