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RM1557.15 G-Cloud 15

G-Cloud 15 Service Definition

Commercial In Confidence

Prepared for



Crown
Commercial
Service



A TRULY INNOVATIVE, SMART, AND SECURE SOFTWARE-AS-A-SERVICE PLATFORM BUILT AROUND THE CUSTOMER EXPERIENCE

SpacetoCo delivers the most advanced, customer-centric space booking platform, designed to provide users with a seamless, modern, and accessible booking experience.

Our award-winning, true Software-as-a-Service (SaaS) platform is trusted by 86 partners throughout the United Kingdom (UK), Australia and New Zealand. We process over 540,000 bookings annually across more than 5,000 spaces, and with 99.99% uptime, our platform ensures reliability for both customers and clients.

This is a modern booking journey designed around the customer: Fast, intuitive, and consistently excellent, from first search to final confirmation.

By combining end-to-end automation, a user-friendly interface, and enterprise-grade security, SpacetoCo empowers the community to book, pay, and manage spaces independently, while dramatically reducing administrative overhead for our clients.

COMPANY OVERVIEW

SpacetoCo specialises in cloud-based SaaS solutions for government and community organisations. Our core platform is purpose-built to streamline the management of community facilities, venue bookings, and associated payments, supporting clients to deliver efficient, customer-focused services.

Established in 2017, SpacetoCo operates from its headquarters in Perth, Western Australia, and serves 72 government and community services across Australia and New Zealand.

To support international expansion and better serve clients in the United Kingdom, SpacetoCo Pty Ltd established SpacetoCo UK Ltd in July 2025. SpacetoCo UK Ltd is a wholly owned subsidiary of SpacetoCo Pty Ltd. This structure ensures that all intellectual property, product development, and security standards are maintained consistently across all markets, while allowing for localised support, compliance, and engagement with UK-based clients.

SpacetoCo UK Ltd is responsible for delivering the SpacetoCo platform and associated services to clients throughout the UK. The UK entity leverages the technical expertise, operational processes, and award-winning platform developed by SpacetoCo Pty Ltd, while providing local account management, support, and compliance with UK regulatory requirements. All data for UK clients is hosted on Amazon Web Services (AWS) infrastructure located in the UK and European Union, ensuring alignment with UK General Data Protection Regulation (GDPR) and other relevant standards.

This relationship enables SpacetoCo to deliver a proven, secure, and scalable solution to UK clients, backed by the experience and resources of an established Australian technology company, and benefitting from the operational maturity and continuous innovation driven by SpacetoCo Pty Ltd.'s global operations.

SpacetoCo UK Ltd currently supports 14 UK clients, Figure 1, with eight (8) additional clients onboarding as of December 2025.

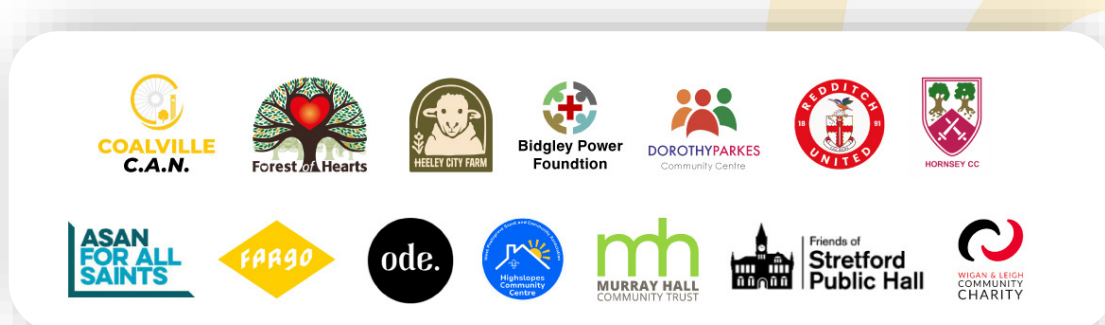


Figure 1 SpacetoCo's supports 14 UK clients

SpacetoCo Pty Ltd and SpacetoCo UK Ltd work in close partnership to ensure all clients receive consistent, high-quality service, robust security, and ongoing product enhancements, regardless of location.

Cloud-Based Architecture

SpacetoCo operates as a true SaaS platform, hosted on AWS in the UK and Europe. The system is accessible via any modern web browser and requires no on-premises installation or specialised hardware, allowing speedy and flexible onboarding for new clients. SpacetoCo is optimised for multi-device compatibility, ensuring community users and client staff can manage bookings, payments, and documentation anytime, anywhere, and from any device. Our architecture leverages:

- Auto-scaling server clusters for high availability (99.99% uptime);
- End-to-end encryption (Transport Layer Security (TLS) 1.2/1.3) for data in transit and at rest; and
- Regular independent penetration testing and alignment with ISO/IEC 27001 (Information Security Management) standards.

Our solution delivers measurable operational efficiencies, enhanced community engagement, and full compliance with UK regulatory requirements. We are committed to supporting all clients to deliver accessible, future-ready digital services for their communities.

SpacetoCo is optimised for multi-device compatibility, ensuring community users and client staff can manage bookings, payments, and documentation anytime, anywhere, and from any device.



Figure 2 Highly responsive, beautifully designed user interface accessible on tablets, phones and computers

VALUE PROPOSITION

SpacetoCo delivers a scalable, secure, and intuitive cloud-based booking platform that empowers public sector organisations to activate community assets, reduce administrative workload by up to 80%, and increase facility utilisation and revenue by 20-40%.

Our value proposition is centred on the following key benefits:

1. Operational Efficiency and Automation



- Our platform reduces administrative workload by up to 80% through automation of repetitive tasks, including bookings, invoicing, debt management, and customer communications.
- Clients consistently report a 20-40% increase in bookings and revenue after implementation, driven by streamlined workflows and improved customer experience.

2. Enhanced Community Engagement



- SpacetoCo enables users to discover, book, and pay for facilities online 24/7, improving accessibility and satisfaction.
- Our intuitive user interface (UI) and self-service features result in higher utilisation of community assets – 70% of bookings are made via mobile devices.

3. Compliance and Security



- Full compliance with UK GDPR, Data Protection Act 2018, and PCI DSS for payment processing.
- Platform hosted on AWS in the UK, with all data stored in the UK and European Union aligned with CSA STAR standards.
- Information Security Management System is ISO/IEC 27001 accredited.

4. Integration and Flexibility



- SpacetoCo integrates seamlessly with systems such as TechnologyOne (TechOne), Outlook, and Power BI, supporting uninterrupted workflows and data consistency.
- Our API-enabled platform supports future integrations and evolving requirements.

5. Proven Track Record



- Successful delivery for over 85 government and community organisations globally.
- UK clients include Hornsey Cricket Club, Redditch United FC, Fargo Village, Murray Hall, Aston Pavilion, Stretford Public Hall, Wigan and Leigh Community Charity, and Dorothy Parkes Centre.

6. Social Value and Sustainability



- We prioritise local economic participation, social inclusion, and environmental sustainability by engaging local suppliers, supporting social enterprises, and designing for energy efficiency.
- Our platform is accessible, inclusive, and aligned with public sector social value objectives.

THE MODERN BOOKING JOURNEY

Fast, intuitive, and consistently excellent - from first search to final confirmation. SpacetoCo transforms the traditional booking experience into a seamless digital journey that delights customers and dramatically reduces administrative burden for staff.

Our platform combines six (6) core capabilities to deliver a consistently excellent customer experience:



Real-time Availability

Intuitive green/amber/red indicators eliminate double bookings.



Mobile-First & Accessible

Fully responsive UI framework (Vuetify) with Web Content Accessibility Guidelines compliance built-in.



