

8. Plans & billing

Rezvy has four plans. Limits are ****per-business totals**** (`?` = unlimited):

- [8.1 The plans](#)
- [8.2 View and change your plan](#)
- [8.3 Downgrading](#)
- [8.4 Custom plan](#)
- [8.5 Credits and billing portal](#)
- [8.6 Tips & troubleshooting](#)

8.1 The plans

Rezvy has four plans. Limits are **per-business totals** (? = unlimited):

	Free	Pro	Business	Custom
€/mo	0	19	49	contact
Stores	1	1	5	*
Professionals	1	5	20	*
Services	1	10	100	*
Spaces	1	10	100	*
Emails/mo	100	2,000	10,000	*
SMS included/mo	0	100	500	*
Online payments	—	?	?	*
Custom subdomain	—	?	?	*
Advanced statistics	—	—	?	*

Limits are enforced **on creation** (if you're already above a limit after a plan change, you keep what you have but can't create more until you're under it).

8.2 View and change your plan

1. Go to **Subscriptions** (under the Settings menu).
2. You'll see the **current plan**, the **usage bars** (stores, team, services, spaces, emails and SMS this month) and the **plan grid**.
3. Click **Upgrade/Downgrade** to the plan you want, choose **monthly or yearly** and complete payment via **Stripe**. Changes reconcile automatically.

“ ? `08-subscriptions.png` — Subscriptions page with usage and the plan grid.
Subscriptions

8.3 Downgrading

If your current usage exceeds the target plan's limits, the system shows a **downgrade review** with the resources to reduce and links to manage them. You can only confirm once you're within the limits.

“ ?  — Downgrade review screen (resources over the limit).
Downgrade review

8.4 Custom plan

The **Custom** plan is configured by a platform admin (limits and yearly price). It shows as **pending payment** until you pay; meanwhile the negotiated limits are already active. Pay via the "**Pay X/year**" button.

8.5 Credits and billing portal

- **SMS/Email credits** are bought on this page (dedicated cards) and **never expire** — they're used after the plan's monthly allowance runs out (chapter 6.3).
- If you have an active subscription, the **Manage billing** button opens the **Stripe portal** (payment methods, invoices).
- When switching plans with an active subscription, the unused time is **credited** to the next invoices (Stripe proration) — the screen explains this before you confirm.

8.6 Tips & troubleshooting

- **"I can't downgrade"**: your current usage exceeds the target plan's limits. Reduce the over-limit resources (stores/team/services/spaces) and try again — the downgrade review (8.3) tells you exactly what to reduce.
- **Admin-assigned plan above the limit**: you keep what you have (grandfathered), but can't create more until you're under it.

“ ? **Scenario**: you opened a 2nd store and need multi-store ? **upgrade to Business** (up to 5 stores). If it's seasonal, you can go back to **Free/Pro** later (respecting the limits).

Next: [Statistics](#).