

Title: Wrong booking information 1**Summary:**

You are booked to do an assignment with 12 people. When you arrive you find it is a big conference, there is only you and a co-interpreter, and you have 30 minutes to prepare.

Key words:

Conference. Health and safety. Wrong booking information. Reputation.

CMS summary:

You are booked to do an assignment with 12 people. When you arrive you find it is a big conference, there is only you and a co-interpreter, and you have 30 minutes to prepare.

Dilemma:

You are booked to do an assignment with 12 people. You have had almost no preparation material, and are not even sure what the meeting is about.

When you arrive you find that you were completely misinformed, and that it is a big conference, with over 100 Deaf and 200 hearing people attending.

There are presentations throughout the day, with many from Deaf presenters.

There is only you and a co-interpreter (who was also misinformed), and you only have 30 minutes to prepare.

Professional and Customer perspectives (if any):

Interpreter – The issues for me were: Is it actually possible? If we do agree to interpret are we able to offer any reasonable quality of access for Deaf or hearing people? What about health and safety issues for us trying to interpret for everything without a break? If we don't, the conference can't go ahead. Is that reasonable? If we do, and provide a necessarily poor service will we get 'blamed' for that, could it damage our professional reputation? If we don't, we will probably be held responsible for preventing the conference from taking place.

Work role & Country of sender: UK, Interpreter