Self-Service Dashboards

Customers manage their own bookings, payments, documents, and history in just a few clicks.



Enhanced Space Listings

Interactive maps, filters, photos, and "Look & Book" content increase conversion rates by up to 30%.



Streamlined Payments

Secure, automated invoicing and refunds with 99.9% payment success.



Automated Communications

120+ email templates and upcoming SMS alerts keep customers informed at every step.

"SpacetoCo has changed that process from being time intensive to being friction free. A booking now takes a matter of seconds."

— Jim Chapman, Venue Manager



Fast and Intuitive Venue Discovery

SpacetoCo provides a comprehensive, cloud-based venue and booking management solution designed to serve both customers and staff with equal sophistication.

For Customers: Discovery to Confirmation in Seconds

Finding and booking the perfect space has never been easier. Our intelligent search and discovery features include:

- **Interactive maps** that dynamically display spaces as users zoom in or out;
- **Geographical search** with customisable radius filters (e.g., "show me all halls within 5km of my postcode");
- **Advanced filtering** by date, time, price range, capacity, amenities (Wi-Fi, air conditioning, accessible toilets, parking), and activity type; and
- **Real-time availability** with instant confirmation - no waiting for callback or email approval.

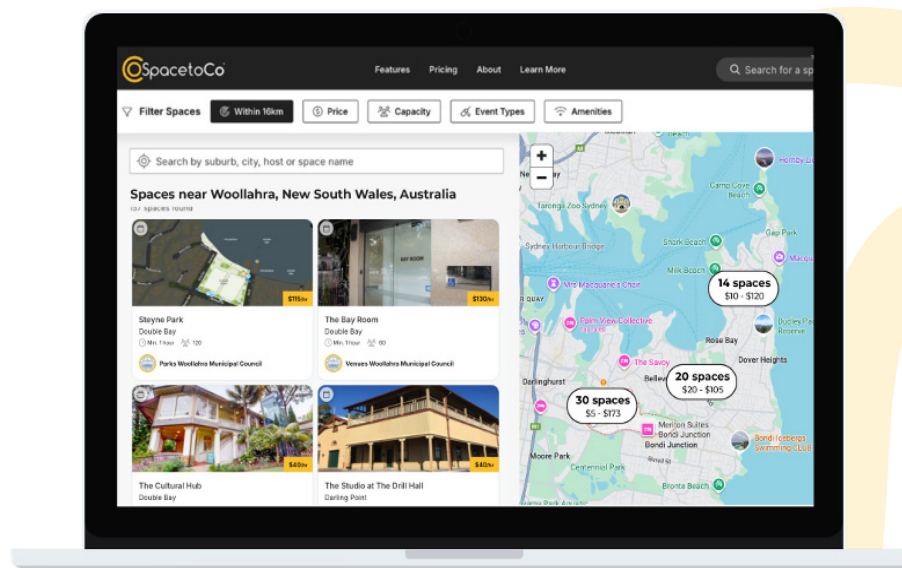


Figure 3 Intuitive map and geographical search capabilities

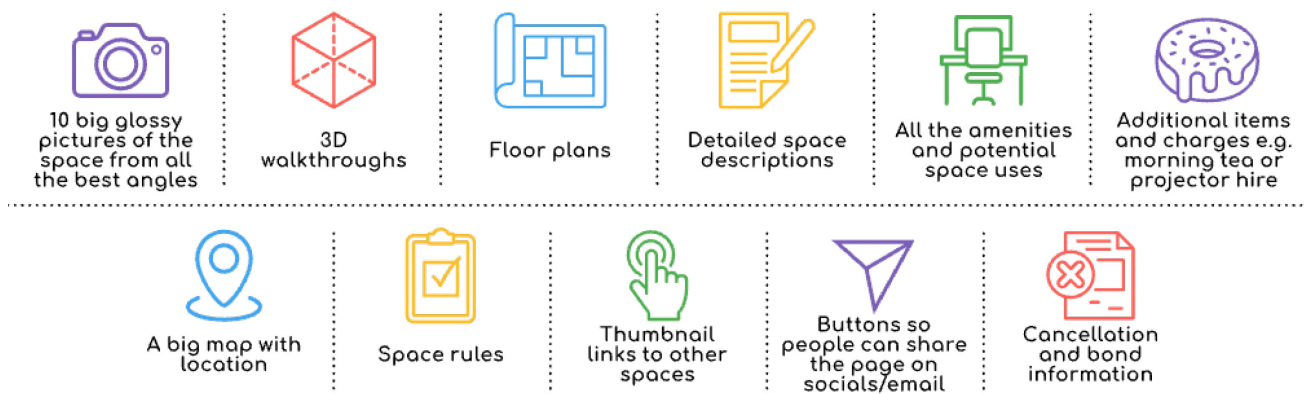
Enhanced Space Listings: The "Look & Book" Advantage

First impressions matter. Our enhanced listing functionality helps clients showcase their facilities in the best possible light, directly driving booking conversions.



Enhanced listings increase booking conversion rates by up to 30% across our clients.

Client spaces are listed beautifully on SpacetoCo and customised to include key visuals and information with vibrancy, interactive tools, and accurate booking descriptions for customers. All space listings include:



This rich content doesn't just look professional - it answers the key questions customers have before they book, reducing enquiries and building confidence. When customers can truly see what they're booking, they book with certainty.

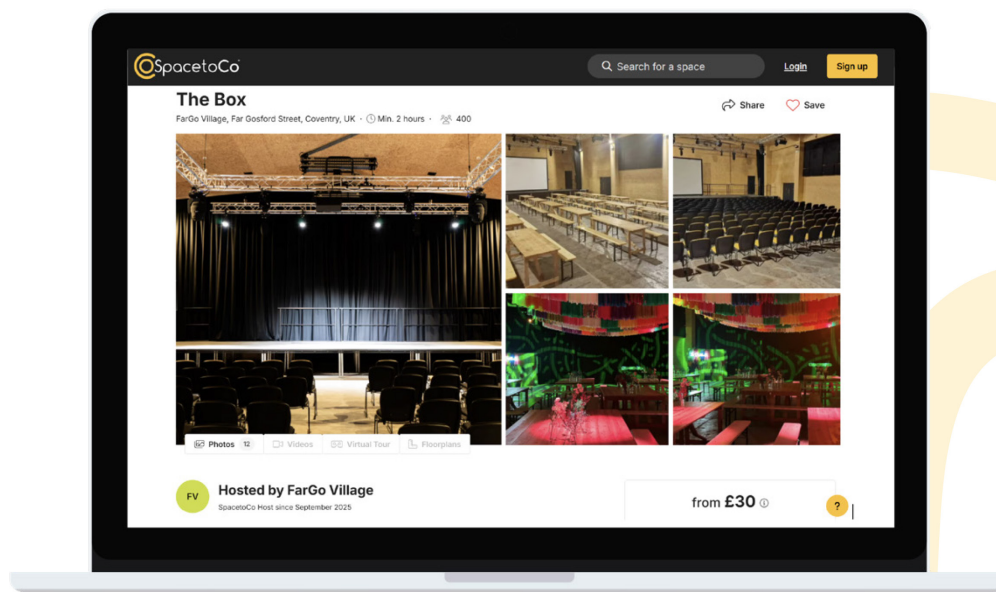


Figure 4 The Box (an independent venue in Coventry) utilises several photos to showcase the space

Effortless Booking Creation

The booking process itself is stripped of unnecessary complexity. Most customers complete their booking in under 60 seconds, even on their first visit. The system guides them through space selection, date and time confirmation, any required documentation uploads, and secure payment - all in a logical, uncluttered flow that works beautifully on any device.

