qiksense Pricing Terms

Effective 4 Nov 2026

1. Status of these Pricing Terms

These Pricing Terms set out the fees, plan entitlements, usage allowances and billing rules applicable to the Services. They form part of, and are incorporated by reference into, the Master Subscription Agreement (the "**Agreement**") between Real Nation Pte Ltd (the "**Company**") and the Customer. Capitalised terms not defined here have the meanings given in the Agreement.

The pricing information and FAQs made available through the Company's pricing pages form part of the Pricing Terms applicable to the Services.

Where these Pricing Terms conflict with the Agreement, the Agreement prevails, save in respect of fees, allowances and billing mechanics, where these Pricing Terms prevail.

2. Definitions

"Live Day" means a calendar day, determined by reference to the time zone configured for that Campaign on the Platform (and, where no time zone is configured, Asia/Singapore, UTC+8), on which the Campaign is published and available to End Users. A Live Day is counted in whole days only:

- a day on which the Campaign is available for any part of that day counts as one whole Live Day;
- a day on which the Campaign is available but no End User participates counts as one whole Live Day;
- pausing and republishing a Campaign within the same day does not create a second Live Day.

"Live Day Licence" means the right to operate one Campaign on one Live Day, on the applicable Plan, subject to the Device Slots and Audience Reach purchased for that Campaign.

"Campaign Span" means the elapsed calendar period from a Campaign's first Live Day to its last. Campaign Span is **not** a basis on which fees are calculated.

"Long-term Extension" means a period of thirty (30) consecutive calendar days, falling after a Campaign's first thirty (30) Live Days, which is charged at the rate in section 7 instead of by Live Day.

"Device Slot" means one on-site display terminal deployed by the Customer and occupied for the Campaign during its Live Days (for example an interactive screen, tablet, projector or kiosk). Handsets belonging to participants are not Device Slots.

"Audience Reach" means the participation allowance purchased for a Campaign, measured in Participated sessions.

"Reach Top-up" means an additional quantity of Audience Reach purchased for an online Campaign under section 6.3.

"Wow Upgrade" means the per-Campaign fee described in section 5.3.

"Participated" means sessions that have started at least one node of the Campaign experience, deduplicated, as shown on the Customer's Platform dashboard. Preview traffic is excluded.

"Experience" means one interactive experience within a Campaign. Certain fees are charged per Experience; a Campaign containing several Experiences incurs those fees several times.

"Module" means a reusable interaction mechanic and its underlying generic logic, parameters, components and code, as made available on the Platform.

"Plan" means the Basic, Plus or Pro plan selected for a Campaign.

"Incurred", in relation to a fee, means the point at which the Customer's order for the relevant Service is confirmed.

3. Plans and plan entitlements

The Plan selected for a Campaign determines the entitlements and allowances available to that Campaign.

	Basic	**Plus**	**Pro**
Nodes Per Campaign	6	6	Unlimited
Users Per Campaign	1 Editor + 5 Viewers	3 Editors + 10 Viewers	Unlimited
Campaign Span	Up to a 7-day span	Unlimited	Unlimited
Device Slots included	1 (also the maximum)	1	2
Audience Reach included	500 per Live Day	500 per Live Day	2,000 per Live Day
White labelling	No	Yes	Yes
Commercial use	**Not permitted**	Yes	Yes
Add-on services	**Not available**	Yes	Yes

The Service Level Agreement applies to Campaigns on every Plan, including the Basic plan, and to Preview.

3.1 Basic plan restrictions

The Basic plan is provided free of charge and is **restricted to non-commercial use**, being use by educational institutions, non-profit organisations, and a customer's own internal activities. The Basic plan may not be used for commercial gain or for resale.

All commercial use requires a paid Plan. Where a Campaign published on the Basic plan is used for commercial purposes, the Company may require the Customer to upgrade and may charge the fees applicable to the relevant paid Plan.

Campaigns published on the Basic plan carry the qiksense logo, are limited to one Device Slot, and may not purchase any add-on service, including on-site deployment. A Campaign that requires a Wow Upgrade (section 5.3) cannot be published on the Basic plan.

