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RM1557.15 G-Cloud 15

G-Cloud 15 Pricing

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CLEAR AND CUSTOMISABLE PRICING

SpacetoCo's pricing follows a partnership model designed to foster shared success.

We charge a one-off fixed onboarding fee, followed by an ongoing platform fee calculated as 16.5% of booking revenue. This platform fee is inclusive of merchant fees and calculated monthly. All costs exclude VAT.

Licenses are unlimited – allowing room for growth.

Additional optional service offerings are available, each with bespoke costs as listed below.



**We win
when you
win.**

ONBOARDING FEES

Onboarding fees are dependent on scale – of both number of spaces and volume of bookings.

Onboarding is typically delivered remotely but can be provided in person for an additional fee of £10,000.

Tier	Council or Partner Pro Host Small	Council or Partner Pro Host Medium	Council or Partner Pro Host Large	Council or Partner Pro Host Very Large
Definition	Up to £25k in bookings revenue annually. 1 - 25 spaces.	Up to £75k in bookings revenue annually. 26 - 40 spaces.	Up to £250k in bookings revenue annually. 41 - 100 spaces.	More than £251k in bookings revenue annually. More than 100 spaces.
2025/26 FY Fee	£2,497	£3,997	£6,997	£9,997*
2026/2027 FY Fee	£2,747	£4,397	£7,697	£10,997*

*for every £250k in bookings, add £3k.

PLATFORM FEES

Maximum costs are listed below, subject to the applicable framework discount and individual call-off contract discounts. Free bookings attract no commission.

Fee	Description	Cost
Commission Fee	SpacetoCo fee on paid bookings.	16.5% - deducted from paid booking revenue on a monthly basis.
Annual SaaS Fee CouncilPro	Annual Support Fee - includes, but is not limited to, support via phone and email, upgrades and maintenance.	Up to 15 Host Accounts = £1,999. £50 per additional host account.
Annual Microsoft Outlook Add-on	Ability to sync spaces with Outlook Microsoft 365.	Bundled.

Guest Booking Fee	Fee for casual booking cancellations.	2.5% (£1 minimum per booking).
Merchant Fees	The cost of Stripe and GoCardless which power SpacetoCo's transactions.	Bundled into Commission Fee.

OPTIONAL FEES

For optional items, we work with clients to confirm their requirements and develop a tailored pricing proposal based on the relevant rates in this table.

Optional Extras	Description	Cost
Enterprise Login Option 1 - 'Enterprise Managed'	For secure Single Sign On (SSO) where staff are forced to sign in with their organisation email.	£19 per month, invoiced annually.
Enterprise Login Option 2 - 'Enterprise Single Sign On'	SSO as above involving IT Department for setup (for more complex and largescale organisations).	£246 setup, then £98 per month, invoiced annually.
Keyless Entry Remote Access	For keyless entry integration with existing partner providers (SecCloud, Gallagher, Integriti, ProtegeGX).	Setup is £4,000 for a single Host account. This includes up to 6 months of implementation and support to get the account live. If implementation extends beyond 6 months, additional time will be billed at £123 per hour. If you have additional Host accounts, setup is £700 per Host account.
Keyless Entry Remote Access	For keyless entry integration with a new partner provider	£123 per hour as a scoped project.
Field Lighting Automation	For automated field lighting integration.	£123 per hour as a scoped project.
Ticketing	Pricing based on ticket value (Option for fees to be added to ticket price and passed to customer).	£0 = free £0.01 – £20 = £1.00 £20.01 – £35 = £1.50 £35.01+ = £2.20.
Custom Software Development Work	This fee is chargeable if a feature is requested that is not currently in the platform. A full scope of works will be completed depending on the requirements.	Scoped as a fixed cost project billed at £123 per hour.

In-person Onboarding	Face-to-face implementation and onboarding (if required). This is an additional cost to the standard online implementation.	£10,000.
Spring Clean Service	For organisations who have been with SpacetoCo for three years: Up to three (3) Success Team meetings to cleanup account and listings. Applies for new staff training and implementing new features which haven't been adopted.	Base fee for one Host Account & up to 20 spaces £1,480 + Per additional Host Account £246 + Per additional space £12.

PRICING NOTES

- All pricing is listed in £ pound sterling and are EXCLUSIVE of VAT.
- Terms and conditions are subject to circumstantial negotiation under specific call-off contracts.
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SPACEPROTECT

SpaceProtect is a service that SpacetoCo offers as part of its booking platform.

It replaces the traditional method of holding a bond and greatly reduces the administrative burden of collecting, holding, and returning funds.

There are two (2) options for holding/collecting Guest funds: These are Pre-Event, & Post-Event.