Customer Dashboard and Self-Service

Empowered customers mean less work for your team. The SpacetoCo customer dashboard, Figure 5, is a comprehensive self-service hub where users can easily and independently manage their entire booking lifecycle.

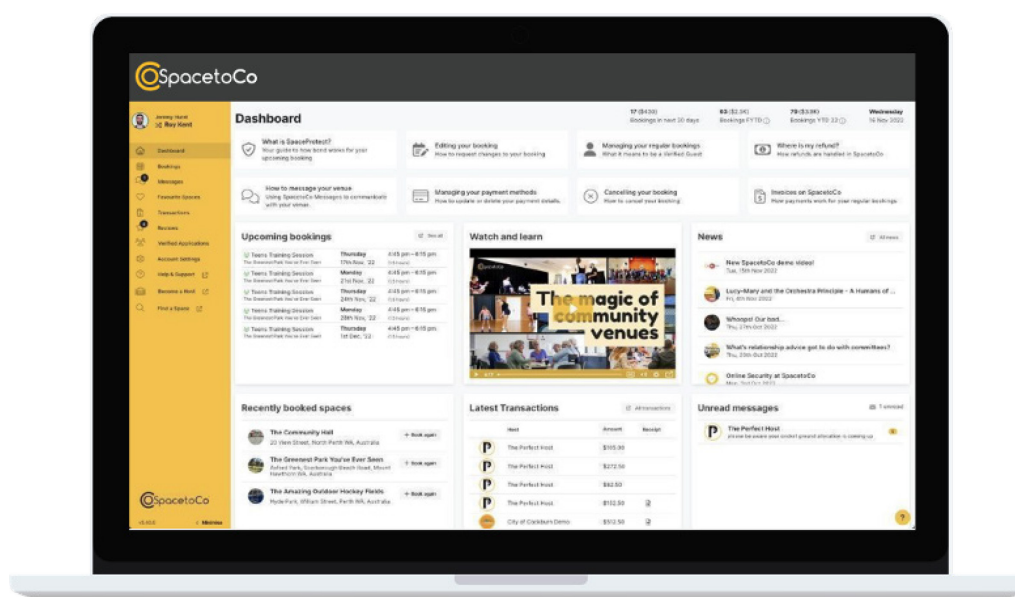


Figure 5 Customer dashboards allow hirers to entirely self-manage their bookings

Further, customers can see all their bookings in one (1) place on their dedicated SpacetoCo dashboard, Figure 6.

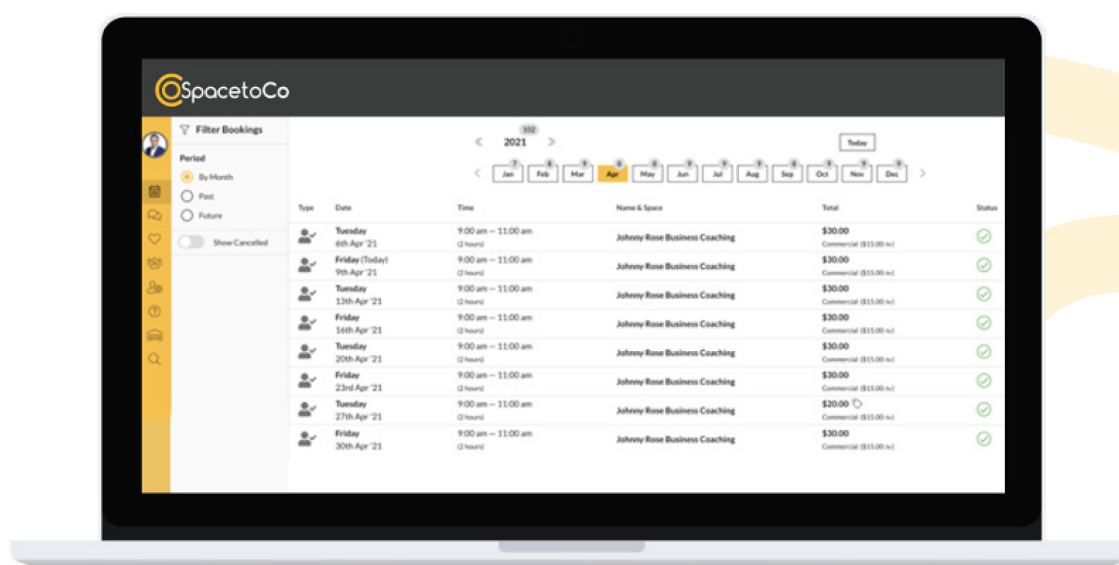
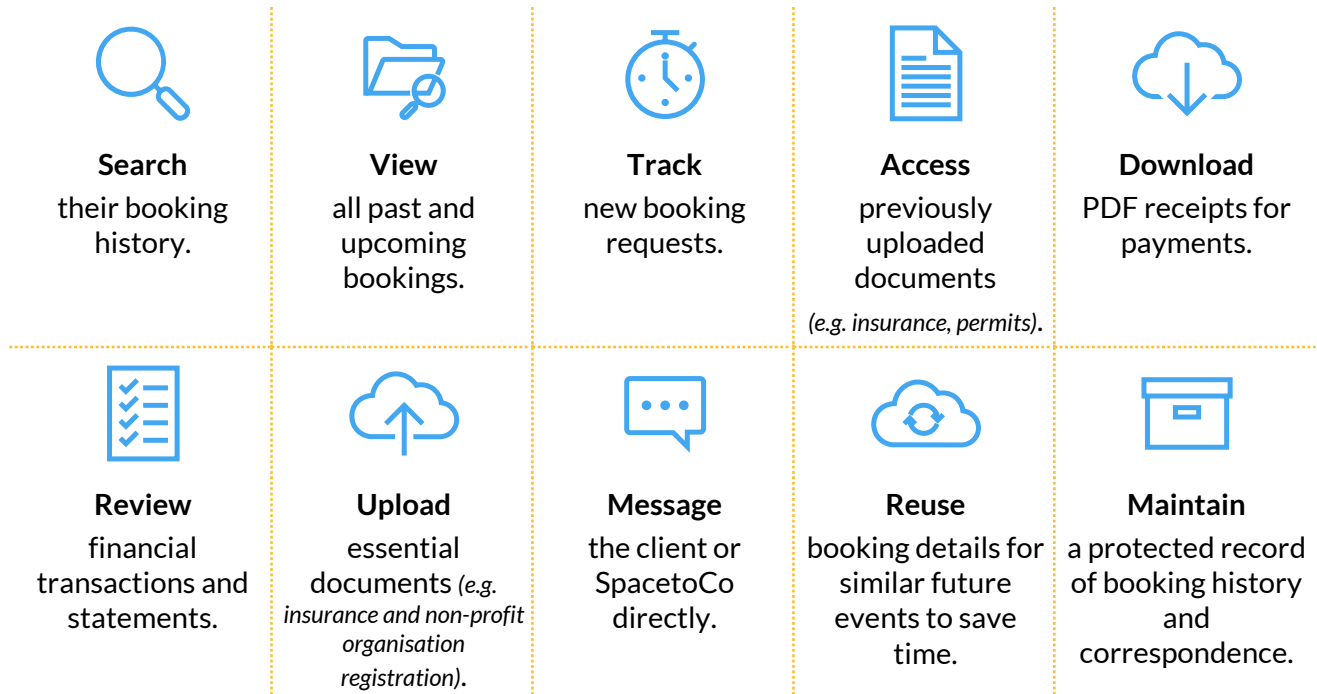


Figure 6 Customers can save bookings to their calendars or view them on their SpacetoCo dashboard

SpacetoCo's solution drastically reduces time to complete an end-to-end booking on the platform, allowing customers to create a booking in as few clicks as possible.

