

Service Definition Document – Ticketure

1. Service Overview

Ticketure is a cloud-based ticketing, membership and visitor-management platform designed for cultural and visitor attraction organisations. The service provides end-to-end functionality covering e-commerce ticketing, timed admission, membership sales and renewals, donations and Gift Aid processing, capacity management, CRM synchronisation, and real-time reporting. Ticketure is delivered as a multi-tenant SaaS platform hosted exclusively in the United Kingdom on Amazon Web Services (AWS). The platform is fully responsive and accessible, aligning with WCAG 2.1 AA standards.

Ticketure offers an open REST API enabling integration with CRM systems, finance systems, POS devices, access-control hardware, email marketing platforms, identity providers (via OpenID Connect), and other venue technologies used across the sector.

2. Data Backup, Restore, and Disaster Recovery

Ticketure's hosting environment uses AWS UK data centres with built-in redundancy across multiple availability zones. Backups are taken automatically and stored securely with encryption at rest. Point-in-time recovery is supported to protect against data corruption or loss, with restoration tests performed regularly.

A formal Disaster Recovery (DR) plan is maintained, covering failover procedures, recovery time objectives, recovery point objectives, and communication protocols. Business continuity is supported through multi-zone deployment, automated failover, continuous monitoring, and active health checks.

3. Onboarding Support

Ticketure provides structured onboarding supported by the Ticketing Services Team and Customer Success. Onboarding includes:

- Project initiation and configuration workshops

- Assistance integrating payment processing (via Stripe), CRM, and other venue systems
- User training delivered remotely (onsite training available on request)
- Access to documentation and guided configuration of events, memberships, donation prompts, and reporting
- Support with importing customer, membership, and event data in open formats such as CSV

Onboarding timelines vary depending on client requirements and integrations.

4. Offboarding Support

At contract end, Ticketure follows a documented offboarding process that includes:

- Confirmation of the agreed termination date
 - Support with exporting customer, membership, transaction, and event data in standard formats
 - Continued access and support until the contract end date
 - Secure disabling of system access once extraction is complete
 - Data retention and deletion aligned with GDPR and agreed schedules
Optional services such as bespoke transformation or extended access are available on request.
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5. Service Constraints

Planned maintenance is scheduled outside peak hours where possible and communicated in advance. Emergency maintenance may occur if required to protect security or platform integrity. Customisation is limited to configurable features within the platform; core code cannot be altered, ensuring system stability and maintainability.

The service requires an internet connection and a modern standards-compliant browser. Ticketure does not support SAML for authentication; clients requiring single sign-on use OpenID Connect.

6. Service Levels

Ticketure continuously monitors system performance, with uptime levels exceeding 99.99% in typical operation. The platform scales automatically during demand spikes (e.g., major on-sales) to maintain response times and transaction throughput.

Support is provided by the Ticketing Services Team. Standard support hours are 09:00–18:00 local time Monday–Friday, with out-of-hours and weekend cover through Ticketure's follow-the-sun model.

Issues are triaged according to the following SLA:

- **Urgent** – 15-minute initial response
- **High** – 1-hour initial response
- **Normal** – 3-day initial response
- **Low** – 7-day initial response

The full Service Level Agreement can be provided.

7. After-Sales Support

Clients receive ongoing assistance through:

- Email support and ticketing support system powered by HubSpot
- Access to Ticketure's knowledge base and user guides
- Optional Customer Success engagement
- Guidance on updates, releases, and configuration changes

- Assistance with reporting, API usage, and data management
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8. Technical Requirements

Ticketure runs on modern desktop and mobile browsers supporting HTML5, JavaScript, and TLS 1.2 or higher.

REST API access requires API keys with OAuth 2.0 authentication.

Clients may optionally integrate POS devices, scanners, CRM tools, and finance systems using Ticketure's API and webhooks.

9. Outage and Maintenance Management

Outages are monitored using AWS CloudWatch, Elastic, and internal alerting.

Clients are notified of any service disruption and provided updates during investigation, mitigation, and restoration.

After resolution, Ticketure conducts root-cause analysis and implements improvement actions.

Scheduled maintenance is notified to clients in advance, and emergency fixes are communicated as required.

10. Hosting Options and Locations

Ticketure is hosted exclusively in **AWS UK** (London region).

All customer data resides in the UK.

No data is transferred internationally unless explicitly requested by the client and subject to a Data Processing Agreement.

11. Access to Data (Upon Exit)

Clients can export all core datasets—customers, transactions, memberships, events, and Gift Aid declarations—via:

- Built-in export tools,

- CSV download functions, or
- The open REST API.

Data remains accessible for extraction until contract termination. Secure deletion follows GDPR retention policies unless the client requests earlier erasure.

12. Security

Ticketure aligns with strong security practices based on ISO 27001 principles and GDPR compliance.

Key measures include:

- Encryption in transit (TLS 1.2+) and at rest
- AWS Web Application Firewall
- Content Security Policy
- Role-based access control and enforceable MFA for privileged users
- Regular penetration testing and security assessment
- Secure development lifecycle and change-control processes
- Third-party sub-processor risk assessments
- Full incident-response plan and documented breach-notification procedures

Ticketure has not been subject to enforcement action by the ICO or any supervisory authority.