

PRICING DOCUMENT

Artifax Cloud Software

Venue and Event Management Streamlined with Artifax

Save time with the calendar system from the industry experts



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Pricing Overview

Introduction

Included with All Subscriptions

Subscriptions to ArtifaxEvent include technical and end-user information and support services, access to community forums, access to our API, hosting plus regular updates and enhancements to the applications. These are applied automatically if you are hosted in the ArtifaxCloud and can be downloaded from our Help Centre if you have an on-premises installation or for back-up purposes (ArtifaxEvent only).

Users

All new installations of ArtifaxEvent benefit from unlimited users. Granular permissions assigned against individuals or user groups determine the level of access they have.

Limitations

There is no limit to the number of rooms, resources, events, contacts and transactions you can create, or to the size of your database. Unlimited access to the central calendar through Outlook, Google Calendar, iCloud Calendar and other third-party calendar apps is free of charge.

The Subscription Fees are calculated based on information discussed with you about your organisation prior to purchase, such as the number of venues, the number of rooms and expected usage requirements. Usage may be monitored during the course of your Subscription Term and could affect future renewal pricing.

Term

Prices are based on a minimum term of up to 36-month term with the option of one further extension period of 12 months.

Existing Clients with a Perpetual or Named/Concurrent Licence Agreement

Please contact us for details of transition arrangements.

VAT

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



Subscription and Module Prices

Pricing for ArtifaxEvent is structured by tier. The pricing for each tier (as detailed in the table on pages 5-6) is determined by a combination of the following factors:

- Sector (Performing arts, museums, community spaces, etc)
- Number of engaged users
- Turnover / Operating budget
- Annual Visitors (Museums & Galleries)
- Multi-site/multi-venue usage
- No of Performance Spaces and capacity (performing arts venues only)

Please contact us directly to discuss our tier system or for clarification over any of our pricing.



Module Descriptions

We offer add-on modules for enhanced functionality within the software for an additional charge. These include:

For ArtifaxEvent

- **Automations** - Instantly send emails to alert internal contacts of important changes such as cancellations, new bookings and room changes.
- **Excel Toolbar** - Download ArtifaxEvent data directly into Excel (desktop app only), pre-formatted as named tables for easy manipulation, analysis and reporting.
- **ArtifaxInsights** – Pre-built Excel dashboard, showing event-level information such as occupancy, usage and booking patterns.
- **Contact Widget** – Capture enquiries via a webform directly into ArtifaxEvent, creating the booking, contact and additional data.
- **Docusign Integration** – Facilitates capture and tracking of e-signature of contracts via Docusign. Note: Requires a paid-for Docusign account.
- **Payment Processing** – Enable payment of invoices generated from ArtifaxEvent via Stripe. Note, this module is provided free of charge, with a 1.5% transaction fee.
- **Attendee Scheduling** - Record who is, or could be, attending an event. Manage a guest list, create a delegate list or register people for courses or classes.
- **Artistic Programming** - Manage artistic programmes of works such a piece of music, a dance or a film. Add work credits, roles and copies.
- **Guest Scheduling** - Store travel and accommodation details of guests to your venue or festival and produce itineraries.
- **Staff Scheduling** - Record staffing requirements for an event (or a journey with the Guest Scheduling module) and assign eligible staff.
- **Tessitura Integration** – Enables two-way synchronization between ArtifaxEvent and Tessitura, keeping events and box office takings aligned.

For ArtifaxAgora

- **Core and What's On** - Mobile-friendly, read-only What's On calendar which enables organisations to share details of their events with a wide pool of both internal and external stakeholders. This is also the base site, which the below modules require.
- **Arrangement Customer** - Enable users to book single or recurring events and view their past and future bookings.
- **Supplier** - Share listings of upcoming resource bookings with the internal or external suppliers who provide them.



Subscription Pricing Table

						Workflow + Reporting				Specialist Modules					Integrations			Other		Agora + Bolt Ons		
	ArtifaxEvent	Professional Bundle	Ultimate Bundle	No. of Inclusive Service hours		Automations	ArtifaxInsights	Excel Toolbar	Contact Widget	Artistic Programming	Guest Scheduling	Attendee Scheduling	Staff Scheduling	Payment Processing	DocuSign	Azure SSO	Tessitura Link	Local Database Transfer	Sandbox	Agora	Arrangement Customer	Supplier
Foundation	£3,295	£5,465	£13,350	6	9	£495	£550	£550	£415	£990	£660	£330	£900	£0	£900	£330	£990	£1,935	£3,320	£1,015	£3,895	£1,975
Tier 4	£6,775	£10,295	£18,795	12	18	£1,020	£550	£550	£845	£2,035	£1,355	£680	£900	£0	£900	£680	£1,355	£1,935	£3,320	£1,015	£3,895	£1,975
Tier 3	£10,575	£14,295	£22,825	12	18	£1,590	£550	£550	£1,075	£3,175	£2,115	£1,060	£900	£0	£1,060	£1,060	£2,115	£1,935	£3,320	£1,015	£3,895	£1,975
Tier 2	£14,050	£19,125	£28,260	18	27	£2,110	£550	£550	£1,075	£4,215	£2,810	£1,405	£1,125	£0	£1,405	£1,405	£2,810	£1,935	£3,320	£1,015	£3,895	£1,975
Tier 1	£20,750	£26,175	£35,365	18	27	£3,115	£550	£550	£1,075	£6,225	£4,150	£2,075	£1,660	£0	£2,075	£2,075	£4,150	£1,935	£3,320	£1,015	£3,895	£1,975

Note: Payment Processing via Stripe is provided free of charge, with a 1.5% transaction fee.