3.2 Preview

Building, previewing and presenting a Campaign is free of charge on every Plan. Fees are incurred only when a Campaign is confirmed for publication.

4. Live Day Licence fees

Plan	Fee
Plus	S$50 per Live Day
Pro	S$80 per Live Day

Fees are calculated as the number of Live Days purchased multiplied by the applicable rate. There is no minimum spend.

5. On-site devices

Each additional Device Slot beyond the number included in the Plan is charged at fifty per cent (50%) of that Plan's licence rate for the applicable period.

	Plus	Pro
Each additional Device Slot, per Live Day	S$25	S$40
Each additional Device Slot, per Long-term Extension	S$150	S$225

The per-Long-term-Extension rate applies to Device Slots included when that Extension is purchased. Device Slots added after the Campaign has started are charged under section 8.4.

Billing cap. Device Slots are charged up to a maximum of ten (10). From the eleventh Device Slot onwards no further device fees apply; twenty devices are charged the same

as ten. No separate quotation applies above the cap.

Basic is limited to one Device Slot and may not purchase additional Device Slots.

5.1 Declaration, verification and audit

Before publishing a Campaign the Customer must declare (a) whether the Campaign is online or on-site, and (b) for on-site Campaigns, the number of on-site Device Slots.

For on-site Campaigns, the Campaign's Access Device configuration must match the number declared. A Campaign whose configuration does not match its declaration will not be released for publication.

The Company may verify the Customer's actual device usage. Device Slots used but not declared are chargeable retrospectively at list price.

5.2 Hybrid Campaigns

A Campaign that runs on the Customer's own on-site terminals is treated as on-site in its entirety, including where participants scan a code and continue on their own handsets.

5.3 Wow Upgrade

A Wow Upgrade is charged at S$380 per Campaign, on the Plus and Pro plans alike, where the Campaign:

- has the racing wheel controls (Controller) or the Motion Camera switched on for any node; or
- uses a Bluetooth motion sensor, a Physical Blaster, a Projection Sensor, a Graffiti Device, a Tap NFC Card or a Digital Stamp.

The Wow Upgrade is charged once per Campaign, however many nodes, devices or Live Days the Campaign has. It applies whoever supplies the equipment, including where the Customer rents it from the Company. Microphones, ordinary cameras, touchscreens, keyboards and physical or kiosk buttons do not require a Wow Upgrade.

The features and equipment above cannot be added after the Campaign has been published, including before it starts. The Wow Upgrade is not available on the Basic plan and is not refundable, including where those features or that equipment are not used or are later removed.

6. Audience Reach

Audience Reach applies to online Campaigns only. On-site Campaigns, which are charged by Device Slot under section 5, have no Audience Reach allowance, cannot purchase Boost or Max, and are not subject to the suspension rule in section 6.2.

Tier	Additional fee per Live Day	Basic	Plus	Pro
Standard (included)	none	500 / Live Day	500 / Live Day	2,000 / Live Day
Boost	+50% (Plus +S$25, Pro +S$40)	not available	5,000 / Live Day	20,000 / Live Day
Max	+100% (Plus +S$50, Pro +S$80)	not available	20,000 / Live Day	80,000 / Live Day

A tier is selected once for the whole Campaign at the time of purchase, not day by day.

Pooling. The allowance is a single pool for the whole Campaign: the daily allowance multiplied by the number of days on which the Campaign is scheduled to run, whether those days are charged as Live Days or fall within a Long-term Extension, together with any Reach Top-up. Consumption is not capped on any individual day or within any Long-term Extension.

A Long-term Extension does not of itself carry thirty days of allowance. Days within an Extension count towards the allowance only where the Campaign is scheduled to run on them.

Note that the capacity multiple and the price multiple differ: Boost provides ten times the Standard capacity for an additional 50%, and Max provides forty times for an additional 100%.

6.1 Allowance not reduced on shortening

Where the Customer shortens a Campaign's schedule after it has started, the Audience Reach allowance continues to be calculated on the Live Days paid for and is not reduced.

