



# Rhodes Harvey Introductions

## *Terms and Conditions*

Engaging the services of Rhodes-Harvey Introductions is open to genuine, educated relationship minded professionals aged 28 to 80, single, divorced, widowed or separated. IF separated proof of living apart is required. If divorced, copy of your decree absolute. In general we do not accept clients if divorced or widowed under 18 months. Any information not given prior to engaging the agency or during the initial cool off period where a client withdraws due to something they were aware of, upon engaging the agency, or comes to light that could affect the service, I.e. Online dating, seeing an ex, not living where stated, working abroad, criminal record the agency reserves the right to withdraw services without a refund of fees. Transparency is vital at the time of engaging the service.!

We're not a dating service therefore we do not encourage the casualness of dating services or online dating, where people enter into physical relationships within a short period. On your first few introductions you are considered to be an ambassador for *yourself and the agency*. The agency does as much as it can to protect "female clients" from men seeking casual dates, so clients are advised against entering into a physical relationship too quickly as building LONG-TERM relationships are based on commonality and getting to know each other. We also advise against introducing young children and family until you have established some grounds for a long-term relationship.

We are a "pro-active" membership, where a specific period is required to establish the basis of personal executive searches, which are included within a client's membership fee. Searches are planned and booked ahead, so potential clients need to be aware for the service to work successfully it has to run for the full service, and they are entering and agreeing to the full period of the membership level they have chosen.

### TERMS & CONDITIONS

- **WE CANNOT GUARANTEE** 'chemistry' or that clients will achieve a life-long relationship or marriage through Rhodes-Harvey-Introductions. A client's personal details are completely private. All information given by clients will be treated with the strictest confidence, and never given to any third party apart from any matchmakers needed for introductions.
- **DOCUMENTATION & PAYMENT:** 3 items of documentation for identity/security purposes are required + payment within 5 days of engaging the agency. Documentation can be copies, as follows: Top part of a BT bill, mobile bill, Council tax or any utility bill, Bank/Mortgage statement. This is to verify your name and address and that you live where stated.

### COOL OFF PERIODS

- **FEES PAID:** once you've paid your membership fee, if you change your mind within the first 10 day cooling off period of engaging the agency, you **MUST** put in writing and notify the agency by EMAIL as this acts as a written record for both parties. You will be entitled to a FULL REFUND at this stage of any money paid.
- If you have chosen to pay in two payments, you will be refunded that first and only payment received by the agency.
- Refunds do *not* include the INITIAL set-up costs or meeting fee
- Any work that has taken place, I.e. booking and paying for personal searches, photo shoot, coaching sessions, or any other work for the client - the client will have this **deducted from their "refund"** as the first 2-3 weeks is the set-up period of arranging various work for a client. Plus Admin costs £100
- NO Refunds are made after the 10 day COOL OFF period. We are a "pro-active" membership so booking and placing advertisements are part of the membership, and these cannot be retracted when activated.
- No payment which has been AGREED to where a CLIENT *chooses to pay in TWO* instalments should ever be cancelled or withheld when a second payment becomes due as this has formed part of the contract and would be out of the 'Cool off period, therefore would be deemed as unlawful.



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### **BESPOKE & CLASSIC MATCH SERVICE**

