

BASIC CONDITIONS
better office translations
Janning Translations and Interpreting Service,
Oldenburg, OL, Status 2004

1. Validity of basic conditions

The following basic conditions are valid for all assignments given to us and for all services rendered by us. They are valid during the complete business dealing, even if they are no longer separately agreed upon in individual cases. Individual agreements are reserved and have priority over the basic conditions, to the extent that agreements were made in writing and correspond to legislation.

2. Contract conclusion

All offers are always subject to change. The contract only comes into force when **better office Janning Translations** has confirmed the assignment orally or in writing, or the assignment has been placed in writing by the client and not declined by **better office**, or, in deviation from this, has been confirmed. The same is valid for additions and alterations.

3. Basis for billing

- The fee is, in principle, calculated per line. The standard line consists of 50-55 characters.
- All lines which reach more than halfway across a standard line will be calculated as full standard lines.
- All lines which do not reach halfway across a standard line will be added to the complete standard lines.
- Urgent assignments will be carried out with a surcharge ranging from 30% to 100%. The surcharge for urgent assignments will be set down as per agreement.
- Unless otherwise agreed, texts will be delivered in normal typewriter font. Alternative formats will be calculated against expenditure.

The classification into normal and urgent assignments and also the determination of the degree of difficulty into fairly difficult, difficult and difficult technical texts ensues upon agreement with the client.

4. Standard prices

(The tariffs below are net standard prices, to which Value Added Tax is added, respectively, at the corresponding rate.)

Translations	Fairly difficult	Difficult	Difficult technical texts
English From:	€ 1.20	€ 1.38	As per agreement
French From:	€ 1.20	€ 1.38	As per agreement
Italian From:	€ 1.25	€ 1.43	As per agreement
Spanish From:	€ 1.30	€ 1.48	As per agreement

Other languages on request.

The minimum processing fee per translation assignment is € 35.00 and/or € 25.00, respectively, per translation, in the event that the translation of the same text is required to be translated into several languages. € 10.00 is added *ad hoc* to the bill for writing fees per target language, as well as surcharges for services agreed on, for example, courier services, *etc.*

Interpreting services: Discussions, escort, trade fairs	Fairly difficult	Difficult	Daily flat rate payment (8 hours) as per degree of difficulty, from:
English From:	€ 55.00	€ 68.00	€ 400.00
French From:	€ 55.00	€ 68.00	€ 400.00
Italian From:	€ 57.50	€ 71.50	€ 410.00
Spanish From:	€ 60.00	€ 75.00	€ 420.00

Other languages and individual agreements on request.

The minimum processing fee per interpreting assignment is € 50.00. Should interpreting from more than one language be required; a surcharge of 40% is calculated.

All costs for the interpreting assignment, inclusive of a flat rate payment of € 30.00 for expenses for each hour of travel required to carry out the assignment, are billed. For each kilometre travelled, a flat rate payment of € 0.35 for expenses, in addition to VAT, is calculated.

Furthermore, the expenses incurred by the interpreter during the assignment,, for example, for board and lodging, will be billed. These expenses, to the extent that they are not indicated on a receipt, are to be paid at the highest VAT rate.

5. Cancellation

If, for any reason whatsoever, an assignment by the client is cancelled:

- On the cancellation of a translation assignment, work already been done will be billed a once-off processing fee of € 50.00 (plus VAT), at least.
- On cancellation of interpreting assignments up to 2 weeks before the assignment date, 20% of the estimated assignment value. A once-off processing fee of € 75.00 (plus VAT), will be billed at least. For cancellation within 5 calendar days before the assignment date, 50% of the estimated assignment value (plus VAT), will be billed. However, subject to a higher compensation along with proof of loss or damages occurring and, if need be, expenses already incurred by the interpreter (*e.g.* for actual arrival) will also be billed.

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