From their dashboard, customers can:



This means simpler:

Financial Management

- Download PDF receipts for all payments;
- Review complete transaction history and financial statements;
- Securely add, update, or remove saved payment methods; and
- Pay individual invoices or multiple invoices in a single transaction (regular hirers).

Document and Profile Management

- Upload essential documents (insurance certificates, permits, non-profit registrations);
- Access previously uploaded documents linked to specific bookings;
- Update personal and organisational information; and
- Reset passwords securely at any time.

Communication

- Message Booking Officers or SpacetoCo technical support directly through the platform;
- View complete message history associated with their profile; and
- Receive automated notifications for booking confirmations, reminders, and status updates.

This level of self-service doesn't just improve customer satisfaction - it fundamentally shifts the administrative burden. Customers resolve their own queries, make their own changes, and manage their own compliance, freeing staff to focus on exceptions and strategic work rather than routine administration.

Automated Payments and Invoicing

Financial management shouldn't be a bottleneck. SpacetoCo provides a fully automated, secure payment ecosystem that handles everything from casual one-off bookings to complex regular hirer arrangements - all while maintaining complete audit trails and compliance.

Our system:



Reduces manual workload by up to 80%.



Eliminates debtors and credit notes.



Ensures compliance with financial and privacy standards.



Provides transparent, auditable financial management.



Supports accessibility and customer satisfaction.

Our system is designed to minimise manual intervention, ensure compliance with payment standards, and deliver accurate, auditable financial management.

Multiple Payment Methods and Flexibility



Credit/Debit Card Payments

SpacetoCo accepts all major credit and debit cards (Visa, MasterCard, American Express) for online bookings via Stripe, a PCI DSS Level 1 certified payment gateway. This ensures the highest level of security for every transaction.



Direct Debit for Regular Customers

Regular customers can pay for monthly bookings via direct debit (GoCardless) or credit/debit card. This supports both upfront and post-pay arrangements, with automated invoicing and payment collection.



Manual and Walk-In Payments

For walk-in or cash / eftpos payments, staff can record manual transactions in the admin dashboard, ensuring all bookings are tracked and reconciled within the system.

Invoicing and Receipts

- **Automated Invoicing:** Regular hirers receive a monthly billing summary and a PDF invoice. Staff can override or adjust charges before invoicing, ensuring flexibility and accuracy.
- **Automated Receipts:** After each successful transaction, customers receive detailed receipts via email and in their dashboard. These receipts include a full breakdown of charges and are updated automatically if bookings change.
- **VAT Compliance:** All prices and invoices display Value-Added Tax (VAT) transparently, supporting tax reporting obligations.

Refunds and Cancellations

- **Automated Refunds:** Refunds for cancelled bookings are processed immediately and automatically, in line with our client's cancellation policy. Partial refunds and overrides are supported, with staff approval where required.
- **Bond Management:** Bonds are held as pre-authorisations on customer cards and released automatically unless a claim is made, streamlining the process and reducing manual handling.

Reconciliation and Reporting

- **Monthly Lump Sum Payout:** After monthly billing is complete, we transfer all collected booking revenue to the client in a single, fully reconciled lump sum.
- **Reconciliation Reports:** Each payout is accompanied by a detailed, pre-reconciled report (CSV format), including cost-centre codes for each venue and item. This report is designed for direct import into the client's finance system (e.g., TechnologyOne), supporting efficient and accurate reconciliation.
- **Audit Trail:** All transactions, adjustments, and refunds are logged and exportable, supporting the client's compliance and audit requirements.

Integration and Data Security

- **Integration with Client's Systems:** Exported CSV and JSON files are compatible with the client's finance, eDRMS, and business intelligence tools (e.g., Power BI).
- **Security:** All payment data is handled by PCI DSS Level 1 certified providers. No sensitive cardholder data is stored or processed by our system. Data is encrypted in transit and at rest.

Customer Support

- **Level 1 Support:** We provide free customer support for payment-related enquiries, guiding users through payment updates and resolving failed transactions.
- **Automated Payment Failure Correction:** The system automatically retries failed payments and notifies customers to update their details if needed.

Finance teams will appreciate the accuracy, management will appreciate the visibility, and customers will appreciate never having to chase invoices or refunds.

"The finance team just about had a heart attack when she saw how easy finance and reporting works."

– Rebecca, City of Mitcham



COMPLETE VISIBILITY AND CONTROL FOR STAFF

Behind the scenes, the Bookings team gains powerful tools that replace spreadsheets, email chains, and manual calendar management:

- **Role-based dashboards** providing real-time visibility across all bookings, venues, and customers.
- **Automated calendar synchronisation** with Microsoft Outlook, eliminating double-entry and manual updates.
- **Comprehensive reporting suite** with customisable filters and exports for compliance, finance, and performance analysis.
- **Bulk booking creation tool** that generates up to three (3) years of recurring bookings in just three (3) minutes - perfect for seasonal sports leagues and regular hirers.

Back & forth emailing about availability.	Customers can view live availability online.
Manually keying in bookings data and managing the calendar.	Hirers can request their bookings and send you all their data and the calendar is automatically updated.
Taking payments over the phone.	SpacetoCo handles all your payments and sends receipts - it even manages changes automatically too!
Figuring out when the school & bank holidays are.	SpacetoCo knows your local holidays and can exclude them from regular hire templates.
Creating invoices (and correcting them).	We create and send your invoices based on accurate bookings data.
Handling refunds and cancellations.	We automatically refund cancellations and update the calendar. You can configure the refund amount.
Remembering when public liability insurance is due to be renewed.	Track all hirer documentation and automatically prompt hirers for important document renewal.
Trying to collate all your data from different sources for reporting.	Dashboards, data and reports at your fingertips. Set and forget monthly reporting.
Scrabbling about for contact details for important hirer communications.	Message segments of hirers in seconds with important updates.
Issuing keys and tracking returns.	SpacetoCo integrates with keyless entry systems.

Figure 7 Instead of a long list of system requirements, here is a list of tasks you won't have to do anymore!

Intelligent Booking Management

Double bookings, scheduling conflicts, and manual calendar management become problems of the past with SpacetoCo's intelligent booking engine.

Live Availability

As soon as a space is booked, it's immediately unavailable to everyone else. When a booking is cancelled (within client policy terms), the space instantly becomes available again. This real-time synchronisation happens across all access points - customer portal, staff dashboard, and integrated systems - eliminating the risk of double bookings entirely.

Intelligent Buffer Management

The system automatically accounts for bump-in and bump-out times. If a customer attempts to book a time slot that would overlap with required setup or pack-down periods, they receive:

- An automatic alert explaining the conflict;
- Options to adjust their booking times slightly; and
- Suggestions for alternative time slots that accommodate their needs.

Staff are notified of these near-conflicts, maintaining visibility while the customer retains agency to resolve the issue themselves.

Strategic Flexibility

While preventing double bookings is critical, some booking workflows require nuance:

Pending Booking Management

Clients control whether pending (unapproved) bookings block availability or allow multiple requests for the same time slot. This flexibility offers the following benefits:

- Operate true "first-come-first-served" booking by blocking time slots immediately upon request;
- Allow multiple requests for popular slots and approve the preferred customer; and
- Apply different rules to different venue types based on demand patterns.

Recurring Bookings: Seasonal Bookings in Minutes, not Hours

Regular bookings are where SpacetoCo truly shines. For sports clubs running winter and summer seasons, community groups with regular meeting schedules, or fitness instructors with recurring class bookings, this feature alone saves countless administrative hours for both staff and customers.



