



# THE INTRODUCTION Co.

*Where love finds you*

The Introduction Co. details and conditions.

## **Age**

Over 25 and under 75 years old to register or apply for membership

## **Status**

Single, divorced or widowed. Membership is also open to those who are separated if they can prove that they are no longer co-habiting

**We do not accept membership from anyone who has, to our knowledge, been convicted of a serious crime and upon signing The Introduction Company Contract you are guaranteeing that you have no such record.**

## **Introductions**

Any face-to-face meeting organised between two members constitutes an introduction.

## **Right to Refuse Membership**

The Introduction Company reserves the right to refuse membership to any person considered unsuitable and to withdraw membership where it is considered to the advantage of other members.

## **On Hold**

You will have the option to be put 'On Hold' for a period of no more than six months during your five year membership in order to explore a relationship further. All we ask is that you let us know if things don't work out so that we can continue introducing you to other members.

## **Cancellation of Membership For All The Right Reasons**

When you meet someone special there will come a point where you will have no further need of our services. That is great news for us and just what we strive to achieve for all of our members in the long term. At this point you should let us know that you would like to cancel your membership and we will then remove your details from our records.

## **Cancellation of Membership For Other Reasons**

In the unlikely event that you are dissatisfied with our service we respectfully request that you give us some indication as to why our services did not meet with your expectations. This is important feedback and will be used to try and improve our service.

## **Appointments at the Office**

If you need to visit the office for any reason you will be made most welcome. However please arrange an appointment as this ensures your privacy and confidentiality. If you find you are unable to attend an appointment please do telephone to cancel. This helps with scheduling and allows us to meet with more members each day.

## **Appointments with other Members**

If you agree to meet with another member please arrive on time. If you find that you are unable to attend that first meeting, you must telephone The Introduction Company giving as much notice as possible prior to the first date.



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## **Respect**

Please remember to treat all members how you would wish to be treated yourself, with great respect.

## **Complaints Procedure**

"I will ensure that effective and immediate action is taken to achieve just settlement of a complaint. Any verbal or written complaints will be dealt with by me, Lesley Brewer at The Introduction Company, Brawby House, Brawby, Malton YO17 6PY. If you can justifiably show that The Introduction Company has not given you the service agreed in the Contract then you are entitled to apply for a proportionate refund or an extension of membership for a period of time agreed by both parties."

## **Standards of Practice-**

### **Code of Practice for Introduction Agencies**

The Introduction Company conforms to the code of practice drawn up by The A.B.I.A. And you will be given a copy of this code before you enter into any contractual agreement. You can also download the Code from the A.B.I.A.'s website at [www.abia.org.uk](http://www.abia.org.uk)

**In accordance with the Code we should like to make it clear that our primary objective is to facilitate introductions, we are not a marriage bureau. We should also emphasise that 100% of our clients are interviewed.**

### **What's involved?**

- \*Face-to-face discussion
- \*Profile captured
- \*Stated preferences used as general indicators
- \*Identification checked
- \*Photograph taken
- \*Face-to-face unlimited introductions personally arranged/privacy throughout
- \*5 years membership term with additional 6 month on hold facility.
- \*Home visits can be arranged at extra cost

**Our fee £490.00 and there's no VAT.**