6.2 Exhaustion of allowance

The Customer is notified when eighty per cent (80%) of the allowance has been consumed. A buffer of approximately five per cent (5%) applies above one hundred per cent (100%), after which access to the Campaign is suspended until the Customer purchases a Reach Top-up.

The Audience Reach tier may be changed only before the first Live Day of the Campaign. Such a change is charged as the difference for the whole Campaign, including each Long-term Extension, so that a Customer who selects a lower tier first pays no more than if the higher tier had been selected at the outset. From the first Live Day the tier remains as purchased, and further Audience Reach is available as Reach Top-ups under section 6.3.

Campaigns requiring more than the Max tier may purchase Reach Top-ups or are quoted separately.

6.3 Reach Top-up

The Customer may at any time during an online Campaign on the Plus or Pro plan purchase one or more Reach Top-ups.

Plan	Fee per Reach Top-up	Audience Reach added
Plus	S$50	5,000
Pro	S$80	20,000

A Reach Top-up:

- is added to the Campaign's allowance when the fee is paid, and lifts any suspension under section 6.2;
- remains valid until the end of that Campaign, including any Long-term Extension of it, and then lapses;
- applies to that Campaign only and cannot be transferred to another Campaign;
- is **not refundable**, in whole or in part, including where it is not used;
- is not credited against the fee for any later Audience Reach upgrade.

A Reach Top-up costs more per unit of Audience Reach than selecting a higher tier at the time of purchase.

7. Long-term Extension

The part of a Campaign falling after its first thirty (30) Live Days is divided into consecutive periods of thirty (30) calendar days, beginning on the day after the thirtieth Live Day. For each such period the Customer is charged the lower of (a) Live Day Licences, at the rates in section 4, for the Live Days scheduled within that period, and (b) one Long-term Extension. A period in which no Live Day is scheduled incurs no fee.

Plan	Fee
Plus	S$300 per 30 calendar days
Pro	S$450 per 30 calendar days

A Long-term Extension:

- applies only to a period falling after the Campaign's first thirty (30) Live Days, but **may be purchased in advance**, including before the Campaign starts;
- runs for thirty (30) consecutive calendar days;
- is charged as a whole period and cannot be purchased day by day;
- **makes the Campaign available only on the days scheduled within it**; on other days within the period the Campaign is not available to End Users;
- applies to that Campaign only and cannot be transferred to another Campaign;

- cannot be paused or banked;
- **must be purchased no later than the day after the last paid day**; a new Extension takes effect immediately after the last paid day. Once that day has passed, continued operation of the Campaign is charged on Live Day Licences;
- may be paid for with Prepaid Credits (section 9).

8. Changes to a published Campaign

Fees are calculated by reference to the **paid window**, being the period of dates for which the Customer has paid.

8.1 Before the Campaign starts

The schedule may be moved to any dates. Any change made before the Campaign starts, whether to the schedule, the Plan, the number of Device Slots or the Audience Reach tier, is priced as if the Campaign had been purchased in its changed form from the outset. The Customer pays the difference, if any, before the change takes effect. No refund arises where the changed form costs less. This does not apply to the features and equipment that require a Wow Upgrade, which cannot be added once the Campaign has been published (section 5.3).

8.2 After the Campaign starts

From the first Campaign day (which is treated as having occurred), the paid window is fixed.

- Adjusting dates within the paid window, and unpublishing and republishing within it, incur no further fee.
- Days added outside the paid window take effect only once the additional fee has been paid.
- Dates falling within a Long-term Extension that has been paid for but has not yet begun may be changed without further fee. No refund arises where days are removed.
- Dates falling within a Long-term Extension that has already begun cannot be changed. Days may be added after it, subject to section 7.
- Publishing after the last paid day is treated as a new purchase. Unused days within the expired paid window lapse.

8.3 No refund for unused days

Paid days are not refundable. This includes where the Customer shortens the schedule, where a day is paid for but the Campaign does not in fact run (for example because it is paused or ended early), and where participation is materially below the Audience Reach tier purchased.

