

Attachment No. 1

**REGULATIONS FOR TRANSLATION AND INTERPRETING SERVICES PROVIDED BY "BRITANNIA"
valid from: 1st September 2023**

§1

"Britannia" provides translation and interpreting services according to standards and practices commonly accepted on the foreign language service market. „Britannia" shall charge for its services, in accordance to attachment No. 2 of the agreement.

§2

1. "Britannia" shall set in motion translation and interpreting services on the basis of a written order placed by "the Client" and signed by "the Client", according to the principles of representation. Orders placed by a natural person should be signed by the person placing the order, whereas those placed by a juristic person or organisations without a legal identity, should be signed by those who are authorised to represent those entities.
2. An order can be placed by email, provided that "the Client" submits the original order without unnecessary delay.
3. In justified cases "Britannia" and "the Client" can agree on alternative order procedures.
4. In the event that "the Client" regularly places an order, "the client" shall appoint a person responsible for contact with "Britannia".

§3

"Britannia" reserves the right to reject an order in the event that "Britannia" is unable to perform the ordered service/s.

In such cases "Britannia" will inform "the Client" instantly about "Britannia's" inability to perform the services in compliance with the order. Simultaneously, "Britannia" will inform "the Client" about the possibility to accept the order under different conditions, specifying those conditions in detail.

§4

1. In the case that the conditions specified in an order are accepted, "Britannia" is not bound to inform "the Client" that "Britannia" will proceed with the ordered services.
2. "Britannia" has the right to choose translators/ interpreters for an ordered task. However "Britannia" shall consider "the Client's" suggestions concerning the desired translator/ interpreter.
3. The translators and interpreters, who are chosen to work for "Britannia", shall be bound in writing to regard, as confidential, all of the content of a translated text and or utterance, as well as material and data supplied to them during the process of translating / interpreting.

§5

In cases when a translation requires specialists knowledge and the translation process entails the involvement of a person with linguistic expertise within the specialised subject matter of the said translation (so called specialists translation), "Britannia" reserves the right to consult the matter with experts as well as with those authorised by "the Client".

§6

Special terms and conditions referring to translation services:

1. The minimum calculation unit for "Britannia" is one page consisting of 1,500 keystrokes, including all keyboard operations (which also include space signs). If a new page is begun, "the Client" shall be charged as if it were an entire 1,500-sign page.
2. "Britannia" performs translation services within the following time limits:
 - normal translation– up to 5 pages, completion deadline: at least 48 hours from the time that the material has been submitted;
 - express translation – up to 5 pages to be translated for the following day;

- super-express translation – up to 5 pages to be translated on the same day.

Super-express and express translations are translations which are to be completed on the day of submission or on the following day, respectively.

3. Saturdays, Sundays and legally established national holidays are not counted in the translation deadline. In the event that “the Client” submits material, to be translated, after 4.00 p.m. the day of submission is not counted.
4. In case of orders placed on Friday after 4.00 p.m., the execution period commences from Monday.
5. Unless otherwise specified by “the Client”, it is stipulated that translations shall be submitted to “the Client” on the day of its completion by 4.00 p.m.

§ 7

Special terms and conditions referring to interpreting services:

1. In the event that interpreting services are required at locations where “Britannia” does not have a branch office, the client shall incur any additional costs related to the running of the service, such as transportation to the venue where the service is going to be performed, accommodation, provision of meals, and remuneration for the time spent travelling to and from the venue.
2. “The Client” shall provide a meeting agenda and / or general event agenda, speeches, presentations and / or any similar texts prior to the date when the provision of service/s is planned to be held. “The Client” shall also provide “Britannia’s” interpreters with refreshments during the course of their work.
3. The working time of an interpreter shall be calculated on an hourly basis from the moment when the interpreter is available, as specified in the order, to perform services until the time when “the Client” releases the interpreter from his or her duty.
4. The remuneration for interpreting services is calculated on the basis of an hourly rate in accordance to the price list.
5. In the event that the interpreting services run over 8 hours per day, the basic rate shall increase by:
 - 50% of the basic hourly rate for 9th & 10th hour;
 - 100% of the basic rate for 11th & 12th and consecutive hours.
6. In cases when interpreting services are provided at conferences or any events where specialist terminology is required, “the Client” shall provide material which will enable the interpreter to prepare for the services, at least 7 days prior to the planned event.
7. The order for interpreting services should include the following:
 - the expected number of hours that the service is required for;
 - the hourly rate agreed with “Britannia”;
 - the date of service provision;
 - a legible signature of the person placing the order;
 - the company seal / stamp, in the event that the order is placed by a company.

