



CLIENT PRICING GUIDE / OCTOBER 2026

Guest support. Elevated.

Transparent pricing that grows with your portfolio.

Property-specific guest support for chalet and holiday rental operators, with a clear monthly subscription and flexible onboarding.

€250

PLATFORM FEE

Per company, per month

€30

PER ACTIVE PROPERTY

Per property, per month

Included every month

10 guest conversations + €1 AI processing credit per property.

Both allowances are pooled across your company portfolio.

For 10 properties: €550/month, 100 conversations and €10 AI processing credit. One-off Self-service activation: €250. Additional usage and applicable taxes are separate.

01 / MONTHLY PRICING

A subscription that scales

Every company uses the same formula: €250 platform fee + €30 per active property, per month. Portfolio categories describe size; they are not separate packages or benefits.

CATEGORY	PROPERTIES	MONTHLY FEE	CONVERSATIONS	AI CREDIT
Starter	1-10	€280-€550	10-100	€1-€10
Growth	11-30	€580-€1,150	110-300	€11-€30
Pro	31-60	€1,180-€2,050	310-600	€31-€60
Enterprise	61-100	€2,080-€3,250	610-1,000	€61-€100

Your portfolio at a glance

PROPERTIES	MONTHLY FEE	CONVERSATIONS	AI PROCESSING CREDIT
5	€400	50	€5
10	€550	100	€10
20	€850	200	€20
30	€1,150	300	€30
50	€1,750	500	€50
60	€2,050	600	€60
75	€2,500	750	€75
100	€3,250	1,000	€100

Allowances are pooled across the company each month and do not roll over. Above 100 properties, ask for a tailored quotation. Subscription figures exclude additional usage, onboarding and applicable taxes.

02 / TWO SEPARATE ALLOWANCES

Additional usage, explained

Conversation usage and AI processing are measured separately. You may reach one allowance before the other; included conversations do not include unlimited AI processing.

€1

PER ADDITIONAL CONVERSATION

Charged only for conversations above your pooled monthly allowance of 10 conversations per property.

AI PROCESSING

USAGE-BASED BILLING

AI processing is billed for actual usage at the rates disclosed and agreed in your service agreement before billing. Every property includes €1 of monthly AI processing credit. Additional charges apply only after your pooled credit is exhausted.

Example / 25 active properties

Illustrative monthly calculation

Monthly subscription	€1,000
Included conversations	250
Actual conversations	260
Additional conversations	€10
Included AI processing credit	€25
Illustrative AI processing usage	€36
Included AI processing credit applied	-€25
Additional AI processing charge	€11
Total monthly invoice	€1,021

Illustrative billing only: not a forecast of actual usage or a substitute for agreed AI processing rates. All figures are in euros, excluding applicable taxes; onboarding is separate.

No additional AI processing fee is charged until your included AI processing credit has been exhausted.

03 / ONE-OFF SETUP

Choose your onboarding support

Select the level of support that suits your team. Monthly subscription and usage charges are separate from these one-off fees.

Self-service

€250 one-off

You enter and maintain property information. We handle standard activation, supported PMS and WhatsApp configuration, initial setup and launch checks.

Assisted

€250 + €40 per property

Self-service setup plus one structured review of your information, missing-detail checks, minor corrections, data-organisation guidance and launch-readiness checks. You supply most property information.

Fully managed

Custom quotation

More extensive information collection, data entry, company policies, property details, FAQs, local recommendations and validation. Scope and price are agreed individually.

PROPERTIES	SELF-SERVICE	ASSISTED
10	€250	€650
30	€250	€1,450
100	€250	€4,250

Substantial extra data entry, research or repeated revisions outside the agreed scope: **€50/hour, with prior approval**. Custom integrations and unusual technical requirements are quoted separately.

04 / EXAMPLES AND COMMERCIAL INFORMATION

Your first month, clearly priced

The examples below assume Self-service onboarding and no usage overages. Prices exclude applicable taxes.

10 properties

€550

MONTHLY SUBSCRIPTION

100 included conversations

€10 AI processing credit

€250 one-off activation

FIRST MONTH

€800

100 properties

€3,250

MONTHLY SUBSCRIPTION

1,000 included conversations

€100 AI processing credit

€250 one-off activation

FIRST MONTH

€3,500

Commercial information

Prices and taxes

All prices are in euros. VAT is excluded where applicable. Monthly usage charges and one-off onboarding are separate.

Monthly allowances

Conversation and AI processing allowances are pooled across your portfolio. Unused allowances do not roll over.

Integrations

Supported standard PMS and WhatsApp configuration is included in standard activation. Custom work is quoted separately.

Human escalation

Requests are routed to your designated team. A separately staffed human concierge service is not included.

Agreed scope

Final terms and service scope are subject to the agreed contract; no additional guarantees or service levels are implied.