Pricing and Commercial Terms

For event organisers, promoters, venues and sports bodies | Effective November 2026

Mtickets earns only when you sell. There are no setup fees, no listing fees, no monthly fees and no charges on free events. For each paid ticket, we charge one service fee that already covers M-Pesa and card processing, your organiser dashboard, QR ticket delivery and payouts to your account.

> **Your rate is tailored to your event.** The more tickets you expect to sell and the longer we work together, the lower your rate. Every rate is fixed in writing before your sales go live, with no hidden deductions.

1. Lower rates for longer agreements

Commit to more events with Mtickets and we reduce your base rate.

Agreement	Term	Included
Single event	One event	Organiser dashboard, payouts and support
Season or series	3 to 12 months, 3+ events	Named account manager, monthly sales report
Partner	12 to 24 months	Priority listing and promotion on Mtickets channels, sales advances on request
Exclusive partner	24 to 36 months	Co-branded ticket page, gate team at cost for flagship events, quarterly review

Agreed rates are locked for the full term, and we give at least 60 days' written notice of any change at renewal.

2. Event services

Online ticketing is covered by your service fee. On-site and marketing services are optional and quoted per event.

Service	What you get
Gate scanning and verification	Trained team and scanning devices; fast QR entry and live attendance data
Box office, kiosks and sales agents	Physical ticket sales with daily cash reconciliation
Accreditation and wristbands	Staff, media and VIP accreditation; RFID and NFC wristbands
Mtickets Cashless	NFC payments for food, drinks and merchandise at your event
Reserved seating	Seat maps for stadiums, theatres and cinemas; free on events over 5,000 tickets
Sponsorship sourcing	Commission only on sponsors Mtickets brings in
Marketing campaigns	Bulk SMS, email and paid social campaigns to grow your sales

For events outside Nairobi or across borders, the client covers travel, accommodation and per diem for the Mtickets team.

3. Payments and payouts

- **You choose who pays the fee:** absorb it into your ticket price, show it to buyers as a booking fee, or split it.
- **Payment processing is included** for M-Pesa and local cards. International cards with cross-border charges may carry a small pass-through, disclosed before go-live.
- **Real-time settlement.** Ticket proceeds reach your Mtickets or Cloud 9 Money account as you sell, and you access them directly from your account.
- **Early access before the event.** Withdraw part of your collected revenue while sales are open. The balance is released immediately after the event.
- **Live reconciliation.** Your dashboard shows collected revenue, available funds and balance due for settlement at any time, alongside a full sales and scan report.
- **No payout charges.** Transfers to M-Pesa or your bank account are free.
- All rates are exclusive of VAT.

4. Refunds and cancellations

- Tickets are non-refundable unless the event is cancelled, rescheduled or materially changed.
- If an event is cancelled, Mtickets refunds buyers the full amount paid from the organiser's held funds. The service fee on refunded tickets remains payable by the organiser.
- If an event is rescheduled, tickets stay valid for the new date. Buyers who cannot attend may request a refund within 7 days of the announcement.
- Chargebacks and proven fraudulent transactions are deducted from settlement, with evidence shared.

5. Organiser responsibilities

Organisers provide accurate event details and a sales forecast for tiering, reconcile any physical ticket sales through Mtickets, and remain solely responsible for delivering the event.

> **Get your quote.** Tell us your event, expected ticket sales and ticket prices, and we will send a written rate within 24 hours. Call +254 117 116 600 or email mticketsacc@gmail.com.

These terms are a summary. The agreed rate and full terms for each client are set out in a signed service agreement. Mtickets may update this schedule from time to time; signed agreements are not affected during their term.