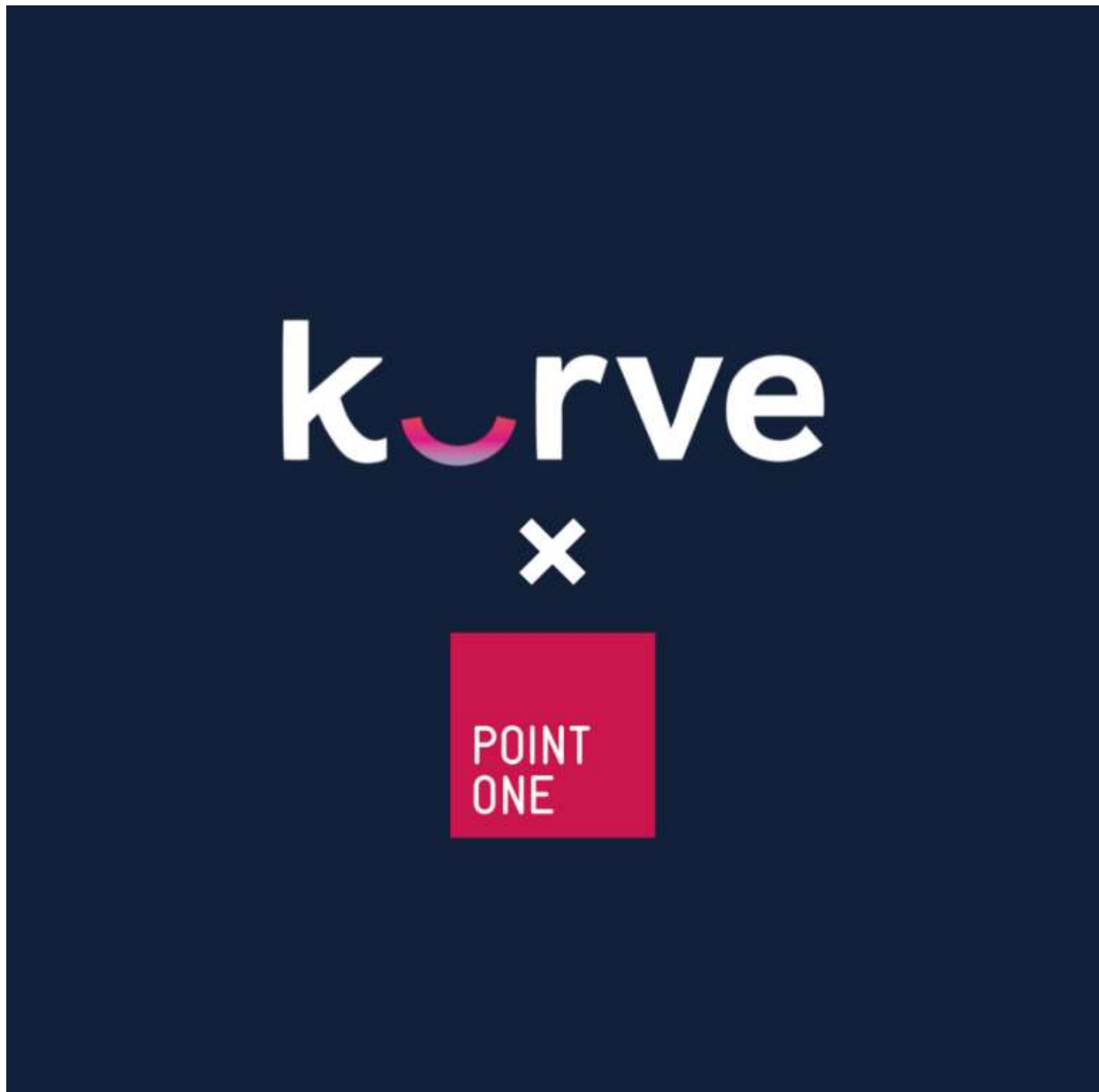


Pricing Document

pointOne EPOS for Arts & Cultural Venues – A Kurve Product

G-Cloud 15 | Version 1.2



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Pricing Overview

Introduction

pointOne EPOS is priced using a software-as-a-service (SaaS) model, with licences charged per EPOS terminal. Pricing is based on the agreed number and type of terminals, selected modules and the support level included. A full breakdown of pricing is provided in this document.

Included with All Subscriptions

All pointOne EPOS subscriptions include access to the EPOS software, cloud-based reporting and management tools, and ongoing software updates and enhancements. Subscriptions also include Premium hardware and software support during the agreed support hours. Updates and improvements are applied as part of the managed service.

Users

pointOne EPOS does not limit the number of users who can access the system, helping venues scale to their operations. User access is controlled through configurable roles and permissions, allowing venues to define appropriate access levels for staff, volunteers and administrators without additional licence cost.