Regular bookings are a breeze with SpacetoCo, create three (3) years of bookings in just three (3) minutes.

Bulk Creation Tool

Create up to three (3) years of recurring bookings with sophisticated pattern support:

- Weekly, fortnightly, monthly, or fully custom schedules;
- Automatic inclusion or exclusion of school holidays and bank holidays (clients set the rules);
- Seasonal allocations with flexible start and end dates; and
- Permission controls determining which customers can access bulk booking.

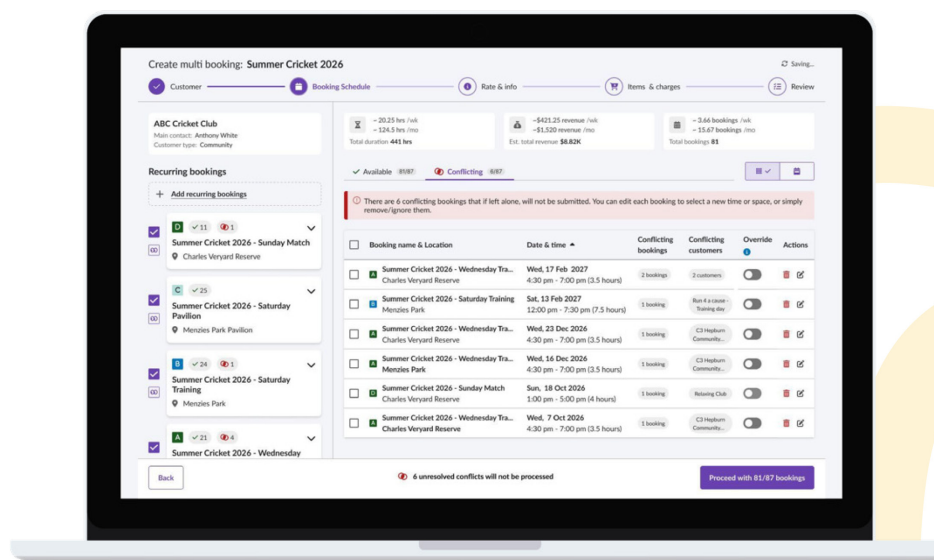


Figure 8 Bulk bookings are easy with our intuitive interface

Example: An under-18's cricket club can book every Saturday afternoon for an entire season, in under three (3) minutes, with automatic exclusions for term breaks and bank holidays, all subject to the designated approval workflow.

Document and Compliance Management

Ensuring customers provide required documentation, such as insurance certificates, permits, risk assessments, or Safety Advisory Group Notifications, is traditionally a time-consuming manual process involving repeated emails and follow-ups. SpacetoCo automates this entirely.

Proactive Automation

- Documents are uploaded directly to bookings or customer profiles through the self-service portal;
- Automated alerts notify both customers and staff of missing or expiring documents;
- 30-day advance warnings when documents are approaching expiry and future bookings exist beyond the expiry date;
- Documents are linked to relevant bookings and accessible to authorised staff members; and
- Business rules and policies are enforced automatically - bookings can be blocked until compliance requirements are met.

Staff can request additional documents at any stage, with automated prompts and reminders keeping customers on track without manual intervention.

Communications and Calendar Integration

Keeping everyone informed shouldn't require dedicated staff time. Our comprehensive communication and calendar tools ensure customers and staff always know what's happening, when it's happening, and what action they need to take.

Email Notifications: 120+ Templates, Zero Manual Effort

Every interaction in SpacetoCo can trigger an automated, professionally formatted email notification. We provide over 120 pre-written templates covering virtually every scenario:

Customer Notifications

- Booking confirmations sent immediately upon submission or approval;
- Reminders for upcoming bookings, outstanding documentation, and payment due dates;
- Status updates when bookings are amended, rescheduled, declined, or completed;
- Cancellation confirmations with automated refund status; and
- Document alerts for missing or expiring certificates.

All emails include actionable links - customers can click directly through to view their booking, upload a document, or make a payment, reducing friction and improving response rates.

Staff Notifications

- New booking requests requiring approval;
- Payment failures or customer actions requiring attention; and
- System-generated alerts for conflicts or compliance issues.

These automated communications reduce manual follow-up by up to 80%, translating to tens of thousands of pounds saved in administrative time each year.

Bulk and Targeted Messaging

Beyond automated workflows, clients retain full control for situational communications:

- Send targeted emails to specific customer groups (e.g., all hirers at a particular venue, all bookings on a specific date);
- Ideal for emergency closures, policy changes, or facility upgrades; and
- All customer responses automatically recorded in message history for audit and transparency.

Calendar Integration: Seamless Synchronisation

Bookings shouldn't live in isolation within a siloed system. That's why SpacetoCo integrates directly with calendar systems. Connect SpacetoCo to Outlook 365 or Exchange for powerful bidirectional integration:

- Bookings made in SpacetoCo automatically appear in staff Outlook calendars;
- Internal events created directly in Outlook (meetings, facility closures, maintenance) are reflected in SpacetoCo as blocked times;
- Real-time synchronisation prevents double bookings across systems; and
- Multiple venues can have dedicated calendars with granular permission controls.

This integration is particularly valuable for rangers, security staff, cleaners, and facility coordinators who rely on Outlook for day-to-day scheduling.

ASSOCIATED SERVICES

In partnering with SpacetoCo, our clients have access to more than a facilities management solution. Some of the additional optional services we offer include:

- SpaceProtect, our in-house solution for bond management;
- Custom integration with third-party systems (e.g., eDRMS, asset management);
- Keyless building access integration (Integriti, Gallagher, etc.);
- Custom reporting and analytics dashboards;
- Additional training workshops or on-site support;
- Integration with Megatix – a modern and intuitive ticketing solution; and
- Marketing support and community engagement campaigns.

ONBOARDING AND TRAINING

We've refined our implementation approach across 85+ successful deployments globally. The result is a structured, collaborative process that gets clients live quickly while building capability and confidence.

Our approach includes:

- Structured onboarding process (eight (8) to 12 weeks typical);
- Data migration support (templates, cleansing, validation);
- Scope includes all core platform features, configuration, and training; and
- Hyper-care support post go-live.

Staged Delivery that Works

Our agile-inspired methodology breaks implementation into clear phases: configuration, user acceptance testing, and go-live. Each phase has defined outcomes, joint sign-off points, and built-in flexibility to accommodate organisational unique requirements. Clients receive a detailed project plan with milestones from day one, ensuring everyone knows what's happening, when it's happening, and who's responsible.

Governance that keeps Things on Track

You'll never wonder where things stand. Joint governance structures with regular progress reporting mean both teams maintain visibility and accountability throughout. We identify risks early, develop contingency plans proactively, and address issues before they become problems. Your project lead and our delivery team work as partners, not vendor and client.

Hyper-Care when it Matters Most

The days and weeks following go-live are critical. Our hyper-care support ensures staff has immediate access to expertise when questions arise, configurations need fine-tuning, or unexpected scenarios emerge. We don't disappear after launch - we stay close until all users are confident and self-sufficient.

Training

Our training curriculum is broken down into a series of live workshops, which can happen virtually or in-person. Custom training is provided for administrators, finance, and operational staff.

The training is complemented by a comprehensive online knowledge base and self-paced learning modules.

Once the system is live, ongoing refresher sessions and documentation updates are provided free of charge.

SpacetoCo delivers:



Thorough **on- or off-site training** sessions for key staff members



Broad training provided for the whole organisation



Provision of complete and **thorough digital, interactive handover materials**



A complete **Knowledge Base**



Three (3) week "hyper-care" support, post-implementation



Formal **escalation protocol** baked into our official Service Level Agreement



Ongoing support via phone, chatbot, email, for the duration of the Contract



Comprehensive **online support portal** including video training, recorded webinars, and how-to articles



Permanent **remote support** and the option for **on-site support**

Service Management: Partnership Beyond the Platform

Technology is only valuable when it's supported by people who care about your success. Our service management approach reflects this philosophy at every level.

