

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 fixed fees, unlike other matchmaking services. Please fully understand what your service/package entails before making a purchase.
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 the immediate termination of your subscription.
6. All services stipulate what's provided clearly.
7. Please read what your package entails to manage your expectations accordingly.
8. If you're a Gold/Exclusive package holder and have access to unlimited 1:1 meetings at our office, please coordinate with your matchmaker to schedule meetings as soon as possible.
9. Audio or video recording within our premises is strictly prohibited and will lead to the instant termination of your subscription.
10. Please be respectful when meeting your matches and potential matches at our office and stick to the time limit given.
11. Attempting to access products not included in your service may result in your subscription being terminated. If you do this more than 3 times, your registration will be terminated.
12. Please always treat your matches and potential matches with respect.
13. Once matched, please provide your matchmaker with updates.
14. Please ensure that you meet your match in public spaces or with a chaperone.
15. Please send your ID on view once only.
16. Photos shared will only be used for matchmaking purposes.
17. Any promotional material will be removed immediately upon the client's request.
18. Please contact matchmakers during working hours only.
19. Persistent contact outside of working hours may result in your subscription being terminated.
20. False or misleading information will lead to the immediate termination of your subscription without notice.
21. You must NOT forward or share any photos or profiles shared with you.
22. Please be honest about your circumstances, employment, education, health, and so on.
23. If we find that you're being dishonest, we will terminate your registration immediately, and you will not receive a refund.
24. Slandering our service or sharing information about other clients will result in the termination of your membership.
25. If you have a complaint or concern, please email [client@therishtaservice.co.uk](mailto: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.
26. If you raise a complaint about our service, your package will be on hold until a resolution has been reached. This is to ensure that your concerns are taken on board.
27. Registration for our standard package doesn't include matchmaking. Please do not expect us to matchmake and contact potential matches on your behalf. You must purchase a matchmaking package if you want input from a matchmaker.
28. We only share photos via view-once if there is mutual interest.
29. 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.

30. Members transferring from TRB will only receive the service included in their package if they registered with TRB less than 12 months ago.
31. If you registered with TRB over 12 months ago, we will charge an admin fee of £25, and you will have access to our standard package only. You will need to pay to upgrade to a matchmaking package.
32. 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.
33. All TRB basic package holders have been registered with TRS as the standard package includes the same service.
34. Event registration fees are non-refundable unless we cancel the event.
35. If you sign up for a virtual event, please log in at least 10 minutes before the event starts.
36. All information shared publicly is always non-identifiable.
37. We take confidentiality seriously and expect all our clients to refrain from discussing any matches or profiles unnecessarily.
38. Contact with our service is limited to one person, either the client or a family member.
39. Regardless of the package you register with, you need to contact your allocated matchmaker regularly. You also need to follow up with your matchmaker about progress, new matches, and so on.
40. Please provide us with a suitable photo once you register. We usually recommend a full-length photo that is recent and taken less than 3 months ago.
41. By registering with our service, you agree to our privacy policy.