



Terms and Conditions

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Please read and sign our terms and conditions so we know you have read, understood and agreed to the terms of service. Thank you.

Section 1- General Terms

Engaging the services of Rhodes-Harvey Introductions is available to anyone aged 30 upwards, single, divorced, widowed or separated. If separated or divorced, this must be made known to the agency before services are engaged. Proof of living apart would be required if separated. If any information is not given prior to engaging the agency, where during the initial cool off period within your service period where you withdraw due to something you were aware of upon engaging the agency, or could affect the service, i.e. online dating, seeing an ex-partner, not living where stated, working abroad, a criminal record, to being non-smoker when you are, the agency reserves the right to withdraw services without a refund of fees.

The service is **not a dating service** therefore **a strict code of conduct is expected**. This may seem a little outdated, but we really are a service for those passed the casual dating stage, and we do our utmost to protect clients from casual daters. Our stringent vetting and code of conduct helps guard against this, it is not meant to hinder you or your introductions from connecting or enjoying those initial stages.

The first, second and third meetings are to help you discover enough to decide if you wish to see your introduction beyond these initial decider meetings. At this stage you are considered to be an ambassador for yourself and the agency. We discourage any physical intimacy in these early stages of deciding if you want to SEE your introduction beyond the first 3 meetings, where you want to exclusively date that person. The agency asks you to refrain from a physical relationship until you have informed the agency you don't want to meet others as you are exploring with your current introduction. This protects both parties, as we cannot introduce people if they are being physically intimate with others. No one would want to meet someone that was.

Mixed messages: If you're not sure about dating your introduction exclusively, please try not to give mixed messages by making invitations to your home, breaks away or holidays, IF you are NOT sure about that person. Should this be ignored we reserve the right to withdraw services without any refund of fees. This PROTECTS clients, and the agency's good name from casual daters.

If a client engages the service whilst still involved emotionally with an ex-partner, or where they have just split up with someone, currently dating someone and fails to tell the agency which is later USED to cancel services, the agency reserves the right to withdraw services without a refund of fees.

1. The agency cannot guarantee 'chemistry' or that a client will achieve a life-long relationship or marriage through Rhodes-Harvey-Introductions.
2. A clients personal details are completely private. We do not share your details with any third party "except" other matchmakers or responses needed for your introductions.
3. 3 items of documentation for identity/security purposes are required which are NOT kept + payment to be received within 7 days of the DATE engaging the agency. If not received within 7 days the agency will presume a change of mind.
4. Engaging Rhodes-Harvey Introductions, the client and the agency enter into a legally binding contract.
5. **COOL OFF PERIOD-** If you change your mind within 7 days of engaging the agency and paying your fees, you MUST notify us by EMAIL as this acts as a written record for both parties.
6. A standard charge of £100 is charged to cover the admin time/and costs of cancelling services
7. **Up to 7 days :** The client will be entitled to a FULL REFUND of the payment made to the agency. Refunds do not include the INITIAL set-up costs (The SET-UP FEE £95 is NOT refunded) IF any work has taken place, in the event of booking and paying for personal searches or carrying out any research for the client this will be charged for. **From 8-14 days** you will lose 25% of the total fee of whatever has been received by the agency. Example: Fee £7000, refund £5,250 minus the £100 admin for cancelling totals: £5,150 + any work IF taken place
8. **NO Refunds are made after 14 days**
9. **No payment** which has been AGREED where a CLIENT chooses to pay in TWO separate payments (50% on joining the agency - Remaining 50% no later than 10 weeks later, a date is given) should be cancelled or withheld when a second payment becomes due as this has formed part of the contract. If it is not paid all services will cease for the client and no further searches, introductions or work will take place.

Section 2- Client Searches

1. CLIENTS PERSONAL SEARCHES:

Are to pool educated people, where lifestyle and background similarities are a met as much as physically possible. I guarantee to present at least 80% of agreed preferences , and I only present introductions that I truly believe are good matches. Introductions are never presented to speed the service along - two way matching and meaningful introductions is the goal.