Dedicated Account Manager

Every client is assigned a dedicated UK Account Manager who becomes your primary point of contact, advocate, and strategic partner. They know your organisation, understand your goals, and proactively identify opportunities to maximise value from the platform. Whether you need help with a user query, want to explore new features, or need to escalate an issue, your Account Manager is there.

Multi-Channel Support When You Need It

Both staff and customers can reach us via phone, email, or live chat during extended support hours. We provide free Level 1 support for all users - including customers - meaning your team isn't burdened with routine platform queries.

The platform is designed with simplicity and accessibility in mind, featuring:



Straightforward Navigation: A clean and intuitive layout guides customers through booking processes step-by-step.



Thorough Instructions: Self-guided tutorials, tooltips, and a searchable online knowledge base (130+ articles) are embedded throughout the customer journey.



Supportive Features: New customers benefit from automated confirmations, clear notifications, and accessible self-service options for managing bookings or events.

SpacetoCo empowers customers to complete tasks like booking venues, checking event availability, and making payments without requiring extensive training or prior experience.

Always Watching, Always Ready

Our platform is monitored 24/7 with automated health checks and alerts. If something goes wrong - whether it's a performance degradation, security anomaly, or service disruption - we know about it immediately and begin remediation before it impacts customers. This proactive monitoring is why we consistently achieve 99.99% uptime.

Transparency Through Reporting

Clients receive monthly performance and incident reports showing uptime statistics, support ticket trends, and platform usage metrics. Quarterly service reviews provide opportunities to discuss results, plan improvements, and align on priorities. These aren't box-ticking exercises - they're genuine conversations about how we're performing and where we can do better.

Clear Escalation When Critical Issues Arise

Critical incidents follow defined escalation pathways with executive-level engagement when needed. You'll never feel abandoned during an emergency. Our incident response protocols ensure the right people are mobilised immediately, with transparent communication throughout resolution.

Learning and Improving Together

Annual feedback sessions bring clients together to share best practice, discuss common challenges, and influence our product roadmap. Your experience matters, and we create structured opportunities to learn from it.

Service Levels Commitments you can count on

We don't just promise reliability, we guarantee it and report against it monthly.

99.99% Uptime Guarantee

Our Service Level Agreement commits to 99.99% platform availability, translating to less than one hour of downtime per year. We consistently meet or exceed this target across our global client base. When

we fall short, you'll know about it through transparent reporting, and we'll explain what happened and how we're preventing recurrence.

Rapid Response When Issues Arise

Not all incidents are equal, and our response times reflect priority levels:

- **Critical incidents** (complete service outage or major functionality loss): Response within four (4) hours.
- **High priority** (significant impact on operations): Response within seven (7) hours.
- **Medium priority** (limited impact, workaround available): Response within 12 hours.
- **Low priority** (minor issues, feature requests): Response within 24 hours.

Response times mean we've acknowledged the issue, assessed its impact, and begun active remediation - not just sent an automated acknowledgement.

Outage and Maintenance Management

Planned maintenance is necessary for security updates, feature releases, and performance optimisation. We handle it with minimal disruption and maximum transparency.

Advanced Notice for Planned Work

All clients receive notifications for scheduled maintenance at four (4) distinct intervals: four (4) weeks prior, one (1) week prior, 48 hours prior, and three (3) hours prior. This gives staff ample time to plan around any brief service windows and communicate with customers if needed. Most maintenance occurs during off-peak hours and completes without any customer-facing impact.

Real-Time Status Visibility

Our public status dashboard at <https://status.spacetoco.com/> provides real-time information on platform health, ongoing incidents, and scheduled maintenance. Staff and customers can check status independently rather than contacting support and can subscribe to automatic updates for immediate notification of any changes.

Rapid Communication During Unplanned Outages

When unplanned outages occur - and in seven (7) years, they've been rare - we notify affected clients within one (1) hour for critical incidents. Regular updates are provided throughout resolution, and we'll provide a post-incident analysis explaining what happened, what we did, and what we're changing to prevent recurrence. Outcomes from this analysis then gets rolled out across our operating procedures. This commitment to learning from incidents is core to our continuous improvement culture.

Development Life Cycle

Platforms that stand still become obsolete. We're constantly evolving SpacetoCo based on changing technology, regulatory requirements, and most importantly, client needs.

Agile Development with Fortnightly Releases

New features, enhancements, and fixes are delivered on a predictable fortnightly cycle. This cadence means clients benefit from continuous improvement without the disruption of infrequent major releases. Every update is tested thoroughly in our staging environment before reaching production, ensuring stability while maintaining momentum.

Transparent Roadmap Management

Our product roadmap uses a "Now-Next-Later" framework that makes priorities clear:

- **Now:** Features currently in development or about to be released.
- **Next:** Capabilities scheduled for the coming quarter.

- **Later:** Strategic initiatives under consideration for future quarters.

Clients can see what's coming, understand our thinking, and provide input that influences direction.

Feedback Shapes the Platform

Quarterly "Co-Create" sessions bring clients together with our product team to discuss challenges, propose solutions, and vote on priorities. We don't build features in isolation - we build what clients need, validated through real-world use cases and collective wisdom. Many of our most valuable capabilities originated from client requests in these collaborative sessions.

All updates undergo rigorous testing in staging environments before production deployment. We never compromise stability for the sake of speed. When we release something, it works - and if it doesn't, our support and development teams collaborate to resolve issues immediately.

CASE STUDIES

SpacetoCo is a relatively new entrant to the UK market, having recently established a presence and already secured partnerships with 14 UK organisations. This builds on our strong foundation of 72 local government and community partners across Australia and New Zealand. The following case studies highlight our proven ability to deliver value for both new and established clients.

Hornsey Cricket Club represents one of our early UK partnerships, demonstrating how our platform can be rapidly adopted to streamline facility bookings and improve user experience in a UK context.

The City of Kwinana case study showcases our experience in delivering large-scale, complex deployments for local government in Australia. Here, SpacetoCo transformed the management of 174 council-owned spaces, delivering measurable improvements in efficiency, revenue, and customer satisfaction.

These examples illustrate our commitment to supporting diverse organisations with scalable, user-friendly solutions - whether in the UK or Australasia.

Hornsey Cricket Club North London, UK



Case Study

Project Scope

Hornsey Cricket Club is a historic community sports facility serving North London for over 165 years. Beyond cricket, the club's modern clubhouse is a sought-after venue for birthday parties, family gatherings, club meetings, celebrations, and community events. The club, run largely by volunteers, needed a solution to streamline and modernise its venue hire operations without increasing administrative burden.

By partnering with SpacetoCo, Hornsey Cricket Club has modernised its venue hire process, doubled its bookings, and reduced administrative workload by 90%. The club can now focus on what matters most: serving its members and growing community sport in North London.

The Challenge: Too Much Admin, Not Enough Time

Despite strong demand for the clubhouse, managing bookings had become unsustainable:

- **Manual Processes:** Enquiries arrived via email, phone, social media, and word of mouth, requiring constant attention.
- **Time-Consuming Tasks:** Confirming availability, checking for clashes, following up, managing payments, and sending reminders were all done by hand.

- **Volunteer Burnout:** Venue Manager Jim Chapman was spending hours each week updating calendars and responding to hirers, taking time away from supporting club members and the community.
- **Sustainability Risk:** As a volunteer-led club, the system was not scalable or sustainable for the long term.