Paid days may be used only within the paid window for the same Campaign. They cannot be transferred to another Campaign and lapse at the end of the paid window.

8.4 Upgrades and downgrades

The following apply after the Campaign has started. Changes made before it starts are governed by section 8.1.

Device Slots. Additional Device Slots may be added at any time. They are charged at the per-Live-Day rate in section 5 for each remaining day on which the Campaign is scheduled to run, counting the day of purchase and including days falling within a Long-term Extension.

Plan. A Plan upgrade may be made at any time. It is charged (a) for the remaining Live Days, counting the day of the upgrade, at the difference between the two Plans' Live Day rates, and (b) for each Long-term Extension that has not ended, at the difference between the two Plans' Extension fees, reduced in proportion to the scheduled days remaining where that Extension has already begun. From the day of the upgrade, each remaining Live Day carries the new Plan's daily Audience Reach. For the days before the upgrade, the previous Plan's allowance is used first and any Reach Top-up after it: unused allowance of those days lapses, any unused Reach Top-up carries over, and consumption beyond both is drawn from the new Plan's allowance.

Audience Reach. The Audience Reach tier cannot be changed after the Campaign has started (section 6.2). Further Audience Reach is purchased as Reach Top-ups (section 6.3).

Plans, Device Slots and Audience Reach tiers **cannot be downgraded** during a Campaign. The Customer retains the entitlements already purchased; no refund and no credit arises.

Where the Customer wishes to use a lower Plan, that applies to the Customer's next Campaign.

9. Prepaid Credits

Prepaid Credits are a prepaid balance that may be applied against Eligible Fees.

Purchase. Prepaid Credits are sold at the rates set out in the applicable order form or quotation. Credits are paid for in full in advance.

Validity. Prepaid Credits are valid for twelve (12) months from the date of purchase. Unused Credits expire at the end of that period. Any extension of validity is at the Company's discretion.

Non-refundable. Prepaid Credits are non-refundable and are not redeemable for cash in any circumstances.

Use. Prepaid Credits may be used across multiple Campaigns and freely across the Plus and Pro plans, are bound to a single customer or agency account, and may be combined with cash payment where the balance is insufficient.

Eligible Fees. Prepaid Credits may be applied to:

- Plus and Pro Live Day Licences;
- Long-term Extension;
- additional Device Slots, during Live Days and during a Long-term Extension;
- Audience Reach Boost and Max, during Live Days and during a Long-term Extension;
- Reach Top-up;
- Wow Upgrade;
- Campaign Update Fee;
- Fine-Tuning;
- Custom Experience Module Build.

Fees that are not Eligible Fees. Prepaid Credits may **not** be applied to:

- AI Compute;
- printing consumables;
- hardware;
- deployment and other additional services;
- third-party costs;
- Exclusive Development.

No retroactive adjustment. Rates are not adjusted retrospectively on the basis of later purchases.

Changes to the Pricing Terms. Prepaid Credits are a Singapore dollar balance, not a quantity of Live Days or of any other Service. When Credits are applied to a fee, the fee is charged at the rate in the Pricing Terms in effect when that fee is incurred, not the rate in effect when the Credits were purchased. A change to the Pricing Terms does not alter the Singapore dollar value of Credits already held and does not affect fees incurred before the change takes effect.

Nature of Credits. Prepaid Credits are purchasing power only. They do not reserve development capacity, do not confer priority in scheduling, and do not oblige the Company to accept any customisation request.

10. Customisation

Situation	Fee
Existing Module used with only branding, copy, images, video, questions, prizes and standard settings changed	S$0 development fee

Situation	Fee
Modification of an existing Module's mechanic, behaviour or logic (**Fine-Tuning**)	S$800 fixed, per Experience
Development of a new interactive Module not currently on the Platform (**Custom Experience Module Build**)	S$2,380 fixed
Customer requires restrictions on the Company's reuse rights	**Exclusive Development**, separately quoted

Customisation is available on the Plus and Pro plans only.

