

# Resident Pro

the technology behind hotels



## Price List: January 2024

This is the cost of the core Resident Pro software when you buy it for your Windows pc. After year 1, you only pay for optional annual support and add-ons.

NUMBER OF ROOMS	PROFESSIONAL EDITION	SMALL GUEST HOUSE EDITION
Included	Free support and upgrades for twelve months	Free support and upgrades for twelve months
Up to 5 rooms	Both editions manage present and future bookings and work with a host of optional Softwareworks Studio Add-ons such as online bookings. The Small Guest House Edition has no invoice numbers on bills, no daily balances and no history.	£500 + £40 per additional room
6 rooms		£540
8 rooms		£620
Up to 10 rooms	£1,000 + £60 per additional room	£700
More rooms...	Add £60 per additional room	Add £40 per additional room
11 rooms	£1,060	£740
14 rooms	£1,240	£860
15 rooms	£1,300	£900
20 rooms	£1,600	£1,100
22 rooms	£1,720	£1,180
25 rooms	£1,900	£1,300
Over 25 rooms...	Add £40 per additional room	
30 rooms	£2,100	£1,500
35 rooms	£2,300	£1,700
40 rooms	£2,500	£1,900
45 rooms	£2,700	£2,100
50 rooms	£2,900	£2,300
Over 50 rooms...	Add £20 per additional room	
65 rooms	£3,200	£2,600

Low annual costs after Year 1. No commission + no hidden fees

Prices exclude VAT. All prices are subject to VAT at the prevailing rate

"After year 1, optional support is a small price to pay to keep your software up-to-date, and bug free, with a safety net of support from someone at the other end of the phone"

### OPTIONAL SUPPORT AFTER YEAR 1 - NO COMMISSION - NO HIDDEN FEES

Small Guest House Edition - After the initial 12 months - £320 + VAT per annum, or 12 monthly standing order payments of £32.00 per month.












Professional Edition - After the initial 12 months - £395 + VAT per annum, or 12 monthly standing order payments of £39.50 per month.



Network Version (Any Edition) - If you use more than 1 pc per site, £415 + VAT per annum, or 12 payments of £41.50 per month.


### INSTALLATION OPTIONS

Option 1: Onsite setup and training - Working with key members of your staff, and reception team. Typically 2 days or less, depending on individual requirements, location and software	Chargeable per day + travel costs
Option 2: Remote setup Based on information you supply on a Questionnaire, your pc will be remotely accessed and Resident Pro is setup on your behalf	£150 +£25 per additional pc if networked
Option 3: No setup (self setup, Handbook provided)	FREE

### SOFTWAREWORKS STUDIO EXTRAS

 Network Module (not per pc)	£450 - or HALF PRICE for orders over £1,500. FREE for orders over £2,500
 Export Daily Balance transactions or from the Resident Pro transaction History	FREE
 Worldpay Total PED Integration Process card payments and tokenise card details in Resident Pro with a USB PinPad from Worldpay	FREE link
 Dojo or Paymentsense PDQ Link Eliminates miskeying with no need to re-enter amounts	FREE link
 Export guests to Spreadsheets, Mailchimp, GuestRevu, or For-Sight CRM	FREE
 PostCoder Web - Lookup UK addresses Annual credit packs	From £120 pa for 2500 lookups £155 for 3000, £205 for 5000 Roombasket from £20 pa for 250 lookups. £35 for 500, £60 for 1,000
 Send SMS texts from Resident Pro or auto pre-checkin texts and announcements on Roombasket	FREE link <a href="http://www.thesmsworks.co.uk/pricing">www.thesmsworks.co.uk/pricing</a>
 Cashdrawer for reception DT-100U adapter (USB to RJ12/24) CA-CD410-480B full size drawer or compact drawer SBV-33x33-W	FREE link Buy ERS Cashdrawer + USB adaptor from <a href="http://www.ers-online.co.uk">www.ers-online.co.uk</a> (est. £75)
 EPOS interface for compatible epos systems	£150 setup
 Abloy Smartair (i-max) or Walmek mobile key interface for doors	£150 setup
 Roombasket Commission-free Online Bookings for your website Optional online card payments with Stripe Roombasket extranet. Optional Online Gift Vouchers	£330 pa – No Commission! + Optional Payment Gateway to Stripe (free link). No fee for extranet or Gift Vouchers