- **EXECUTIVE SEARCHES:** are to pool genuine educated people, where lifestyle and background similarities are always a priority and included as much as possible. We guarantee to present at least 80% of agreed preferences and only present introductions that reach the minimum agreed.
- Searches will attract the same relationship goal partner, where marriage is your goal, this will be included in searches to attract those seeking marriage only.
- **GUARANTEE:** A client's fee is NOT used to obtain introductions for other clients. Responses are for you alone.
- **ON OCCASIONS,** we may contact someone from the past if we feel this would create more opportunities in finding a good match for a client. Our job is to create new partner opportunities where it's down to our discretion to do what we feel is necessary. A client has no say in any areas of searching. Confidentiality is guaranteed at all times.
- Searches are not continued whilst a client is in the process of meeting someone for the first time or exploring with an introduction. We have to be able to monitor, schedule, and time when searches are placed.
- 3-6 matches are guaranteed and IF the service has not found suitable people to present, (not where the client has rejected a match/introduction) the agency will continue searching at its own expense until the client has received at least 3 matches.
- **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, and charge the client for changing "already" agreed criteria (Such as working abroad for 3 or more days, moving to another part of the UK, if the latter services may be cancelled without refund)
  - **PROFILES:** Clients are encouraged to be OPEN to meet those put forward, as they meet the 80% guarantee for criteria and *relationship goal* - the guarantee covers similarities of background, education, lifestyle, and any other criteria agreed upon. As we aim for such a high level of criteria, we cannot stress enough if people ONLY want to meet someone based on a photo regardless of level of matched criteria, like library style dating agencies and online dating, they could be limiting their partner opportunities, as **FACE to FACE introductions** are vital as chemistry cannot be gauged any other way.

### **REJECTING MATCHES**

**REJECTING MATCHES:** If you were to keep rejecting matches, so at the end of your service period you have not met anyone, or agreed to meet anyone, is not down to the agency as matches will have met "at least 80% criteria" guarantee. Therefore does not qualify for the agency to search at its own expense. We cannot emphasise enough that achieving the 80% of what a client seeks is a very high percentage and NEEDS to be considered seriously.

**PARTNER SPECIFICS;** such as a certain ethnic background or religions are not part of the service. There are specific services for those who wish to be matched with a specific religion, which is not us. However, if a client INSIST on any partner criteria to be included in their searches, when we have advised against it, as the more specific criteria becomes the pool of individuals reduces further, our usual guarantee of 80% partner criteria is not guaranteed, and as long as a client is aware of that, we will include their specifics.



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### KEY POINTS OF SERVICE

- **THE SERVICE** asks clients to meet people for two hours, as ONCE the person has met with us and we've put them forward it should be a matter of courtesy, as they will have travelled and agreed to being vetted where we have considered them to meet the 80%.
- **INTRODUCTIONS** -The service facilitates an introduction, by providing and initiating contact. An introduction is defined when a profile has been sent to a client .Our responsibility is to CREATE a face to face introduction *possibilities*. We cannot with all the will in the world be responsible for people changing their minds, not turning up to an introduction, falling ill, or not responding to agency emails regarding the introduction, as we are powerless over controlling this.
- **INTRODUCTION NUMBERS**; are unlimited, but final number will be depend on your specific criteria, age, and whether male or female. NONE of this is down to the service but how men and women select partners. It has to be noted, men in general are not so pro-active in joining agencies, this is fact, hence females may wait a little longer for the right match. We strive for as many matches as possible, we're here to create opportunities, but as stated above we *cannot* guarantee face to face introductions as we have no power over both parties agreeing.
- **FEEDBACK**: is VITAL and expected within 24 hours, and *possibly a text at the end of the introduction* just to give a brief summary. Feedback has to be made in writing by email for the agency to record details so both client and agency have a record of what has taken place. Vague, ambiguous one-liners are not encouraged as we need feedback to hopefully improve our service to you. Calls are also welcome to chat things over, but we always insist on written feedback for reasons mentioned.
- **FREEZE PERIODS**: If a client meets someone once they have engaged the agency, they may FREEZE the service for up to 2 months ONCE ONLY during their service period of 6 months.. You may also FREEZE the service for up to 2 months, in case of holidays/work/illness. If searches have already begun, OR a suitable introduction has been found, and you're not available to meet this person , this is not down to the agency.
- **AFTER 2 MONTHS FREEZE** , if a client is still happily seeing someone on a regular basis ,and *intending to continue* dating that person, this will constitute the *end of the agency's responsibility for further searches*. Most people who are still dating *after* two months are considered successful, **UNLESS the client has said otherwise**. This could mean you have had perhaps 16 dates or so. If you live a little way from your chosen introduction, you must make yourself available to meet your introductions, we do not accept reasons of distance, being busy or travelling. It has to be down to the client to "account for this" when engaging the service. This is to curb people dipping in and out as "pro-active search service needs time to work properly" and needs to run to time.
- **END OF FREEZE PERIOD** if you *wish to re-instate searches*, you must NOTIFY the agency of this at least by the end of the 8 week period. If no contact is made, we presume you no longer require searches to be re-instated, so it's vital to communicate your choice at this point. IF YOU think you may want a longer freeze period that the statutory \* 2 month max - then we could perhaps arrange this, just remember with placing active searches, it's not possible to retract them. We will under special circumstances agree to a longer FREEZE PERIOD but charges of £450 per every additional month will be charged to cover any costs already in place.

