

By registering with our service, you agree to the following terms and conditions:

1. We do NOT offer refunds. Our registration process is time consuming, and we charge one off fees, unlike other matchmaking services. Please fully understand what your package/service entails before purchasing.
2. All clients are ID checked
3. We have a zero-tolerance policy towards abuse.
4. Our services are for British nationals only
5. Abusive or threatening behaviour or language will result in termination of your subscription immediately.
6. All packages stipulate what's provided clearly.
7. Attempting to access products not included in your package may result in your subscription being terminated.
8. Please always treat any matches and potentials with respect.
9. Once matched, please provide your matchmaker with updates.
10. Please ensure that you meet your match in public spaces or with a chaperone.
11. Please send your ID on view once only.
12. Photos shared will only be used for matchmaking purposes.
13. Any promotional material will be removed immediately upon clients' request.
14. Please contact matchmakers during working hours only.
15. Persistent contact outside of working hours may get your subscription terminated.
16. False or misleading information will lead to your subscription being terminated without notice.
17. You must NOT forward or share any photos or profiles shared with you.
18. Please be honest about your circumstances, employment, education, health and so on.
19. If we find that you're being dishonest we will terminate your registration immediately and you will not receive a refund.
20. Slandering our service or sharing information about other clients will result in your membership being terminated.
21. If you have a complaint or concern, please email client@therishtaservice.co.uk we will get back to you within 10 working days. If you are not satisfied with the outcome, we will arrange a phone call to attempt a resolution.
22. Photos will only ever be shared via view once, any attempt to save or screenshot another client's photo without permission will result in your membership being terminated.
23. Members transferring across from TRB will only receive the service included in their package if they registered with TRB less than 12 months ago.
24. If you registered with TRB over 12 months ago we will charge an admin fee of £25
25. If you registered with TRB less than 12 months ago you will have access to the services included in your package up until 01.06.2025
26. All TRB basic package holders have been registered with TRS as registration includes the same service.
27. Event registration fees are non-refundable unless we cancel the event
28. 1:1 meetings between clients require a chaperone
29. If you sign up for a virtual event, please login at least 10 mins before the event starts
30. All information shared publicly is ALWAYS non-identifiable
31. We take confidentiality seriously and expect all our clients to refrain from discussing any matches or profiles unnecessarily
32. Contact to our service is limited to one person, either the client or a family member.
33. By registering with our service, you agree with our privacy policy

