

Welcome to RSVP's Platinum service.

- The functions of RSVP's Dating PA are to:
- Get to know your criteria and preferences
- In response to your requests, pick your matches
- Propose you to those matches
- Vet matches where you are selected as a match for another member (other way introduction)
- Cherry-pick new members as they join for possible matching with you
- In response to your requests, review your progress by phone or email monthly or at a lesser frequency that suits you

It is best to use the main office number to contact your Dating PA: 01572 774882. For her convenience, your Dating PA may call you from a mobile; that will be their own personal number, so please only call them on that number if invited to do so, and do not disclose the number to third parties.

Your Dating PA will normally be available on weekdays within the hours 10am – 6pm. Some Dating PAs work part-time and they will advise at the start what hours they work. Please do not call in the evenings or at weekends.

Because Dating PAs also fulfil other roles within RSVP and have other Platinum clients, they will not always be able to take your call when you phone. But, they will respond – or get a message to you – within 24 hours, unless away from the office on leave. Like all employees, Dating PAs occasionally have holidays or are unwell; on such occasions, please speak to any member of the RSVP team.

We prefer you to contact your Dating PA by phone or email, because it is easy for us to keep a record of what has been said. We recommend, for your own privacy, that you do not connect with your Dating PA on Facebook, LinkedIn, WhatsApp, Instagram or other social media platforms.

Your Dating PA will endeavour to provide an introduction within five working days of your request. And she'll aim to provide your match's phone number within 10 working days of supplying the profile.

If you wish to meet your Dating PA face-to-face, you can do so by attending an RSVP event they are hosting or attending. If you would like dedicated face-to-face one-to-one time, fees are payable.

We don't put a cap on the amount of time your Dating PA spends communicating with you, but, to ensure their other Platinum clients are not disadvantaged, we reserve the right to limit the time she spends on your membership in a given period if other business needs demand. To provide the best possible service to all our Platinum members, we encourage you to keep communication necessary, brief and concise.

Your Dating PA has a thorough grounding in relationships, but she is not a trained life coach or counsellor. We can provide access to these services, should the need arise, and your Dating PA may recommend this in some circumstances.

To contact your Dating PA, call the RSVP Head Office on 01572 774882.