

## Third-Party Services & Associated Fees

### *Supporting your website & booking system*

As part of delivering a reliable, secure, and scalable website and booking system, a small number of trusted third-party services are required. These are standard across modern web applications and ensure performance, security, and payment processing.

Below is a transparent overview of each service, who provides it, why it is required, and the typical costs involved. Feel free to get in touch with our team if you have any questions.

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### Hosting

**Provider:** [Heroku](#)

**What it is:** Cloud hosting for your website and booking system

**Why it's required:** Your application needs a secure, always-on server environment to run reliably and handle user traffic

**Typical starting cost:** £5 – £7 per month depending on usage

Heroku allows your system to scale as your business grows, meaning you only pay for what you need.

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### Domain & DNS Management

**Provider:** [Cyberfreak Software](#) (with no markup)

**What it is:** Your website address (e.g. [www.yourbusiness.co.uk](#)) and its configuration

**Why it's required:** Essential for customers to access your website and for email/domain routing

**Typical cost:** £10 – £20 per year (depending on domain type)

We manage DNS on your behalf at no additional cost to ensure reliability and ease of support.

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### Data Protection Registration (UK only)

**Provider:** [Information Commissioner's Office](#)

**What it is:** ICO registration for businesses handling personal data

**Why it's required:** Legal requirement under UK GDPR for most businesses storing customer information

**Typical cost:** £40 – £60 per year

We can guide you through this process if required. International clients may need to use local alternatives. We can provide support with this where needed.

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## Database & User Authentication

**Provider:** [Firebase](#)

**What it is:** Secure database and user login system

**Why it's required:** Stores bookings, customer data, and enables secure account access

**Typical cost:** Free tier to begin with; typically £0 – £20/month thereafter for most small businesses

Costs scale very gradually based on actual usage.

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## Payment Processing

**Provider:** [Stripe](#)

**What it is:** Online card payment processing

**Why it's required:** Enables customers to pay for bookings securely

**Typical cost:** ~1.5% – 2.9% per transaction

Stripe only charges when you earn revenue — there are no monthly fees.

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## Email Hosting

**Provider:** [Webinabox](#)

**What it is:** Professional email hosting (e.g. info@yourbusiness.co.uk)

**Why it's required:** Optional, but recommended for a professional business presence to have your email address hosted at your domain

**Typical cost:** ~£5 per mailbox per month

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## Summary

These third-party services form the foundation of a modern, secure, and scalable booking system. Wherever possible:

- Free tiers are utilised to minimise costs
- Services scale with your business
- No markup is added to third-party fees by our company

All third-party services are billed directly by their respective providers and are subject to change based on their pricing structures. We provide guidance, setup, and ongoing management to ensure everything runs smoothly, but these services remain independent of our software licensing.