PLANS EXPLAINED

HOW PLANS AND LIMITS WORK.

Exactly what each plan opens, how every limit is counted, what you see when you reach one, and what happens when you change plan.

THE LIMITS

EACH PLAN'S LIMITS.

	STARTER	PROFESSIONAL	BUSINESS	ENTERPRISE	CORPORATE
Active events	5	20	**No fixed limit**	No fixed limit	No fixed limit
Team members	3	15	**40**	150	500+
Scanning devices at once	2	5	**15**	30	As agreed
Webhook endpoints	None	2	**10**	25	As agreed
API	Website checkout	Standard	**Full**	Full	Custom
API requests a minute, each key	60	120	**300**	600	1200

How each one counts.

ACTIVE EVENTS	Events not yet over and not cancelled. Drafts count; past and cancelled events do not.
TEAM MEMBERS	People whose sign-in is on. Turn someone off on Team and access to free their place.
SCANNING DEVICES AT ONCE	Phones, tablets and door apps scanning at the same time. A device counts from its first scan until 12 hours after its last, then frees its place by itself. A door app on the API counts as one device for each API key. An admin can free a place sooner on Plan and billing.
WEBHOOK ENDPOINTS	Every endpoint that is switched on: those made on the Integrations page and through the API together.
API	The permissions your keys may hold. A key never does more than the plan allows, whatever it was given.
REQUESTS A MINUTE	Each key's own limit, up to your plan's. A key set higher is held to the plan's rate.

WHAT EACH PLAN OPENS

PAGES AND TOOLS BY PLAN.

Every plan opens what you need to run events: events and tickets, your shop, the door scanner and live doors, the security hub, orders and customers, quotes, documents, reports, your team, payments and the API.

	STARTER	PROFESSIONAL	BUSINESS	ENTERPRISE	CORPORATE
Crew and rota	No	Yes	**Yes**	Yes	Yes
Promoters and their portal	No	Yes	**Yes**	Yes	Yes
Suppliers, event costs, clients	No	Yes	**Yes**	Yes	Yes
Sandbox	No	Yes	**Yes**	Yes	Yes
Custom roles	No	Yes	**Yes**	Yes	Yes
Online meetings	No	No	**Yes**	Yes	Yes
Finance, sponsors, artists, rate card, legal	No	No	**Yes**	Yes	Yes
White-label	No	No	**No**	Add-on	Included
Your own domain	No	Add-on	**Add-on**	Add-on	Included

Add-ons.

ADD-ON	A MONTH	A YEAR	ON
10 more scanning devices: Ten more phones, tablets or door apps scanning at the same time.	£19.99	£199.90	Starter, Professional, Business, Enterprise
25 more team members: Room for 25 more people to sign in.	£14.99	£149.90	Starter, Professional, Business, Enterprise, Corporate
White-label: Your brand only: the EOS wordmark leaves your console, shop, sign-in, emails and meetings. Your brand colour comes with it.	£49.99	£499.90	Enterprise (part of Corporate)
Your brand colour: Your own colour in place of AVEO's pink, across your console and shop.	£9.99	£99.90	Starter, Professional, Business, Enterprise
Custom domain: Your shop on your own address, such as tickets.yourcompany.com: add the two DNS records your console shows and it goes live with its own certificate.	£9.99	£99.90	Professional, Business, Enterprise
Dedicated API package: Every API permission, a higher rate limit and up to 25 webhook endpoints.	from £29.99	from £299.90	Starter, Professional, Business
Advanced reporting: Income, costs and profit across every event, on Starter and Professional.	£19.99	£199.90	Starter, Professional

WHEN YOU REACH A LIMIT

NOTHING YOU HAVE STOPS.

AVEO EOS tells you as it happens, says which limit it is and how to make room, and keeps everything you already have working.

- A new event, team member, scanning phone or webhook endpoint over the limit is refused with a message saying why.
- Pages a plan does not open take you to Plan and billing, which says which plan opens them.
- Ask AVEO for a bigger plan or an add-on from Plan and billing.

Changing plan.

- Your data is kept whatever the plan: events, orders, guests, documents and reports.
- Moving down closes the pages the new plan does not open; they come back when you move up.
- Promoters' portal: open while the plan includes promoters.
- Your own domain: kept only while the plan includes one (the add-on, or Corporate).
- Your brand colour: used while the plan allows one, and kept for when it does again.
- API keys: held to the new plan's permissions and rate at once.

AVEO

THE RIGHT PLAN FOR YOU.

See the plans and prices in the pricing guide, or ask AVEO from Plan and billing.

ASK FOR A TRIAL	aveoevents.com/eos
DOCUMENTS AND GUIDES	documents@aveoevents.com
SUPPORT	support@aveoevents.com
API	aveoevents.com/eos/api

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