

Interpretation Rates and Policies

Virtual or phone interpretation or In-person service within Brandon

- \$31.50/ hour (*subject to change*)

In-person service outside Brandon

- \$31.50/hour + \$0.50/km (subject to change)

Message relays

- \$12.50 (*subject to change*)
- Message Relay: an interpreter contacts your client to deliver a prescribed message and can also include reporting back the client's response if required. If a follow up call is required, it is considered a separate message relay.

Courtroom Interpretation:

- \$36.00/hour
- Courtroom interpreters have completed training and testing for interpretation in legal settings.

Emergency After Hours:

- \$61.50/hour
- Please contact the language centre at 204-724-9050 or booking@westmanimmigrantservices.ca to establish a contract and receive instructions and access numbers for afterhours interpretation.

Booking minimums, appointment extensions, and no-shows:

- All bookings have a **1 hour minimum** and are billed in **1-hour increments**.
- If an appointment that an interpreter is booked for runs overtime, this is subject to the individual interpreter's availability and is not guaranteed. Extensions are also billed in one-hour increments. I.e: a 1-hour appointment that runs for 1 hour and 10 minutes will be billed for 2 hours.
- Bookings that end early are billed for the original length booked.
- No-show on behalf of the client or the service provider will be charged the full booking time.

Cancellation Policy

- Any cancellation or request to reschedule received less than 24 hours prior to the scheduled appointment will result in a cancellation fee equal to the cost of the full booking.
- Cancellations or rescheduling requests received with more than 24 hours' notice are free of charge.

Please notify WISLC of cancellations by emailing:

booking@westmanimmigrantservices.ca or by calling [204-724-9050](tel:204-724-9050).

WIS Brandon

1001 Pacific Avenue,
Brandon, MB, R7A 0J2

WIS Cartwright

485 Curwen Street,
Cartwright, MB, R0K 0L0

WIS Russell

178 Main Street,
Russell, MB, R0J 1W0

WIS Virden

585 7th Avenue South,
Virden, MB, R0M 2C0