Exclusive Development is quoted case by case. Any exclusivity, restriction of the Company's reuse rights or transfer of intellectual property applies only to the extent expressly set out in the quotation for that Exclusive Development.

The Company expressly agrees that campaign artwork and brand animation it creates for a particular Customer's Campaign belong to that Customer and will not be made available to other customers. This does not extend to the modules, functionality and other features used to deliver that Campaign, which remain the property of the Company and may be reused for other customers.

10.1 Assessment and right to decline

Every Custom Experience Module Build is subject to a technical and product assessment before acceptance. The outcome is acceptance, decline, or reclassification (for example as Fine-Tuning, or as Exclusive Development).

The Company may decline, including where the request exceeds current development capability, carries excessive technical or delivery risk, cannot be delivered stably, is incompatible with the Platform architecture, or is not reasonably maintainable.

10.2 Fixed fee

The fees above are fixed and do not increase with the complexity of the request. A Custom Experience Module Build is accepted at S$2,380 or declined.

The Company provides a playable demo of an accepted Custom Experience Module Build within three (3) business days, free of charge, and the fee is charged only if the Customer confirms the demo. The Company delivers the final version of a Custom Experience Module Build or Fine-Tuning within two (2) weeks after the Customer has provided all assets and confirmed the design. If it does not, only the Custom Experience Module Build or Fine-Tuning fee for that item is waived, and refunded if already paid. All other fees for the project remain payable, including Live Day Licences, Platform Setup, hardware and other services.

10.3 What the Custom Experience Module Build fee covers

The fee covers development of the Module and includes the Platform Setup fee for the Experience on which that Custom Build is delivered. Platform Setup remains chargeable for any other Experience in the same project.

10.4 Acceptance and change of scope

The Customer must notify the Company in writing of any objection to a customisation deliverable within forty-eight (48) hours after delivery. In any case, a customisation deliverable, and any Campaign the Company has set up for the Customer, is deemed accepted at the earliest of: the Customer signing the handover document for the Campaign; the end of the day before the first Live Day, if the Customer has not raised an issue by then; and the Campaign going live.

An objection may only concern non-conformity with the agreed scope. Changes after acceptance, and changes beyond the agreed scope, are quoted and confirmed separately, and the Company does not undertake that they can be made. A change that falls within Fine-Tuning or Custom Experience Module Build is charged as such. Defects in the Company's own work are corrected without charge and are not changes.

10.5 Campaign Update Fee

Once a Campaign has completed thirty (30) actual Live Days, light content changes are charged at **S$150 per update round**, being one batch of changes submitted together. Changes to game mechanics, scoring logic, interaction structure, new functionality or major journey changes are not update rounds and are charged as Fine-Tuning or Custom Experience Module Build.

11. AI Compute and printing

11.1 AI Compute

Quality	Fee
Low	S$0.08 per generated image
Medium	S$0.40 per generated image
High	S$0.80 per generated image

AI Compute may not be paid for with Prepaid Credits.

11.2 Printing consumables

S$125 per 500 prints (S$0.25 per print). Printing consumables may not be paid for with Prepaid Credits.

12. Additional services

Additional services are available on the Plus and Pro plans only.

Service	Fee
Platform Setup (Platform configuration using the Customer's assets)	S$300 per Experience
Hardware Sourcing (procurement and rental co-ordination)	S$400 per Experience
Vendor Liaison (co-ordination of fabrication, AV, print, venue and similar suppliers)	S$400 per project
Project Coordination (wireframe, communication, delivery, demonstration, training, SOP)	S$700 per project
Deployment, per round trip, office hours, **including on-site setup of one device**	S$280
Deployment, per round trip, outside office hours, **including on-site setup of one device**	S$380
Deployment, per round trip, between 12am and 6am, **including on-site setup of one device**	S$480
Each additional device set up during the same visit	+S$80 per device, at each of the three rates
Express Setdown (the Customer packs the equipment and the Company collects it)	S$100 less than the applicable Deployment rate (S$180, S$280 or S$380)
Event Support: On-Call	S$150 per Live Day
Event Support: On-Site	S$40 per technician per hour, minimum 4 hours per technician per day
Photo printer rental (**rental does not include any prints**)	see below

Deployment time bands. Office hours are 9am to 6pm, Monday to Friday, excluding public holidays. 12am to 6am is charged at the 12am-to-6am rate on any day, including weekends and public holidays. All other times are outside office hours. Where setup and setdown fall in different bands, the higher rate applies. Testing on the setup day, photographs and video of the setup, and training on site are included in Deployment.

