Fees schedule

Version: 2.0

Effective: Unless you have been notified that version 2.1 applies, this version 2.0 applies.

Published: 20 April 2026

Card transactions

Rates	Summary	
Credit cards* *Includes credit, charge and deferred debit cards*	For processing card transactions from the following: Visa Credit Mastercard Credit JCB Credit China Union Pay (UPI) Credit	Based on your agreed plan
Debit cards*	For processing card transactions from the following: Visa Debit (inc. Prepaid) V Pay Visa Electron Maestro (inc. Prepaid) Mastercard Debit (inc. prepaid) JCB Debit (inc. prepaid) China Union Pay (UPI) Debit (inc. prepaid)	Based on your agreed plan
Visa business debit cards*	For processing card transactions from Visa Business Debit cards	Based on your agreed plan
Business cards*	For processing card transactions from the following: Visa Business Credit Visa Corporate and Purchasing Maestro Business and Commercial Mastercard Business Credit Mastercard Corporate and Purchasing JCB Commercial Debit (inc. prepaid) JCB Commercial Credit China Union Pay (UPI) Commercial Debit (inc. prepaid) China Union Pay (UPI) Commercial Credit	Based on your agreed plan
American Express cards	For processing card 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
Diners Club International (DCI) cards	For processing card transactions from the following: Diners & Discover Debit Diners & Discover Credit Diners & Discover Business & Commercial	Based on your agreed plan
Non-qualifying transactions	Surcharge applied when a card transaction is categorised as non-qualifying. Depending on how you take the payment, the card transaction will be categorised as qualifying or non-qualifying. Refer to our Operating Guide for definitions	Based on your agreed plan
Payment links	Surcharge applied when a card transaction is processed via our payment links product	Based on your agreed plan

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Virtual terminal	Surcharge applied when a card transaction is processed via our online virtual terminal product	Based on your agreed plan
Dojo Bookings transactions	Surcharge applied when a 'Booking Deposits' card transaction is processed via the Dojo Bookings Restaurant Management System	Based on your agreed plan
Pre-authorised transactions	Surcharge applied when a card transaction is processed by way of a pre-authorisation	Based on your agreed plan
Tap to Pay on iPhone	Surcharge applied when a card transaction is accepted and processed through the Tap to Pay on iPhone API on the Dojo app	Based on your agreed plan
Online checkout transactions	Surcharge applied when a card transaction is processed via our online checkout product	Based on your agreed plan
Integrated transactions	Surcharge applied when a card transaction is processed using information provided by our software provider partners	Based on your agreed plan
Minimum monthly payment	This is the minimum amount you'll need to pay for card transaction rates and fees, even if you don't take any card transactions. This fee will only be payable by you if your total card transaction rates and fees for any given month are below the minimum monthly payment agreed If your monthly card transaction rates and fees 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

European card present transactions	Applied when the card is issued outside the UK but within the card scheme Europe region**	Based on your agreed plan
European card not present transactions	Applied when the card is not present and is issued outside the UK but within the card scheme Europe region**	Based on your agreed plan
International card present transactions	Applied when the card is issued outside the card scheme Europe region** and the UK	Based on your agreed plan
International card not present transactions	Applied when the card is not present and is issued outside the card scheme Europe region** and the UK	Based on your agreed plan

** as set by the relevant card scheme

Card transactions

Fees	Summary	
Secure transaction fee	Covers the ongoing provision of the PCI management services and, for each attempted card 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 card transaction or you attempt to process a refund	Based on your agreed plan

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Refund fee	Applied each time you attempt to process a refund to a cardholder	Based on your agreed plan

Card machine services

Service	Summary	
Dojo Go A920 Dojo One A80 Dojo Pocket Dojo Wired Dojo Go Max	For the initial configuration and ongoing maintenance of each card machine, including technical support, and the replacement of a card machine if it develops a fault (subject to certain exclusions) and you return it to us (delivery will be in line with the card machine maintenance services or the card machine exceptional replacement services, depending on which service you have selected) If you fail to return the card machine within 30 days of receiving a replacement card machine, you must pay the card machine non-return fee. You must also pay our costs in arranging a replacement for a card machine that we find not to be faulty	Based on your agreed plan
Mobile connectivity	Data for you to take payments anywhere with mobile network coverage	Based on your agreed plan