**\* We are an agency that encourages good dating communication, which includes being fully engaged in the process especially once " a profile" for an introduction has been sent to a client. There are always times when client's may be pressured, but we ask clients to communicate with us within a time frame that indicates to the other party the client is invested in the process. We ask for responses within 24-36 hours. This ensures that momentum is not lost, and the person who may have been met by the agency, or where another agency is waiting on our response is not left waiting for days or even a week or so. Many agencies have no such "etiquette" policy but good dating etiquette is KEY to success. If a client is very busy for a certain time, then just inform us.**



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### EXECUTIVE SEARCHES

- **CHANGING CRITERIA:** if you want to change any search criteria that has become part of the fee already charged, changes will incur additional charges. This would be discussed with you before implementing them into new searches. For every criteria changed after the fee has been processed a charge of £500 is charged per NEW area introduced.
- **PRO ACTIVE SEARCHING:** cannot be time driven due to the nature of advertising, waiting for space, communicating, meeting people, vetting, interviewing suitable partners and arranging the introduction for the client. Sometimes a first introduction may not be for 2-3 months, this is usual, as it takes about 3 weeks to set everything in motion, it all depends on the client and the specifics we're searching to and whether male or female. However once searches are established it balances out over time and of course, we are also seeking matches for you via other methods too at this time
- **EXPLANATION OF SEARCH PERIODS:** A 6 month search period, means the period we *actively place searches* for you ( until matches are produced) once you are about to meet someone, searches are put on hold -so you can explore an introduction fully. If you don't wish to meet again, then searches are re-instated. As searches need to be planned properly and not just run randomly, especially if you're exploring with someone. Those who respond cannot be put on hold for weeks, they just lose momentum and feel like their on some kind on conveyor belt. We really do help our clients and plan the process to achieve the best possible results. This is why searches have to be timed appropriately. And providing you are within your 6 month active search period then 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 as with dating services.
- **MEMBERSHIP PERIODS:** Are for 6 months:because we are working from the outset to target and bring forward people matching your criteria, where we aim to see a client exploring with someone by the end of their service period. 6 months for a pro-active service should be ample time to find the right matches, of course static memberships without searches have to wait for the right people, hence their memberships are much longer.
- **LATE RESPONSES:**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 and would be followed up in exactly the same way and put forward to the client.

### COMMUNICATING WITH OUR CLIENTS

*We communicate on a regular basis via email with clients as this gives clients confidence in the service where they feel engaged with. This is a priority for us. Clients do not have to contact us asking us for information about what's happening throughout their membership. We keep regular contact, even if just briefly to update a client. Equally we like a client to respond to our communication if we need to contact them within a timely fashion ( max 48 hours) ideally 24 hours. This ensures the service runs smoothly for both parties. Thank you for assisting..*

### FIVE DAY CONSIDERATION PERIOD:

Once we've met face to face a potential client has a *Five Day Consideration period* to decide they would like to proceed. As Jill Rhodes Harvey works alone and the service is based upon being pro-active, where the set-up period, meeting responses, vetting and screening is done by Jill, she intentionally only works with a small the number of new clients per month to enable her to do this. Jill works with every client personally. So a structured format is key to advance planning each month.