§ 8

Terms and conditions for sworn translation / interpreting.

1. “Britannia” provides sworn translation / interpreting services, which are signed by a registered sworn translator / interpreter of a given language.
2. The provisions outlined in § 6 shall apply to written sworn translations. However sworn translations are calculated as one page being 1,125 key strokes (incl. space signs). Whereas sworn interpreting services are governed by provisions outlined in § 7.
3. Saturdays, Sundays and legally established national holidays are not counted in the translation deadline. In the event that “the Client” submits material, to be translated, after 4.00 p.m. the day of submission is not counted.
4. In case of orders placed on Friday after 4.00 p.m., the execution period commences from Monday.
5. Should “the Client” fail to submit the original documents, the translated text shall bear a note that they have been prepared using documents other than the original (e.g. a photocopy, email, etc.)

§ 9

Additional provisions.

1. "Britannia" shall not be held responsible for errors found in super-express and express translations, whereas "the Client" shall be aware of the fact that by placing an order under such conditions, they run the risk of receiving a translated text with errors. If the errors are communicated to "Britannia", the text shall be rectified immediately.
2. Errors in translated texts shall be rectified by "Britannia" free of charge within 6 consecutive months since the day when the translation was submitted to "the Client". When the 6-month period expires, errors shall be rectified with a charge of 50% of the rate calculated for a given kind of translation.
3. "Britannia's" indemnity for damage connected with ordered services is limited to the amount of net remuneration for the services payable to "Britannia".
4. If "the Client" uses translated texts in any way before settlement of payment, it is understood that the translation is accepted without objection. "The Client" should check conformity of the translation against the submitted material prior to payment.
5. Upon payment against an invoice issued by "Britannia", "the Client" obtains proprietary copyrights to the translation in compliance to the Copyright and Related Rights Act, 4th February 1994 (Journal of Laws 1994, No. 24, item 83, as amended).
6. Any and all of a "client's" complaints shall be addressed by "Britannia" within 7 days, unless special circumstances occur. Within the same time limit "the Client" should present his opinion about the solution suggested by "Britannia". If "the Client" fails to do so, "Britannia" issues an invoice as per the suggested solution.
7. It is hereby declared that "the Client" shall not contact translators and or interpreters working for "Britannia" to offer them orders for services directly, without "Britannia's" participation.
8. Documentation pick up within a 5-km distance to collect documents to be translated or to submit translated texts and source-language documents is free of charge. In the event of further journeys, "Britannia" shall charge 1.15 net PLN per 1 km.

§ 10

Terms and conditions for invoicing.

Invoices shall be issued with a 7-day payment term, unless otherwise stipulated in a separate written agreement.

§ 11

1. If ordered services cannot be executed because of "the Client's" fault, "the Client" shall reimburse any costs incurred by "Britannia" to prepare the service. "Britannia" shall provide necessary documents as evidence of costs incurred costs.
2. If "the Client" fails to collect the ordered translation, "the Client" shall bear any and all costs relating to the said translation.

§ 12

1. Changes to Regulations and to the Price List can be introduced by "Britannia" and shall be binding for "the Client", provided that the said changes are sent to "the Client" by registered letter to the address included in the most recent invoice.
2. If "the Client", having received the modified regulations, places an order for services, it is understood as an acceptance of any changes.

"Client's" declaration

I hereby declare that I have acquainted myself with the Regulations for Translation and Interpreting Services, provided by "Britannia" and I accept them.

.....
"The Client" (name, surname, company's name, address)

.....
Date and legible signature/s of people / person authorised to represent "the Client"

"Client's" declaration

I hereby express my consent to receive electronic commercial information from "Britannia" seated at 54 Kościuszki Street, Rybnik, Poland to the e-mail address (es) included in "Britannia's" data base according to the Electronic Provision of Services Act, 18.07.2002.

.....
"The Client" (name, surname, company's name, address)

.....
Date and legible signature/s of people / person authorised to represent "the Client"