

NOTES

▪ Translation of Personal Documents

Requests for translation of personal documents such as Birth, Death, Marriage, Educational Certificates etc. from non-roman script languages into English, must be accompanied by a list of the preferred English spelling of the given names and surnames. If the names are not provided, the Translators will use their own discretion in selecting the English equivalent, but cannot accept responsibility should the client disagree with their choice of English names.

▪ Request For Urgent Translations

The normal turn-round time for any given document is five working days, however translators may require more time to complete lengthy documents. For urgent matters the turn-round time can be reduced but this will attract an **urgent service fee** of 25% above the normal fee.

▪ Checking Of Translations

It is company policy to advise clients that translations which are complex, technical or for publication should be independently checked by a second translator in accordance to ATL's quality control procedures. *(Some clients may prefer to carry out the checking phase in-house, this may add to the turn-round time, all changes MUST BE APPROVED by the translator.)*

▪ Quality Control Procedures

1. The translator translates and checks the document.
2. The Checker (second translator) is responsible for checking the document and to liaise with the translator.
3. The document (on disk) is given over for typesetting.
4. The typeset document is proof-read by the translator.
5. Approval of layout is obtained from the client.
6. Finished document is delivered in bromide or on film as required ready for printing.