Limitations

Subscriptions are licensed per terminal, and each fixed or mobile EPOS device requires its own active licence. Terminal licence quantities cannot be reduced during the contract term. There are no limits on the number of products, menus or transactions that can be created within the system. Usage may be reviewed at renewal to ensure the licence configuration remains appropriate for the venue's operational requirements.

Term

The prices set out in this Pricing Document are based on the contract term agreed at the point of order. In line with the G-Cloud 15 framework, subscriptions may be purchased for an initial term of up to 36 months, with an optional extension of up to 12 months where this option is specified in the original order documentation. Any extension is subject to agreement between the buyer and pointOne and is priced in accordance with the rates stated in this document.

VAT

All prices are quoted exclusive of VAT. VAT will be charged at the prevailing rate at the time of invoicing.

Pricing Crib Sheet

Pricing for pointOne EPOS is structured around clearly defined unit prices, with volume-based discounts applied where shown in the pricing table. Prices are provided for hardware, software licences, optional modules, project work and support services. Any discounted pricing based on quantity is explicitly set out in the table, along with the applicable payment terms and contract length for each item.

Upfront items are invoiced with 50% payable on contract signing and 50% payable following installation and go-live. Recurring services are priced on a per-unit basis as shown in the pricing tables and may be paid monthly, annually or upfront in accordance with the agreed contract terms.

Project Work & Module Requirements

Project work items are priced individually and listed in the pricing table. The following project work requirements apply to standard deployments:

- One **installation project day** is required for every **five fixed EPOS terminals** installed.
- One **stock training day** is required when the **stock module** is purchased.
- One **cloud hosting setup project day** is required where EPOS terminals are fully cloud-hosted. This is not required for hybrid deployments using an onsite database server with cloud-hosted reporting.
- New sites with no prior experience of pointOne require **a minimum of one day of in-person training** as part of the installation.
- One **kiosk onboarding day** is required where one or more **self-service kiosks** are purchased.
- One **Order & Pay app setup project day** is required per **Order & Pay site**.

All project work items are charged at the unit prices shown in the pricing tables.

Licensing Requirements

Licences are required per device and are priced as shown in the pricing tables. The following licensing rules apply:

- One **pointOne POS licence** is required per **Oxhoo Onyx fixed terminal**, including premium software and hardware support.

- One **pointOne POS licence** is required per **PartnerTech tablet**, including premium software and hardware support.
- One **Kitchen Display Screen licence** is required per kitchen display device, including premium software and hardware support.
- One **Kiosk licence** is required per **22-inch desk-mounted self-service kiosk**, including premium software and hardware support.
- One **pointOne Go licence** is required per **Dojo Pocket terminal**.

Licences cannot be shared between devices and quantities cannot be reduced during the contract term.

Module Descriptions

Optional modules are available at the prices shown in the pricing tables and provide enhanced functionality within the pointOne platform, including:

- **Order & Pay App** – A web-based ordering solution accessed via QR code or splash page, supporting order-to-seat, order-to-bar and interval ordering. The site is configured with venue branding, custom workflows, promotions and upsell options.
- **pointOne Stock** – Integrated stock management modules supporting par levels, purchase ordering, ingredient- and recipe-level stock control, cost pricing and multi-venue operations.

Support Descriptions

Support is provided via telephone, email and WhatsApp, with all requests logged and managed through the pointOne support ticketing system to ensure visibility, prioritisation and auditability.

Support - Support for EPOS software and supported hardware is provided between 8:00am and 8:00pm, covering operational assistance, fault diagnosis and issue resolution.

Premium Support - Premium support extends coverage to 8:00am to 11:00pm, providing enhanced availability during peak trading periods. Premium support includes priority handling and access to extended-hours assistance for both software support.

Support entitlements are defined by the licence type purchased, as detailed in the pricing tables within this document.

