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⚠ This document has been translated from French. In the event of any discrepancies, the French version takes precedence.

General Terms and Conditions of Service

Appendix 1 – Special Case: Remote Simultaneous Interpreting (RSI)

1. Scope

This Appendix to the General Terms and Conditions of Service sets out the contractual terms and conditions applicable to the provision of Remote Simultaneous Interpreting (RSI) Services.

2. Terminology

Remote Simultaneous Interpreting is the intellectual activity of simultaneous or consecutive conference interpreting in a setting where the Service Provider is not physically present in the same location as some or all of the participants in a conference or a meeting.

3. Duration of the Interpreting Services

Because of the cognitive overload involved in Remote Simultaneous Interpreting, RSI can only be provided for short-term Interpreting Services assignments. The duration of these services is determined by agreement between both Parties.

4. Rates and Working Hours

Remote Simultaneous Interpreting requires the same prep work and availability as a conventional Interpreting Services assignment. As a result, the flat rate payment terms listed in section 5 (Working Hours) of the General Terms and Conditions of Service also apply to Remote Simultaneous Interpreting Services.

However, due to the cognitive overload involved in Remote Simultaneous Interpreting, a supplemental surcharge is also applied. The percentage of the surcharge is indicated in the quote.

5. Rights and Obligations of the Parties

a) Rights and Obligations of the Service Provider

The Service Provider reserves the right to put an end to the Interpreting Services assignment early if the conditions are deemed too unfavorable to provide quality Interpreting Services.

b) Rights and Obligations of the Client

The Client undertakes to comply with the instructions provided by the Service Provider and, where applicable, by the audio technician, particularly with regard to the good behavior of the participants.

The Client undertakes to inform the Service Provider at the time of the signing of the contract of the methods they wish to use for the Remote Simultaneous Interpreting (including, if applicable, the platform which will be used).

6. Payment Terms

The practical details of the Interpreting Services may be negotiated between the Service Provider and the Client.

Any change to the details must be sent to the Service Provider as soon as possible and be formally agreed upon by both the Service Provider and the Client. Failing this, the Service Provider reserves the right to rescind their participation in the Interpreting Services assignment without incurring any liability.

The Client and the Service Provider shall agree on the best method to pre-test the Remote Simultaneous Interpreting for each Interpreting Services assignment, under conditions which will resemble as closely as possible the actual conditions in which the Interpreting Services will be provided.

7. Liability

The Service Provider cannot be held liable during the provision of Remote Simultaneous Interpreting Services in the following situations:

- In the event of a technical issue or a failure to connect,
- In the event of a breach of confidentiality of information or data in transit over the network while connected.

8. Recording the Interpreting Services

Recording the Interpreting Services is not permitted, unless agreed upon in writing by both Parties. In such cases, a supplemental fee will be added to the invoice, in application of section 8 of the General Terms and Conditions of Service.

9. Dispute Resolution

Any disputes concerning the application or interpretation of the terms of this Appendix is subject to the application of section 10 of the General Terms and Conditions of Service.

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