Option 1: Pre-Event SpaceProtect

In some situations, a Host may want to hold funds prior to the event taking place. In this instance, SpacetoCo places a hold on the Guest's card (similar to a 'hotel hold' that's taken at reception prior to staying in a hotel). This hold (taken three to four (3-4) days before the booking) guarantees that the funds are secure.

Option 2: Post-Event SpaceProtect

For most events, particularly low-risk bookings, the option to capture funds after an event takes place is the most appropriate pathway.

SpacetoCo's payment merchant partners (Stripe & GoCardless) keep a secure and encrypted record of the Guest's payment information, which can be accessed if needed. At the request of the Host and with sufficient and valid reason, a claim can be put forward after a booking.

Pre-Event Pricing

SpaceProtect / Bond Amount	Pre-Event SpaceProtect Fee
£50	£1
£100	£2
£150	£3
£200	£4
£250	£5
£300	£6
£350	£7
£400	£8
£450	£9
£500	£10
£550	£10.78
£600	£11.52

SpaceProtect / Bond Amount	Pre-Event SpaceProtect Fee
£650	£12.22
£700	£12.88
£750	£13.50
£1,000	£16
£1,500	£21
£2,000	£24
£2,500	£27.50
£3,000	£30
£3,500	£35
£4,000	£40
£4,500	£45
£5,000	£50

Pre-Event Example

The Host wishes to place a £250 hold on the Customer for a medium-risk booking. The process works as follows:

- SpacetoCo places a £250 pre-authorisation hold on the Customer's card.
- A £5.00 ex VAT SpaceProtect fee is added to the Host fee for that booking.
- If the Host needs to claim £100 for damage after the booking, the full £100 is transferred to the Host.
- If no claim is required, the £250 hold is released back to the Customer, and the £5.00 ex VAT SpaceProtect fee is deducted from the booking total.

Post-Event Pricing

Range of Claim*	SpaceProtect Fee (INC VAT) - UK
<i>Claim amount put forward by the Host</i>	<i>Charged to the Customer</i>
£10 - £100	£4.80
£101 - £250	£12
£251 - £500	£24
£501 - £750	£36
£751 - £1,000	£48

Range of Claim*	SpaceProtect Fee (INC VAT) - UK
<i>Claim amount put forward by the Host</i>	<i>Charged to the Customer</i>
£1,001 - £1,500	£72
£1,501 - £2,000	£96
£2,001 - £2,500	£120
£2,501 - £5,000	£240

Post-Event Example

The Host wishes to claim £800 from the Customer for damage to a building:

- SpacetoCo charges the Customer £800 plus a £48 fee (inc. VAT).
- SpacetoCo transfers the full £800 to the Host and retains the £48 fee.

Note: This Post-Event SpaceProtect fee structure does not apply to claims made under a Pre-Event workflow, unless the Pre-Event hold has already been released.

SpaceProtect Conditions

- SpaceProtect fee waived if the booking is cancelled prior to the funds being held;
- SpaceProtect fee waived if the hold of funds is unsuccessful;
- SpaceProtect fee waived if the collection of funds is unsuccessful;
- SpaceProtect fee includes all Customer and Host automated communications, before and after the booking;
- Pre-Event SpaceProtect cannot be used for Regular Customers;
- Approved SpaceProtect claims are non-refundable;
- Hold amounts (or Bond) do not attract VAT;
- All SpaceProtect fees listed above are excluding VAT; and
- Claim amount collected paid out in full to Host.

WORKED EXAMPLES

Example Organisation	Category	Description	Cost
Secondary school with 20 bookable spaces	Onboarding Fees	Tier = Small	£2,497
	Platform Fees	Commission Fee	16.5% of total booking volumes
		Outlook Integration and Merchant Fees	Bundled
		Annual SaaS Fee CouncilPro	£1,999
		SpaceProtect	Opt in (<i>pricing as above</i>)
		Guest Booking Fee (cancellation charge for casual bookings)	2.5% (£1 minimum per booking)
	Optional Fees	Enterprise Login Option 1 - 'Enterprise Managed'	£19 per month
Council with 50 bookable spaces	Onboarding Fees	Tier = Large	£6,997
	Platform Fees	Commission Fee	16.5% of total booking volumes
		Outlook Integration and Merchant Fees	Bundled
		Annual SaaS Fee CouncilPro	£1,999
		SpaceProtect	Opt in (<i>pricing as above</i>)
		Guest Booking Fee	Charged if / as used
	Optional Fees	Enterprise Login Option 2 - 'Enterprise Single Sign On'	£246 setup, then £98 per month
		Keyless Entry Remote Access	Charged at £123 per hour as a scoped project
		Face to Face Implementation	£10,000



SpacetoCo UK Ltd

10 John Street

London, United Kingdom

WC1N 2EB

sales.uk@spacetoco.com

<https://www.spacetoco.uk/>

P +44 330 818 2437

