GETTING STARTED

Plans, billing and cancelling

Event pass and always-on prices, GST, invoices, changing feeds, and the Manage billing button on your account page.

Updated 5 November 2026

Prices

Prices are in Australian dollars and exclude GST, which is added at checkout.

- Event pass: $195 a feed for one event, paid when you book.
- Always-on, 1 to 9 feeds: $69 a feed a month, or $55 a feed a month paid yearly.
- Always-on, 10 to 29 feeds: $59 a feed a month, or $47 a feed a month paid yearly.
- Always-on, 30 feeds or more: $55 a feed a month, or $39 a feed a month paid yearly.

Always-on runs from $39 a feed a month on the yearly plan, or $69 month to month for up to 9 feeds. More than 50 feeds, a series of events, or a portfolio of venues: **talk to us** (crowdsense.events/contact) for one account and one invoice.

Manage billing

Your account page (the link in your sign-up email) has a **Manage billing, invoices or cancel** button. It opens Stripe's secure customer portal, where you can:

1. **Update your card**
   Replace an expiring card before the next charge.

2. **Download invoices**
   Every charge has an invoice you can download or forward to accounts.

3

Cancel always-on

Cancelling stops the plan at the end of the period you have already paid for.

Adding or removing feeds

Write to **support@crowdsense.events** with your account reference (it starts CS-D-) and the number of feeds you want. We change the plan and switch the feeds on or off in the portal.

For another event, book a new event pass from **/desktop/start** (crowdsense.events/desktop/start); your card is kept for it.

Refunds

An event pass is for one event and is not refunded once its feeds have gone live. Always-on plans are not refunded part way through a period, but you can cancel at any time before the next one starts.

Still stuck?

Email **support@crowdsense.events** with your account reference (it starts CS-D-), the computer's name and a screenshot of what you see. For sales questions, **contact us** (crowdsense.events/contact).