The Solution: Seamless, Self-Service Booking with SpacetoCo

Hornsey Cricket Club adopted SpacetoCo to automate and simplify every aspect of venue hire:

- **Live Availability:** Hirers can instantly see when the clubhouse is free, reducing back-and-forth.
- **Online Self-Service Bookings:** Customers book and pay online, removing manual steps.
- **Automated Payments & Confirmations:** The system handles payments, sends confirmations, and issues reminders automatically.
- **Professional Venue Page:** The clubhouse is showcased online with photos, amenities, pricing, and clear terms.
- **Real-Time Conflict Detection:** Bookings never overlap, eliminating scheduling headaches.
- **Intuitive Dashboard:** Even non-technical volunteers can manage bookings with ease.



“If you are responsible for hiring out any size of venue, I cannot recommend this company highly enough. The web-based software is intuitive and easy to use even for a non-tech user.”

— Jim Chapman

Key Outcomes

1. Dramatic Increase in Venue Bookings

- The public-facing venue page and instant online booking led to a surge in enquiries and confirmed bookings.
- Community members could check availability and secure the space without waiting for manual responses.

2. 90% Reduction in Admin Workload

- Automated workflows for confirmations, reminders, payments, and document handling freed up hours each week.
- Volunteers no longer had to chase payments or manually update calendars.

3. Enhanced Professionalism and Customer Experience

- The booking journey - from discovery to confirmation - matched the club's high standards.
- Communications and documentation were consistent, timely, and branded.

4. Empowered Volunteers and Sustainable Operations

- The intuitive system allowed volunteers to focus on delivering great events and supporting club members, rather than managing spreadsheets.

“You will double your hirings and reduce your booking workload by 90%.”

— Jim Chapman



Special Achievements & Highlights

- **Immediate Impact:** The transformation was visible within weeks - more bookings, less admin, and happier hirers.
- **Scalable Model:** The Club now has greater capacity to invest in community sport, junior development, and member events.
- **Future-Ready:** With SpacetoCo, Hornsey Cricket Club is exploring new ways to expand its hire offerings and further engage the local community.

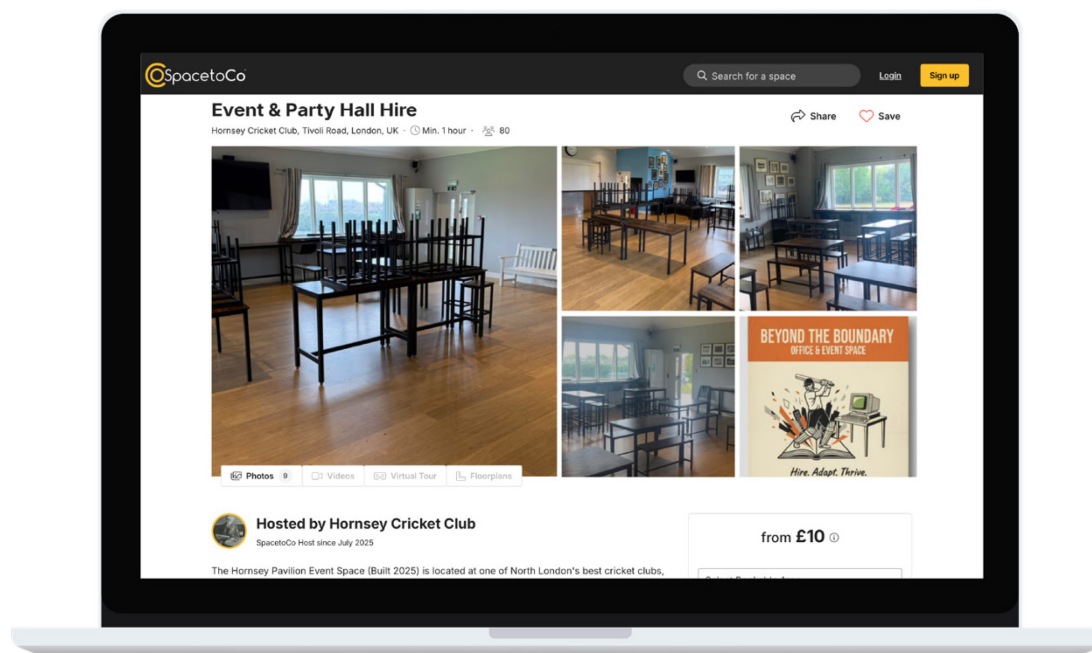


Figure 9 Hornsey Cricket Club leverages SpacetoCo's intuitive space listings to attract hirers

City of Kwinana Western Australia



Case Study

Project Scope

The City of Kwinana sought to transform its facility booking processes, which covered 174 council-managed spaces. The City required a solution that would streamline bookings for casual, seasonal, and regular hirers, improve customer experience, and reduce administrative workload for staff. The project aimed to deliver a modern, automated, and user-friendly platform to support efficient management of community facilities.

The Challenge: Manual Processes and Limited Visibility

Prior to implementing SpacetoCo, the City of Kwinana faced several operational challenges:

- Manual data entry and reliance on paper-based forms for both staff and customers.
- Lengthy bond collection and refund processes, often involving cheques and bank transfers.
- Limited visibility for staff across booking activity, resulting in inefficient communication and coordination.

- No live online availability or ability for customers to submit booking requests outside business hours.
- Existing booking software required extensive manipulation to fit internal processes, leading to frustration and high administrative burden.
- Delays in responding to customer enquiries due to process backlogs.

The Solution: An Automated, Customer-Centric Booking Platform

In mid-2020, the City of Kwinana trialled SpacetoCo for a high-demand venue, “The Patio”. The success of this trial led to a full rollout across all 174 council-owned spaces. Key features of the SpacetoCo solution included:

- Automated invoicing for regular and seasonal customers.
- SpaceProtect, an automated bond process using credit card pre-authorisation.
- Live facility availability and 24/7 online booking requests.
- Centralised customer information, reducing manual data entry.
- Discount code functionality for internal staff bookings.
- Secure, integrated payment processing via Stripe and GoCardless.
- Local support from an Australian-based partner.

Key Outcomes

1. Rapid and Seamless Implementation

The full rollout was achieved in just four (4) weeks and one day, including the migration of over 10,000 bookings and onboarding of 44 regular hirers.

The City’s staff reported the system was not only working for them, but had surpassed their expectations, providing immediate relief from time-consuming administrative tasks.

2. Dramatic Increase in Bookings and Revenue

The City experienced a 54% increase in bookings revenue from 2022 to 2024, demonstrating the platform’s ability to drive community engagement and facility utilisation.

Customers can now quickly and easily find all information about a specific facility online, leading to higher occupancy rates.

3. Significant Reduction in Administrative Workload

Paper-based forms and manual data entry were virtually eliminated, with all necessary customer information collected through the online checkout and Regular Customer Application process.

The number of phone calls and emails between City staff and customers reduced dramatically, freeing up staff to focus on space activation and building relationships with customers.

4. Enhanced Financial Management and Customer Experience

The use of SpaceProtect made the City’s lengthy bond process obsolete, enabling staff to claim and release funds with a few clicks. All bonds are now processed through pre-authorisation holds on the customer’s credit card, reducing refund times from three weeks to three days.

SpacetoCo’s in-built credit card and direct debit facilities, leveraging Stripe and GoCardless, ensured secure, automated payments and reduced the need for the City to handle sensitive financial data.

Special Achievements & Highlights

The City's staff reported that the system exceeded expectations, providing relief from time-consuming tasks and enabling a renewed focus on customer relationships.

The implementation of SpaceProtect eliminated manual bond handling, cheques, and bank transfers.

