

Free interpretation Service for SADeaf Members



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	Deaf members of SADeaf shall be required to make full payment of membership fees in order to be entitled to the free interpretation services.
3	The free interpretation service shall apply <u>Only</u> for formal settings: <ul style="list-style-type: none"> • Case management (counseling) • Formal meetings (discussions, legal matters, Registry of Marriage) • Courses or trainings for employment (limited to short courses not more than two weeks). This applies to situations when the employers are not paying the training fees on behalf of the Deaf employees • Employment related matters • Education (ad hoc cases)
4	The free interpretation service shall not be applicable for informal settings such as: <ul style="list-style-type: none"> • Social events and • Other informal meetings
5	Deaf members of SADeaf shall be entitled to 20 sessions of free interpretation service per calendar year, capped at a maximum of continuous 4 hours per session per day. No free interpretation session can be carried forward to the following year.
6	Deaf members 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.
7	Requestors shall be advised to submit their requests at least seven days in advance. A levy of S\$30.00 may be imposed for request given at short notice.
8	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.
9	Interpreters shall not be obliged to wait for more than an hour for the member upon arrival at the assigned location. If the member did not turn up without a valid reason and/or reasonable proof, this free interpretation service of one session shall be treated as forfeited.
10	Cancellation of service shall be done at least one working day prior to the assignment.
11	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.

12	If the interpretation service were cancelled less than two hours before the appointed time without a valid reason and/or reasonable proof, this free interpretation service of one session shall be treated as forfeited.
13	All requests shall be processed within three working days. However, the interpreter assigned shall be made known to the member only three days prior to the appointed date.
14	Invoice, if applicable, shall be mailed to the member upon completion of the interpretation service.
15	SADeaf may reasonably reject a request or withdraw an application with a written notice via sms/email at least three working days prior to the appointed date.
16	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.