2. **SEARCHES WILL ATTRACT:** the same relationship goal partner, therefore IF marriage is your goal, this will be included in searches to attract those seeking marriage. Equally if you reside internationally or off the mainland this too has to be included within your searches so people are not misled.
3. **SEARCHES ARE NOT CONTINUED:** whilst a client is in the process of meeting someone for the first time or exploring with an introduction. I have to be able to monitor, schedule, and time when searches are placed.
4. **NETWORKING & OTHER MATCHMAKERS:** During your service period I may network or contact other matchmakers, this is down purely to my discretion, however I always look for as many ways possible to create further opportunities. There are however some situations where other matchmakers or networking will not always offer additional opportunities. The average age of people who join or engage an agency are in the 30-65 age group, so females over 65, males over 70, or males under 5'7" or females with very young children, will not be as many people seeking such partners. This is NOT down to the agency.
5. **PREVIOUS PEOPLE MET BY THE AGENCY:** I may contact someone from the past for an introduction, IF I feel this would create more opportunities in finding a good match for you. My job is to create new partner opportunities where it's down to my discretion to do what I feel is necessary. A client has no say in any areas of searching. Confidentiality is guaranteed at all times.
6. **GUARANTEE:** A clients fee is NOT used to obtain introductions for other clients. Responses are for you alone.
7. **INTRODUCTIONS ARE GUARANTEED:** and IF the service has not found suitable people to present, (not where the client has rejected a match throughout the service) the agency will continue searching at it's own expense until the client has received at least two introductions in person.
8. **ONCE SEARCHES HAVE BEGUN:** Any changes in circumstances, must be informed to the agency. Failure to do this where searches can no longer be based on the **original agreed criteria**, the agency reserves the right to withdraw client services, without refund of fees or CHARGE the client additional fees. (Example: if the client has now moved to a different area, wants to change search criteria.) A fee of £1,500 is charged for changes.
9. **PROFILES ARE NOT PROVIDED TO SIFT THROUGH:** Your introductions are specific to you, and not available when you engage the service as these matches have to produced fro personal searches not an off the peg data-base system. Clients are expected to be OPEN to meet those put forward, as they will meet the agreed criteria which includes *similarities* of background, education, lifestyle, and any other criteria we may have agreed upon.
10. **ALL INTRODUCTIONS:** will be well presented, well mannered, nicely spoken and in general "attractive individuals" but attraction like sense of humour is subjective. Introductions will be physically balanced of weight for height ratio. I cannot guarantee people will be EXACTLY what a clients *ideal physical blueprint is*.
11. **PHOTOS FOR YOUR PROFILE:** Photos are an important part of demonstrating clients are well presented, healthy weight and their general demeanour, having good photos are always a plus when trying to match a client, so please ensure you have 3 good photos, no snapshots or other people should be in your photos. If you do not have good photos I can arrange for you to have a photo shoot at a small additional charge.
12. **PHOTOS OF MATCHES:** Similarly matches photos are to demonstrate a well presented match and to provide prior details of who the client is meeting. If you wish to reject an introduction put forward, you must ***give clear and concise reasons by email as a record for us both to refer to***. This helps to provide re-defined matches for future searches and introductions. ***A rejected person is still counted as an "introduction/match" as the work, interviewing and advertising has to be covered financially.***
13. **A PRO-ACTIVE SERVICE :** Cannot be time driven due to the nature of advertising, waiting for space, communicating, meeting, vetting, interviewing suitable partners and arranging the introduction for the client. Sometimes a first introduction may not be for 2, 3 or 4 months, but sometimes only a few weeks after searches have commenced, it all depends on the client, their age, where they live or any specifics I'm searching to, and whether male or female.
14. **CLIENTS MUST BE OPEN TO GUIDANCE:** The agency leads the service as I have only 6 months to try and change a clients romantic life. Therefore it's key a client understands this and agrees to this, which means clients do not have a say in how their searches are designed. They are not consulted or presented with drafts of searches, their profile, or anything else which "they could end" up controlling or altering which could affect bringing people forward or ultimately their 6 month service period.

Section 3- Search Periods & Rejecting Introductions

1. **EXPLANATION OF SEARCH PERIODS:** A 6 month search period, means the period I actively place searches for you (until introductions are produced) once you are about to meet someone, searches are put on hold so you can explore the possibilities of that person fully. Then re-started again IF you don't feel the introduction is not right for you. As searches need to be planned they are not let to run randomly, especially if you're about to meet an introduction. It's important people who respond don't feel like a number, or on a production line of dates where they may feel at a disadvantage. This is why searches have to be timed appropriately. Providing you are within your 6 month active search period searches will continue. This affords a courtesy to your introduction, and gives you a free mind to explore without thinking about other people in the background.
2. **END OF ACTIVE SEARCH PERIOD:** I'm still available to anyone who may RESPOND LATE to any of your searches. NOT everyone responds straight away, so it's not unusual to still receive the odd response AFTER the active 6 month period ends. This is covered.
3. **REJECTING INTRODUCTIONS:** If you were to keep rejecting introductions so at the end of your service period you have not met anyone, or agreed to meet anyone, this is down to you and not the agency. This does not qualify for the agency to search at it's own expense. I cannot emphasise enough that MEETING people and not making final decisions based on a profile is key to success.
4. **COURTESY OF MEETING:** Clients are asked to meet people IF I put someone forward, I consider them to meet a high proportion of your criteria and to be a good match, so I would hope it would be a matter of courtesy to meet them, as they will have travelled to meet me and agreed to being vetted. An introduction is defined when I have sent a profile to the client, If either side withdraws before the introduction takes place or they back out on the day, this is not down to the agency.
5. **A FIRST INTRODUCTION GUIDE:** is always provided to a client and their introduction so both parties know what to expect. If I deem someone
6. **INTRODUCTION FEEDBACK:** is vital and is requested by email within 24 hours. Feedback is *requested by email in the first instance* so the client and the agency have a clear written record for both parties to refer to if necessary. Feedback has to be something I can work from especially IF an introduction is not successful, I need to know what didn't work.
7. **INTRODUCTION NUMBERS:** are dependent on responses which I cannot control due to the nature of pro-active searching which is not a precise science. I simply cannot foresee WHO and WHEN someone will respond, only that they will and that I will be pro-active in my searching. Introductions are unlimited by the service and only ever limited ***naturally by the amount of responses each individual client receives.*** Not every client will have the same number of responses, males generally receive quicker responses, but responses usually balance out over time.

