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.

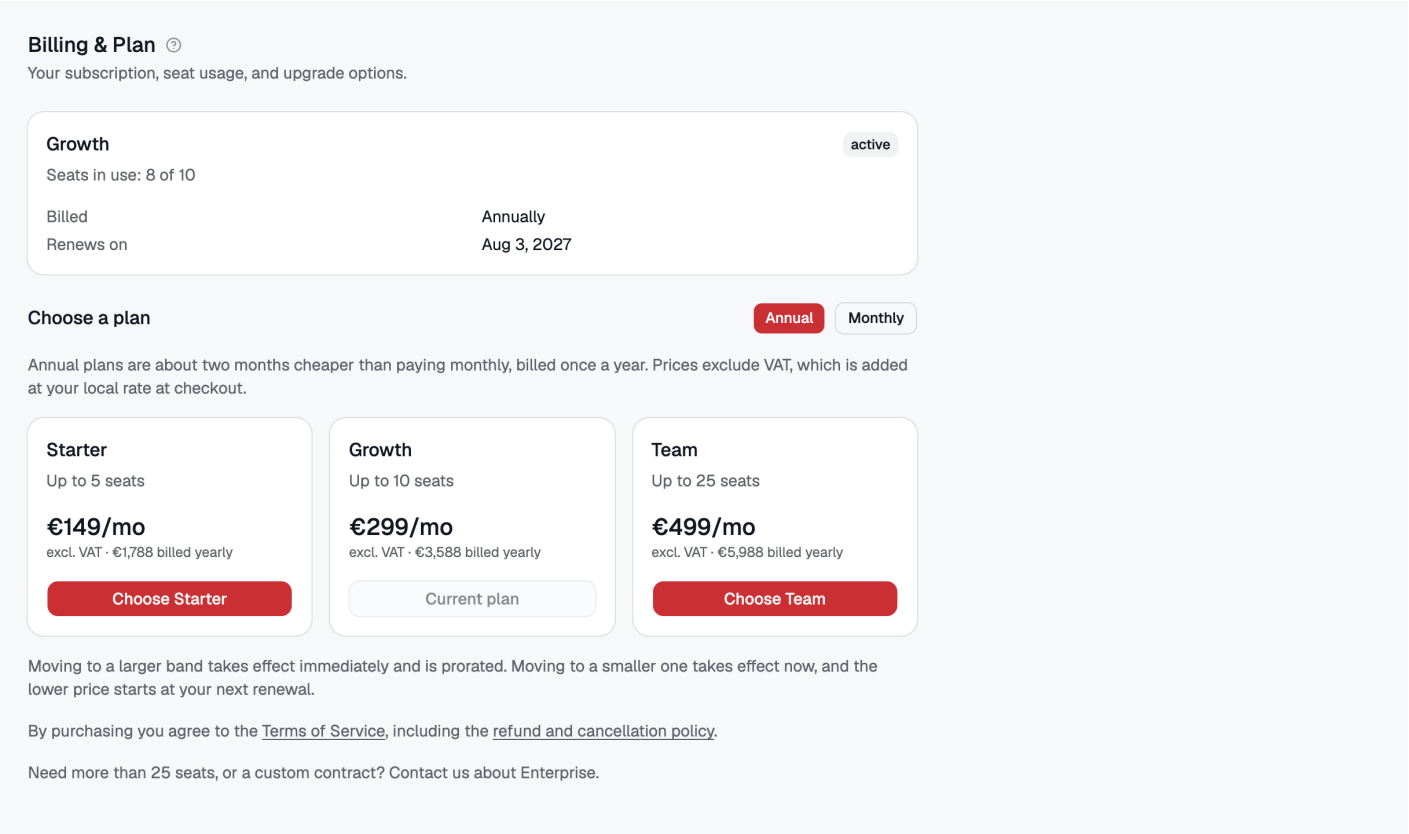
- **Moving up** takes effect immediately and is prorated.
- **Moving down** takes effect now, and the lower price starts at your next renewal — you are not refunded the remainder of the term you already bought.

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

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