	Booking.com direct link Link to euro-market leader Booking.com – if using no other agencies	£95 setup + FREE monthly subscription for supported "Roombasket" users
	Roomcloud Channel manager links Cherry pick 150+ online travel agencies (OTA's) and metasearch sites such as Expedia, AirB&B, Google, Tripadvisor, Booking.com, Synxis (GDS) etc.	£99 setup + FREE to supported "Roombasket" users + annual "per channel" charges always apply - details follow...

ROOMCLOUD CHANNEL MANAGER		
	<b>Roomcloud Channel Manager</b> Bring all your Online Travel Agency (OTA) sites together into one place, and link to Resident Pro to automate the whole process. Roomcloud links to a choice of over 150 sites such as Expedia, AirB&B, Booking.com, Synxis (GDS) and many more. The annual fee is based on the number of sites (channels) linked...	One off setup fee £99 + VAT for Roombasket Users  Or £250 pa if you don't use Roombasket  <b>+ annual Channel Manager fee for each site used (prices below)...</b>
	Price for only one channel	£220 per annum
	Up to two channels (for example, Booking.com and Expedia)	£350 per annum*
	Up to three channels	£420 per annum*
	Over three channels	Add £60 per extra channel*
	<b>Metasearch Commission</b> There is no annual fee for "Google Free Booking Link", but all other Metasearch sites (including Google Ads) are classed as channels in the prices above. Metasearch sites often charge commission for reservations, so the hotel is billed directly by "Roomcloud" for commission	*Metasearch sites are charged like other sites, except "Google Free Booking Link" which is only charged at 3% commission for reservations. Google Hotel Ads is classed as 1 site, plus 10% commission for reservations
	<b>Price example 1:</b> 3 channels (2 x OTA sites Booking.com, Expedia and 1 x Metasearch site Tripadvisor)	£420 per annum, then pay any Tripadvisor commission to Roomcloud
	<b>Price example 2:</b> 2 channels (1 x OTA site Booking.com, 1 x Metasearch Google Hotel Ads)	£350 per annum, then pay Google commission to Roomcloud
	<b>Price example 3:</b> 1 channels (1 x OTA site Expedia, 1 x Metasearch Google Free Booking Link)	£220 per annum, then pay any Google commission to Roomcloud

Notes

- Setup your agency site account before we add it to the Channel Manager
- Pay commission to all your agency sites as usual
- Pay Roomcloud directly for any metasearch commissions or PPC's (e.g. Google Ads)
- No annual charge for the Google Free Booking link, but Google Hotel Ads is charged as 1 site
- You must be a supported user of Resident Pro to use the online booking links
- If you stop using a site there can be no refund and no channel substitution
- Roomcloud send you an email each time a new booking is made. You can login to the Roomcloud extranet to check bookings, prices, and handle guest reviews in one place

Google FREE Booking link

OR FREE BOOKING.COM LINK WITHOUT CHANNEL MANAGER		
	<b>Booking.com</b> A direct certified link between Resident Pro and Booking.com. A channel manager is NOT required for this direct XML link. If you plan to use the above Channel Manager then you do not require this direct link (Booking.com is inside your CM). If you do use this link, you should download the Booking.com PULSE app on a smartphone or tablet, to get notified of new bookings because you receive no emails.	One off setup fee of £95 + FREE link (no annual fee) for supported "Roombasket" users  Or £250 pa if you don't use "Roombasket"

FREE link Booking.com

NB. You need to be a supported user to use the online booking links. All prices are subject to VAT at the prevailing rate. POA = Price on application OTA = Online Travel Agency (e.g. Booking.com, Expedia) PMS = Property Management System (e.g. Resident Pro) GDS = Global Distribution System