Card machine maintenance services

Service	Summary	
Card machine maintenance for: Dojo Go A920 Dojo One A80 Dojo Pocket Dojo Wired Dojo Go Max	24/7 technical support, technical monitoring of each card machine, quarterly contact from us to ensure each card machine is working correctly and next business day replacement (delivery services may take longer in remote areas) if (subject to certain exclusions) any card machine or any part of it develops a fault (or is damaged) as a result of accidental damage, is damaged through malice or misuse, faulty batteries or battery packs that we did not provide, faults in (or caused by) any third-party device or attachment that we did not provide, or is stolen or lost. However, you must return any faulty or damaged card machine to us (except in cases of theft and loss) If you fail to return a card machine within 30 days of receiving a replacement card machine, you must pay the card machine non-return fee. You must also pay our costs in arranging a replacement if we find any card machine is not faulty We offer this service as standard to all customers (except those located in the areas set out in our Operating Guide) but you can choose not to receive this service by calling our customer services team, in which case you will receive our card machine exceptional replacement services instead for no extra charge	Based on your agreed plan

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Card machine exceptional replacement services

Service	Summary	
Card machine replacement services for: Dojo Go A920 Dojo One A80 Dojo Pocket Dojo Wired Dojo Go Max	Replacement if any card machine or any part of it develops a fault as a result of accidental damage, is damaged through malice or misuse, faulty batteries or battery packs that we did not provide, faults in (or caused by) any third-party device or attachment that we did not provide, or is stolen or lost. However, you must return the faulty or damaged card machine to us (except in cases of theft and loss) If you fail to return a card machine within 30 days of receiving a replacement card machine, you must pay the card machine non-return fee. You must also pay our costs in arranging a replacement if we find any card machine is not faulty	The card machine replacement fee (up to £400.00 (+VAT) per card machine) for each replacement card machine

Account services

Service	Summary	
Dojo Plans	We have different subscription plans which you can choose from. More details can be found on the Dojo website. This includes access to our cloud-native payments platform for fast, secure and reliable card transaction processing. We provide you with the ability to track and efficiently manage aspects of your business in real time based on the optional services you agree with us, including: • back-office management • account manager services • insights data either via the Dojo app or account managers • access to our proprietary technology that integrates your card machine with a compatible POS system (independently provided by your POS provider), and/or • Dojo Intelligence (standard)	Based on your agreed plan
Subscription break fee	The fee you pay if you decide to downgrade your subscription plan	Based on your agreed plan
Settlement services	Applied if you require a settlement schedule that is different from the settlement schedule set out in our Operating Guide	Based on your agreed plan
Implementation	Services provided to you for the initial training of your personnel to use the Dojo app and card machines, ongoing training for the duration of the card machine implementation period and the installation and integration of the card machines with hardware provided to you by one of our POS provider partners (excluding the installation of your POS hardware, which is independently provided by your POS provider)	Based on your agreed plan

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PCI non-compliance	Applied if your account does not attest compliance with PCI DSS	£15.00 (+VAT) per month
Accessories	Applied if you require physical QR code tiles and shipment Applied if you require physical terminal covers	Based on your agreed plan
Paper billing	If you choose to receive your monthly invoice and any balance statements and credit notes in the post	£3.50 (+VAT) per month
QR products and services	Applied if a product or service is used via a QR code which, at the time of use, is not acting as a gateway for a payment service	Based on your agreed plan
Chargeback management	Applied if a card transaction is disputed by a cardholder and the card issuer raises a chargeback request with us	Based on your agreed plan
Direct Debit failure	Applied if a Direct Debit fails	£15.00 (+VAT)
Arrears management	Applied for the administration of account arrears	£10.00 (+VAT)
Legal entity amendment	Administration required to update the legal entity on a Dojo account	£25.00 (+VAT)
Card machine replacement	Unless agreed otherwise with you, applied if any card machine develops a fault or is damaged and requires replacement	Up to £400.00 (+VAT) per machine
Card machine non-return	Applied if you fail to return any card machine, SIM and/or accessories within 30 days of receiving a replacement or after ending your agreement with us	Up to £400.00 (+VAT) per machine
Early account closure	Applied if your agreement has a minimum term (or any other fixed term that you and we may agree) and you decide to close your account early	Based on your agreed plan; or if you signed up with us before 20 April 2026, the remaining card machine services for the duration of your minimum term

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