

## Fees schedule

Card transactions		
Rates		
<b>Credit cards*</b> <i>Includes credit, charge and deferred debit cards</i>	For processing transactions from the following card types: Visa Credit Mastercard Credit	Based on your agreed plan
<b>Debit cards*</b>	For processing transactions from the following card types: Visa Debit (inc. Prepaid) V Pay Visa Electron Maestro (inc. Prepaid) Mastercard Debit (inc. prepaid)	Based on your agreed plan
<b>Visa business debit cards*</b>	For processing transactions from Visa Business Debit cards	Based on your agreed plan
<b>Other business cards*</b>	For processing transactions from the following card types: Visa Business Credit Visa Corporate and Purchasing Maestro Business and Commercial Mastercard Business Credit Mastercard Corporate and Purchasing	Based on your agreed plan
<b>American Express cards</b>	For processing transactions from American Express cards. You'll only be able to process these cards if you've requested this capability.	Based on your agreed plan
<b>Diners Club International (DCI) cards</b>	For processing transactions from the following card types: Diners & Discover Debit Diners & Discover Credit Diners & Discover Business & Commercial	1.99%
<b>Non-qualifying transactions</b>	Depending on how you take the payment, your transactions will be categorised as qualifying or non-qualifying. Refer to our Operating Guide for definitions	Based on your agreed plan
<b>Remote payment transactions</b>	Remote payments are transactions that are not processed from a physical card machine	Based on your agreed plan
<b>Minimum monthly payment</b>	This is the minimum amount you'll need to pay for transaction rates, even if you don't take any card payments. If your monthly transaction rates are higher than this amount there will be no additional charge	Based on your agreed plan

\*Surcharges apply for cards issued outside of the UK. See below.

*Surcharges for cards issued outside the UK<sup>†</sup>*

<b>European card present transactions</b>	Applied when the card is issued outside the UK but within the European Economic Area (EEA)	+ 0.05%
<b>European card not present transactions</b>	Applied when the card is not present and is issued outside the UK but within the European Economic Area (EEA)	+ 0.15%
<b>International card present transactions</b>	Applied when the card is issued outside the European Economic Area (EEA) and the UK	+ 0.95% + 13p
<b>International card not present transactions</b>	Applied when the card is not present and is issued outside the European Economic Area (EEA) and the UK	+ 1.45% + 13p

<sup>†</sup> Surcharges for cards issued outside the UK normally apply to all customers but may differ based on your agreed plan

Fees		
<b>Secure Transaction fee</b>	Covers the ongoing provision of the PCI management services and, for each attempted transaction, the cost of enhanced security and fraud protection  Applied when we communicate with the cardholder's bank to verify their available balance. This happens each time you attempt a transaction	Based on your agreed plan
<b>Refund fee</b>	Applied each time you attempt to process a refund to a cardholder	Based on your agreed plan

## Card machine services

<b>Dojo Go A920 Dojo One A80</b>	For the initial configuration and ongoing maintenance of your card machine, including 24/7 technical support and next business day replacement (delivery services may take longer in remote areas)	Based on your agreed plan
<b>Integrated payments</b>	Access to our proprietary technology that integrates your card machine with a compatible electronic point of sale system	Based on your agreed plan
<b>Mobile connectivity</b>	Data for you to take payments anywhere with mobile network coverage	Based on your agreed plan

## Account services

<b>PCI non-compliance</b>	Applied if your account does not attest compliance with PCI DSS	£15.00 (+VAT) per month
<b>Paper billing</b>	If you choose to receive your monthly invoice and any balance statements and credit notes in the post	£3.50 (+VAT) per month
<b>Chargeback management</b>	Applied if a transaction is disputed by a cardholder and the issuing bank raises a chargeback request with Dojo	£28.00 (+VAT)
<b>Direct Debit failure</b>	Applied if a Direct Debit fails	£15.00 (+VAT)
<b>Arrears management</b>	Applied for the administration of account arrears	£10.00 (+VAT)
<b>Legal entity amendment</b>	Administration required to update the legal entity on a Dojo account	£25.00 (+VAT)
<b>Card machine replacement</b>	Applied if your card machine is damaged and requires replacement or if you fail to return your card machine, SIM and/or accessories after ending your agreement with Dojo	Up to £400.00 (+VAT) per machine
<b>Early account closure</b>	Applied if your agreement has a month minimum term and you decide to close your account early	The remaining card machine services for the duration of your minimum term