SpacetoCo's customisable features allowed the City to tailor booking rules, such as capping "The Patio" bookings to three (3) hours.

The City's partnership with SpacetoCo has since expanded to include bookings for the creche, libraries, and Youth Zone Centre, demonstrating ongoing value and scalability.

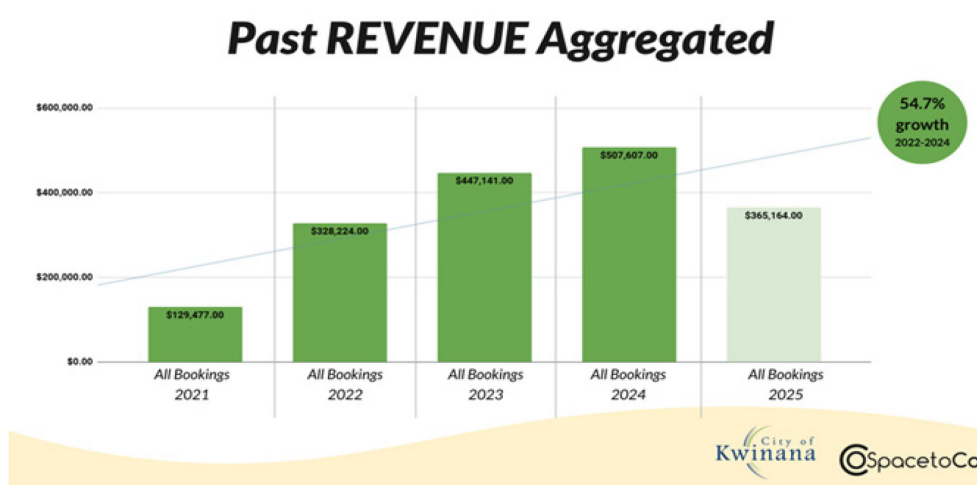


Figure 10 The City of Kwinana has experienced over 54% growth in revenue (2025 data as of EOFY)

ADMIN AUTO-EFFICIENCY (in time)

Metric	Average Council not on SpacetoCo	Kwinana Before SpacetoCo	Kwinana After SpacetoCo in 2024
Booking a Space (Customer)	15	40	4
Paying for a Space (Customer)	20	7	2
Cancellations (Council)	20	40	1
Bond processing (Council)	30	45	1
Total	85	132	8

Figure 11 The statistics prove the efficacy of the SpacetoCo platform - saving time for both staff and customers

"...now that we've gone live on SpacetoCo, we can see that it will improve our processes, alleviate some of the workload and therefore free up our time to focus on other areas of our team, work and our department; focus more on important challenges and on increasing usage [of our facilities]"

- Chantel Harmer, Administration and Bookings Officer



AVAILABILITY OF TRIAL OR DEMO

We provide free online demo environments, guided demonstrations (in-person or online), and ongoing support to ensure prospective buyers have full visibility of our platform's capabilities before making a procurement decision.

1. Free Online Demo Environment

We provide a free, fully functional online demo environment on request. This environment allows authorised users to explore the platform's features, workflows, and UI in detail. The demo link can be shared with relevant team members, enabling independent review and hands-on experience with the system.

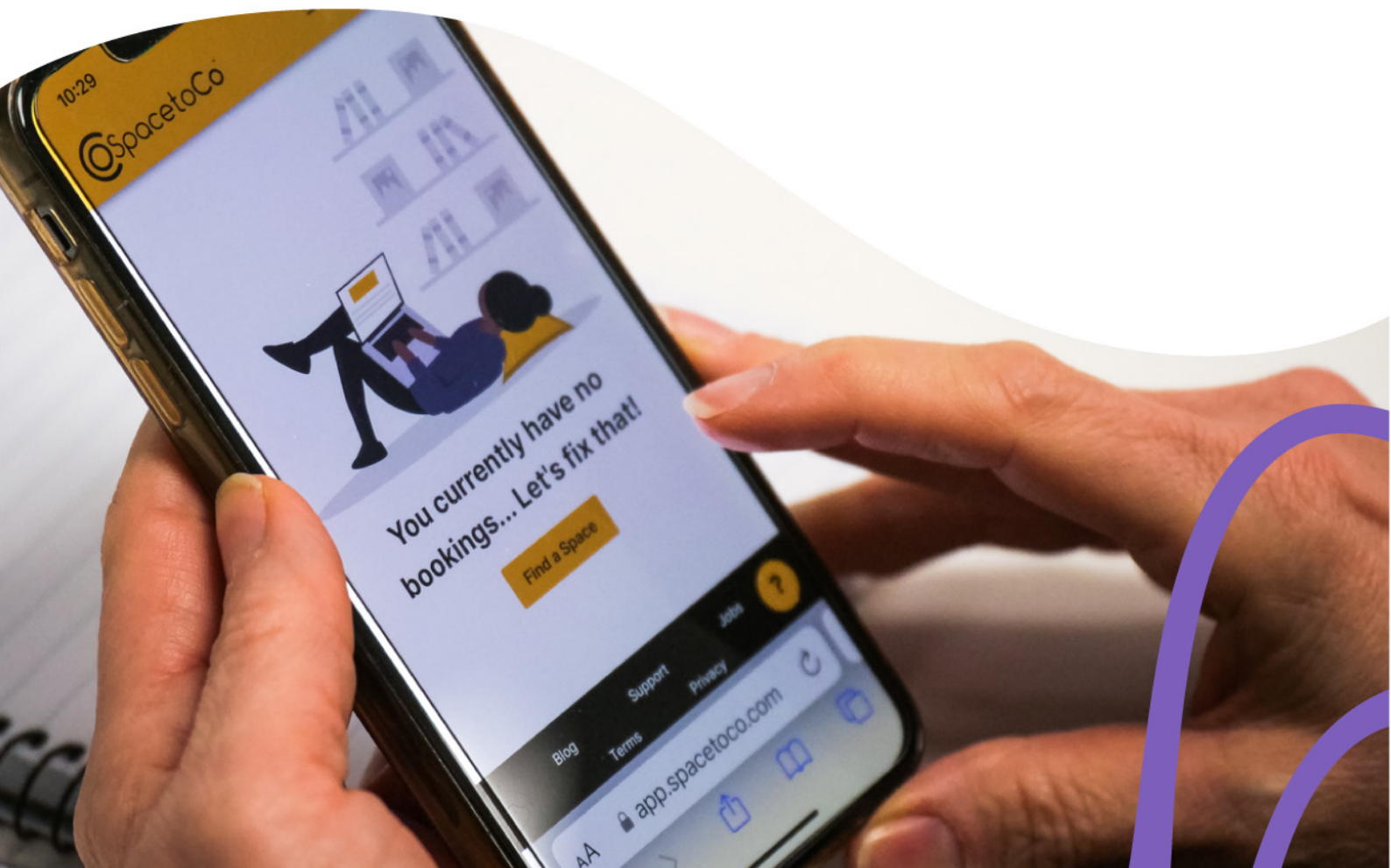
2. Guided Demonstrations and Q&A Sessions

We deliver guided demonstrations, in-person or online, tailored to the needs of prospective buyers. During these demonstrations, our team walks through key platform features, answers questions in real-time, and demonstrates specific workflows relevant to buyer requirements.

In-person demonstrations are available for buyers who prefer a face-to-face experience, while online sessions provide flexibility and accessibility for geographically dispersed teams.

3. Flexible Access and Ongoing Support

Our demo environments are available for extended periods, allowing stakeholders to revisit and test the platform as needed. We also provide follow-up Q&A sessions and additional walkthroughs upon request, ensuring all questions are addressed and buyers can make an informed decision.





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