Section 4 Freeze Periods

1. **MEETING SOMEONE OUTSIDE THE SERVICE:** once they have engaged the agency, fabulous, they may then FREEZE the service for up to 2 months. This can only ONLY be done once during their service period of 6 months, as the active search period must be longer than the freeze period.
2. **IF SEARCHES HAVE ALREADY BEGUN:** or a suitable introduction has been found and you're not available to meet this person, this is down to you the client, not the agency.
3. **IF A CLIENT IS STILL MEETING & DATING SOMEONE:** whether through the agency or by their means as the TWO MONTH FREEZE period is about to expire, and intend on continuing to do so, this will constitute the end of the agency's responsibility for any further searches. Most people who are still dating after two months are considered successful, UNLESS the client has said otherwise. However, we will not place further searches whilst *you are dating someone* as we would not consider that appropriate.
4. **I ADVISE CLIENTS NOT to FREEZE** unless really necessary as being a search service interruptions can affect the momentum. It is down to the client to notify the service at the end of their FREEZE period if they wish to re-instate searches.

Section 5- Communications & Dating Etiquette

1. **GOOD DATING ETIQUETTE:** MAKING TIME to MEET your introductions and being available to meet your introductions within 7-10 days max of having a profile presented to you is crucial otherwise momentum can be lost or the other party may feel the person is not as engaged as they could be, or they are too busy to actually have a relationship.
2. **AFTER THE INITIAL INTRODUCTION:** it is down to the client and their introduction, whether you are based only 5 or 500 miles apart to schedule time to meet. It is always more challenging to attract people for clients if they do NOT live relatively close (within a car journey of no more than 90 minutes) to increase the chances of a relationship taking off you will need to think about meeting more than once a week. It is down to the TWO people to SCHEDULE this, and not the agency. If you have been unable to meet as many times as you would like in deciding IF you want to proceed with further searches this is down to you..
3. **COMMUNICATING WITH THE AGENCY:** All relationships are built on good communication, whether professional or personal relationships. The agency has set guidelines for time limits to respond/answer emails or calls, which may initially seem rigid, but this is for GOOD REASON. This is a service operated by one person, therefore there is a structured format which enables the smooth running of the service. All clients are expected to respond to emails/calls within 48 hours, as the agency will respond to clients. If you know you are going to be busy with work, travelling or you're ill then just send a very brief one-line text/whatsapp/email to say. I will then know you have received my email and we'll communicate at a later date.
4. **HOW WE COMMUNICATE:** You must be able to receive and open PDF's as all profiles, invoices, e-receipts, terms and conditions and privacy policy are provided in digital format.

Many agencies have no such policy and days/weeks can go by without any contact, response or profiles have been sent and this is a HUGE problem in the smooth running of the service and to people who are eager to meet a client, so we don't allow this.

Section 6- Fees & Engaging the Agency

FEES AND SERVICE CHARGES: When a client has paid their fees there are no further payments or monthly service charges to be made (unless you have chosen to pay in two separate payments . If you decide to pay in two payments opposed to 100% on engaging the service, you will be required to pay 50% of the total fee upon engaging the service and the remaining 50% no later than 10 weeks later, a date is provided for you to pay the remainder by this date. If you fail to pay the remaining 50% of your fee by this date, we will no longer be actively working on your behalf and your service contract will end.

CHANGING FEES: The agency reserves the right to alter fees at anytime to maintain certain aspects of the service. This does NOT affect any current client or a potential client about to engage the service.

FIVE DAY CONSIDERATION PERIOD: After your face to face consultation you will receive a meeting summary covering your fee schedule, the process and what I believe to be your search criteria. You have up to FIVE days to decide if you wish to proceed. This allows me to provisionally keep a space for you, and to determine how many potential clients I can include as clients over the next 2- 3 months and whether I accept male or females - Men and women create different work flows. I only accept a limited number of new clients each month because the work is only carried out by me. If you do not want to go ahead, the summary is NOT kept beyond two weeks. For your privacy. If you do want to ***go ahead*** all you need to do is email the agency stating ***within the "five day period" and state you have read, understood and agreed to the T&C's. We then progress from here. A LINK to the T&C will also be sent with the online form you will be required to complete if you go ahead and become a client.***

** If you do not to email the agency within the five day period the agency will presume you are not proceeding. If you should then come back at some other point and wish to proceed you may be charged for any subsequent work that may have to be repeated, re-typed or charged a new setting up fee. We do not keep meeting summary's beyond 14 days. We apologize for any inconvenience caused by this.*

Signed:**Date:**.....