Pricing Table

Type	Product	Unit Price (1-5 Items)	Unit Discounted Price (6-10 Items)	Unit Discounted Price (11-15 Items)	Unit Discounted Price (16+ Items)	Payment terms / Contract Length
Terminal & Terminal Accessory Hardware						
Hardware	Oxhoo Onix PoS Terminal	£1,150.00	£1,050.00	£950.00	£850.00	Upfront
Hardware	Oxhoo Fingerprint Reader	£150.00				Upfront
Hardware	Oxhoo Magnetic Strip Reader	£95.00				Upfront
Hardware	Oxhoo 2 Line Display	£125.00				Upfront
Hardware	Oxhoo Media Screen 11"	£350.00	£325.00	£300.00	£275.00	Upfront
Hardware	Cash Drawer	£95.00				Upfront
Hardware	Oxhoo TP85 Thermal Printer	£195.00				Upfront
Hardware	SP742 Kitchen Printer	£275.00				Upfront
Hardware	Partnertech POS Tablet	£850.00	£800.00	£750.00	£725.00	Upfront
Hardware	Partnertech Tablet Dock	£165.00				Upfront
Hardware	Partnertech Shoulder Strap	£25.00				Upfront
Hardware	pointOne Kitchen Display Screen - 21"	£1,200.00	£1,100.00	£1,000.00	£900.00	Upfront
Hardware	POS Data Base Server	£1,150.00				Upfront
Hardware	Barcode Scanner - HF600 - 2D Scanner, USB (Black)	£195.00				Upfront
Hardware	Kurve 22" Desk-Mounted Kiosk (ELO)	£1,650.00				Upfront
Licencing, Modules, Support & Recurring Services						
Licence	pointOne PoS Licence w/ Premium Support (per terminal)	£65.00	£60.00	£55.00	£50.00	36 Months + 12 Months
Licence	pointOne Go Licence (per terminal)	£20.00	£17.50	£15.00	£12.50	36 Months + 12 Months
Licence	Kitchen Display Screen Licence w/ Premium Support (per terminal)	£25.00	£25.00	£25.00	£25.00	36 Months + 12 Months
Licence	Monthly Kiosks Licence (per terminal)	£195.00	£120.00	£90.00	£70.00	36 Months + 12 Months
Module	pointOne Stock Module	£95.00				36 Months + 12 Months
Module	Order & Pay App - QR Code Ordering (per terminal)	£95.00				36 Months + 12 Months
Recurring Services	HAAS PoS Terminal (per terminal)	£50.00				36 Months + 12 Months
Recurring Services	Cloud Hosting For Terminals	£30.00				36 Months + 12 Months
Support	Support 8-8	£25.00	£22.50	£20.00	£17.50	36 Months + 12 Months
Support	Premium Support 8-11	£30.00	£27.50	£25.00	£20.00	36 Months + 12 Months
Project Work & Support						
Project Services	Project Half Day	£300.00				Upfront
Project Services	Remote Installation Fee	£300.00				Upfront
Project Services	Delivery Charge	£20.00				Upfront
Project Services	Cloud Hosting Set-Up	£600.00				Upfront
Project Services	Development Charge Day	£800.00				Upfront
Project Services	Order & Pay App Set-up	£600.00				Upfront
Project Services	Project Day - Kiosk Onboarding	£600.00				Upfront
Project Services	Project Day - Installation & Training	£600.00				Upfront
Project Services	Project Day - Set-Up	£600.00				Upfront
Project Services	Project Day - Training	£600.00				Upfront
Project Services	Project Day - Installation	£600.00				Upfront
Project Services	Project Day - Stock Training	£600.00				Upfront
Project Services	Project Terminal Build Fee	£95.00				Upfront
Project Services	Fleet Activation (pointOne Go)	£250.00				Upfront

*All prices are exc VAT & licence, module and recurring pricing is per month

Delivery of Project Work

Onsite Project Work

Onsite project work is chargeable and priced as set out in the pricing table. Onsite services include EPOS installation, hardware setup, system configuration, go-live support and in-person training. The quantity, duration and cost of onsite project work are agreed at the point of order and confirmed within the quotation and order documentation.

Charges for onsite project work are applied in accordance with the agreed project schedule. pointOne is not responsible for delays caused by customer readiness, site access restrictions or local technical issues.

Remote Project Work

Remote project work is chargeable by project half day and priced as set out in the pricing table within this document. Remote services include system configuration, technical work, Order & Pay site builds, report writing, maintenance activities and remote training sessions.

Where remote project work is delivered on a time-based basis, charges are applied in line with the session duration purchased and deducted from the applicable project work allocation. pointOne is not liable for disruption caused by customer-side technical issues, including connectivity, local devices or third-party meeting platforms.

Cancellations and Rescheduling

Confirmed onsite or remote project work sessions may be cancelled or rescheduled subject to the following terms:

- Cancellations notified more than 2 business days in advance may be transferred to a mutually convenient alternative date, subject to availability.
- Cancellations notified between 1 and 2 business days in advance will result in 50% of the scheduled project work charge being applied.
- Cancellations notified less than 1 business day in advance will result in 100% of the scheduled project work charge being applied.

Cancellation requests must be submitted in writing to the assigned pointOne project contact. Where pointOne is required to reschedule a session, an alternative mutually agreed date will be offered at no additional charge. pointOne will not be liable for any consequential losses arising from cancellation or rescheduling.

Data Extraction Costs

Standard data exports are available in CSV format as part of the service at no additional charge. Charges for any additional data extraction services or non-standard output formats are charged at the number of project days the work takes to be carried out. pointOne does not provide API-based tooling for customer-led data migration.



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