Tier Examples

- Community Hall, providing small events and local community hires: Foundation
- Single Auditorium theatre with 600-seat capacity: Tier 4
- Large Town Theatre, with 2 performance spaces & rehearsal studio: Tier 3
- Multi-Arts Centre with small theatre, cinema & rehearsal studios: Tier 2
- Borough-wide deployment, across several community halls, parks, local museum, and Arts Centre: Tier 1



Bundles

As well as the modular pricing noted above, we offer discounted packages which include our most popular modules as well as inclusive Professional Service time.

Inclusive Professional Services hours, delivered by one of Artifax's team of Product Specialists, can be used as follows:

- Training of new users or upskill existing ones
- Consultancy time to audit usage of the software to improve workflows and/or capture additional reporting requirements
- Specification and development of custom reports (such as bespoke hire agreements, contracts or confirmation letters etc.)
- Specification and development of custom functionality

Professional Bundle

Highlighted in pink on our pricing table, this is our most popular subscription, and includes:

- ArtifaxEvent
- 6/12/18 hours of Professional Services in any 12-month period
- ArtifaxAgora Core and What's On
- Automations
- ArtifaxInsights

Ultimate Bundle

Typically used for either larger deployments, for example multi-venue rollouts, or existing customers looking to take usage to a deeper level, our Ultimate bundle includes everything within the Professional subscription, and builds on this by adding the following modules, highlighted in yellow in the pricing table:

- 50% extra Professional Service hours per year (9/18/27 hours)
- An Annual Audit, allowing our Product Specialists to take a deep look into your system to analyse un-used functionality, system adoption, data integrity & housekeeping and provide a written report with suggested actions.
- Sandbox – A replica of your live site for training, experimentation or API development
- Arrangement Customer & Supplier bolt-ons for Agora



Implementation Pricing

All implementations of ArtifaxEvent are bespoke to each customer and are calculated based on the number of users requiring training, the depth and complexity of the implementation (for example additional modules, or different use cases per venue or department), and reporting requirements.

As a guide, implementations are typically around 80% of your annual subscription price, with the **minimum** requirement for implementation at 30 hours of Professional Services, totalling **£5,850** (at £195 per hour).

If you are purchasing a bundle, you are welcome to use some (or all) of your first years' inclusive Professional Services towards implementation and so reducing the cost.

For example, an implementation requiring 42 hours at £8,190; using 6 of your 12 inclusive Professional Service hours would be reduced to £7,020, with 6 hours spare to use for custom reports or as contingency.

We will be able to provide a more accurate implementation price following a discovery call, where we shall cover:

- Number of Super Users
- Number of General Users
- Core Functionality required (Invoicing, Deals & Settlements, contracting)
- Module requirements
- Report requirements



Delivery of Professional Services

Remote Services

The Professional Services detailed in the pricing table are delivered remotely and will be charged based on actual time delivered (rounded up to the nearest 15-minute increment). Time commences from the agreed session start time, even if attendees are not ready, unless the consultant is delayed starting the session. The time used is then deducted from the number of hours purchased.

Artifax will not be liable for disruption caused by technical issues to attendee devices or more generally to the remote meeting application used to facilitate the session.

Cancellations

Confirmed remote sessions may only be cancelled under the following terms:

- If session/s are cancelled more than 2 business days in advance, Artifax will transfer your booking to a new, mutually convenient date. Please be aware that during busy periods, this may result in a delay to your project
- If session/s are cancelled more than 1 business day in advance, you may transfer the session to a new mutually convenient date but 50% of the scheduled time will be deducted from the total purchased Professional Services Hours
- If session/s are cancelled less than 1 business day in advance, 100% of the cost of that session will be forfeit.

Artifax should be formally notified of a cancellation request via an email sent to the lead Product Specialist.

Should Artifax need to postpone or re-arrange a remote session, an alternative mutually agreed date and time will be offered on a priority basis at no additional charge. Under no circumstances will Artifax be liable for any consequential losses to the customer.



Data Extraction Costs

You can extract your data as ICS, XML and CSV files, or using our API or the ArtifaxEvent Excel Toolbar. A copy of your database can be supplied for £480. If you need data extracted in another format, please contact Artifax directly for a quote based on your individual requirements.



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