

Billing

Plans, seats, trials.

- [Overview](#)
- [Seats and plan](#)
- [Seats, trials and upgrading](#)
- [What you are billed for](#)

Overview

Billing

Plans

- **Free trial** — 30 days, up to 2 seats, no card required. Every governance feature included.
- **Team** — up to 25 seats, self-service subscription.
- **Enterprise** — custom seats, SSO-enforced enrollment, contract terms; contact sales.

Seats

A seat is an admin or a developer. Current usage vs your limit is on the **Billing** page; inviting past the limit prompts an upgrade.

Payments

Self-service payments are processed by our merchant of record — Sentilai never sees card data. Invoices and VAT handling come from the checkout provider.

Seats and plan

Billing & Plan shows your plan, your seat limit, and how many seats are in use.

A seat is a **person** — one row in Admins or Developers — not a device. A developer with a laptop and a desktop uses one seat. Offboarded people don't hold a seat.

When you reach the cap, new invites are refused until a seat frees up. The screen shows the path to a larger band, or to talking to us if you're beyond the self-service sizes.

Billing & Plan ?

Your subscription, seat usage, and upgrade options.

Growth

active

Seats in use: 8 of 10

Billed

Renews on

Annually

Aug 3, 2027

Choose a plan

AnnualMonthly

Annual plans are about two months cheaper than paying monthly, billed once a year. Prices exclude VAT, which is added at your local rate at checkout.

Starter

Up to 5 seats

€149/mo

excl. VAT - €1,788 billed yearly

Choose Starter

Growth

Up to 10 seats

€299/mo

excl. VAT - €3,588 billed yearly

Current plan

Team

Up to 25 seats

€499/mo

excl. VAT - €5,988 billed yearly

Choose Team

Moving to a larger band takes effect immediately and is prorated. Moving to a smaller one takes effect now, and the lower price starts at your next renewal.

By purchasing you agree to the [Terms of Service](#), including the [refund and cancellation policy](#).

Need more than 25 seats, or a custom contract? Contact us about Enterprise.

Billing & Plan — your current band, seat usage, and the annual/monthly toggle.

Seats, trials and upgrading

Billing & Plan shows your plan, its status, and how many seats you are using.

Seats

One pool, shared by admins and developers. The counter appears both here and on **Users & Teams**.

Hitting the cap refuses new invitations with a dialog naming your limit. Two ways out: offboard people who have left, which frees their seats immediately, or move to a larger plan.

Plan states

- **Trialing**, with the end date shown.
- **Active**, with the renewal date.
- **Past due** — a payment failed. Fix the card before it lapses.
- **Scheduled to cancel** — a notice tells you when it ends.

Choosing a plan

Self-service plans are **seat bands**, not a per-seat meter:

Plan	Seats
Free trial	5, for 30 days
Starter	up to 5
Growth	up to 10
Team	up to 25

You pay the band's flat price whether you fill it or not, so the band you need is decided by your headcount, not your usage. A team of twelve is on Growth's next band up, Team — worth knowing before you plan a hire.

Above 25 seats the page points you at us for Enterprise.

Billing cycle

A **monthly / annual** toggle sits above the plans, defaulted to annual. Annual works out at roughly two months cheaper per year and is billed once; monthly carries no commitment and can be cancelled any time.

Prices exclude VAT, which is added at your local rate during checkout. Business buyers reclaim it, so the net figure is the one worth comparing.

Changing band

Choosing a plan opens a hosted checkout with our merchant of record and returns you to this page. Card details are never handled by Sentilai.

- **Moving up** takes effect immediately and is prorated.
- **Moving down** takes effect now, and the lower price starts at your next renewal — you are not refunded the remainder of the term you already bought.

Managed and Enterprise organizations

If your organization is billed through an agreement rather than self-service, this page shows that instead of a checkout button. Seat changes go through your account contact.

If upgrading is unavailable

You may see a message that online upgrade is not available yet. That is a temporary state on our side, not a problem with your account — contact us and we will move you.

Billing & Plan

Your subscription, seat usage, and upgrade options.

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Billing & Plan — the three seat bands with the annual/monthly toggle. Prices are exclusive of VAT.

What you are billed for

A common and reasonable question: does routing through Sentilai make AI usage cost more?

Sentilai charges per seat band

Your Sentilai subscription is a flat price for a **band** of seats — the shared pool of admins and developers. It does not vary with how many requests your team makes, and it does not vary with how much of the band you use: eleven people and twenty-five people on the same band pay the same.

AI usage is billed separately, and by whom depends on the mode

Subscription mode — the developer's own AI plan pays, exactly as it did before Sentilai existed. Nothing changes about that bill.

Managed API key mode — the request goes out on your organization's provider key and the provider bills you directly, at the provider's own rates. Sentilai does not mark this up and does not resell AI capacity.

The **Mode** column in Activity tells you which applies to any given request, and **Compliance** reports the overall split.

Controlling managed spend

- **Enabled models** on each provider key: the simplest lever. A key that does not enable the expensive model cannot be used to buy it.
- The **Tokens** column in Activity finds the agent loop that is burning far more than anyone expected.
- Your provider's own dashboard remains the authority on what you owe them.

What the classifier costs

The prompt-injection classifier we host ourselves is included. The larger EU-hosted classifier tier is part of your subscription rather than a separate meter — if you are sizing an evaluation and want the details, ask.