Venue requirements. Deployment fees assume normal access to the venue. The Customer must tell the Company in advance of any additional venue requirements, which may be charged separately.

Express Setdown. The Customer packs the equipment into the Company's cases according to the Company's packing instructions, and the Company collects the cases during office hours at its own cost: on the same day if the Customer finishes within office hours, otherwise on the next business day.

The Company's equipment. From the time the Company's equipment reaches the Customer or the Campaign site until the Company takes it back, the Customer is responsible for it and pays the Company's sale price for any of it that is lost or damaged, except where the cause is normal wear or the Company's own fault.

Event Support during the Campaign has three levels:

- **Remote Support** is included on the Plus and Pro plans; the Basic plan has email support only. It covers remote, telephone, video and chat assistance, with a response within one hour. Where the Company's hardware has a problem, someone must be at the device on site to help with troubleshooting. If the Customer requires a site visit, it is charged at S$200 per visit during office hours, arriving within 2 hours, and S$500 per visit at any other time, arriving within 4 hours.
- **On-Call Support** is charged per Live Day. The Company first works on the problem remotely for 30 minutes; if it is not resolved, the Company sends someone to site, as many times as needed, arriving within 2 hours during office hours and within 4 hours at any other time.
- **On-Site Support** places the Company's technician at the Campaign. Surcharges, which are cumulative: public holidays +100% per hour; late night (10pm to 8am) +50% per hour; bookings made within 72 hours of the start +100% per day.

On all three levels, where the Company's own equipment fails through normal wear or its own fault, a replacement visit is free, arriving within 2 hours during office hours and within 4 hours at any other time. Replacement depends on available stock; the Company will use its best efforts but does not guarantee that a replacement unit is available.

Photo printer rental is charged by rental period:

Rental period	Fee
1 to 2 days	S$125 per day
3 to 6 days	charged per day
7 to 14 days	S$875 for the period
15 to 30 days	S$1,200 for the period
Each further 30 days	S$750 for the period

The 7-to-14 day, 15-to-30 day and further 30-day periods must be purchased as whole periods and cannot be purchased day by day.

Photo printer rental does not include any prints. Prints are charged separately as printing consumables under section 11.2 and must be quoted as a separate line.

Additional services may not be paid for with Prepaid Credits.

13. Currency, tax and refunds

Currency. All fees are quoted, invoiced and payable in Singapore dollars (SGD). Any figures shown in other currencies on the Company's pricing pages are indicative conversions for reference only and do not constitute an offer or a commitment as to price.

Tax. The Company is not currently registered for GST and does not charge GST on the Services.

Refunds. The Company does not offer a refund window. Fees paid are not refundable except where expressly stated in the Agreement or in these Pricing Terms.

Annual pricing disclosure. Where an annual price is quoted, the quotation or order must state the number of days and the number of Extension periods on which it is based, for example `1 Year (365 days: 30 Live Days + 11 x 30-day Extensions + 5 Live Days)`. An annual price must not be stated as "1 year" alone.

14. Effective date and changes

These Pricing Terms are published with an effective date, for example:

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Pricing Terms — Effective 1 Sep 2026
Pricing Terms — Effective 1 Oct 2026
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Changes to the Pricing Terms apply prospectively from their stated effective date. The Pricing Terms applicable to existing Campaigns, unused credits, or other Services shall be determined in accordance with the applicable provisions of the Pricing Terms. For Prepaid Credits, see Section 9 (Changes to the Pricing Terms).