Subscription Agreement

Last updated: 2026-09-30 · Version 2026-09-30 (updated from 2026-09-28: billing is now live — replaced the trial-only placeholder in section 5 with the real terms, including the 30-day invoice payment deadline and the suspension-for-non-payment policy)

1. Parties and scope

This Subscription Agreement ("Agreement") is between Vantic (Pty) Ltd ("we", "us") — trading as Vantic, registration number 2026/765066/07, of 68-82 Steenloper Street, Monumentpark, Pretoria, Gauteng, South Africa — and the school, academy, or club subscribing to the Vantic platform ("your Organization", "you"), together with our Terms of Service, Privacy Policy, Data Processing Addendum, and Service Level Agreement, which this Agreement does not replace. The individual who completes signup and payment for a plan represents and warrants that they are authorized to accept this Agreement on their Organization's behalf, and does so as its representative, not merely in a personal capacity — your Organization, not that individual personally, is the subscribing party bound by this Agreement. Where this Agreement and the Terms of Service conflict on billing or subscription-specific matters, this Agreement governs; on everything else, the Terms of Service governs.

2. The service

Vantic provides performance testing, wellness monitoring, injury/return-to-play tracking, and automatic training-program generation for sports coaching and S&C staff, as further described on our website and in the Terms of Service.

3. Plans and pricing

Your Organization subscribes to one of the following plans, scaled by active player count, not team count:

Plan	Price	Player cap
Accel	R499/month	Up to 25 players (add-on to 50)
Velocity	R2,000/month	Up to 120 players (add-on to 200)
Apex	From R7,999/month, custom quote	No player ceiling

Accel and Velocity allow adding players beyond the base cap at a published per-player rate, up to that plan's stated add-on ceiling; beyond that ceiling, moving to Apex is required. There are no setup fees. Prices are in South African Rand, exclusive of VAT unless stated otherwise. We may change plan pricing with at least 30 days' notice to existing subscribers before it takes effect on their next billing cycle.

4. Free trial

Organizations signing up on the Velocity plan receive a 30-day free trial, capped at 120 players, before any payment is required. Accel does not include a trial — billing is set up immediately after account creation. No card details are required to start a Velocity trial.

If the trial ends with no plan purchased, access is paused and data is retained for 90 days so your Organization can export it or subscribe to reactivate — see our Privacy Policy, section 7, for the full timeline.

5. Billing and payment

Card billing is processed via PayFast, a South African payment processor, when available for your plan. Some plans may instead be billed by monthly invoice through Zoho Books, at Vantic's discretion or by arrangement.

Invoices are due within 30 days of the invoice date. If payment is not received within that 30-day period, Vantic may, after a further grace period, suspend your Organization's access to the platform until payment is made — your Organization's admin will be notified by email before and at suspension. Suspension pauses access; it does not delete your Organization's data, which remains subject to the retention timeline in our Privacy Policy, section 7.

6. Term, renewal, and cancellation

This Agreement runs from the date your Organization's paid subscription begins and renews automatically each billing cycle unless cancelled. Your Organization may cancel at any time; cancellation takes effect at the end of the current paid billing period, with no partial-period refund unless required by law.

7. Data ownership and processing

Your Organization retains ownership of all player and staff data entered into Vantic. Vantic processes that data only as an Operator on your Organization's instruction, as described in our Privacy Policy — this Agreement does not change that relationship or grant Vantic any additional rights to use your data.

On cancellation or non-renewal, your Organization has 90 days to export its data or reactivate before player- and staff-identifying fields are permanently deleted — see our Privacy Policy, section 7, for the full retention and de-identification timeline.

8. Service availability, disclaimers, and limitation of liability

Vantic does not currently offer a contractual uptime/availability commitment on any tier — see our Service Level Agreement for the full detail and reasoning. The platform is provided "as is" and "as available," without warranties of any kind, express or implied, except to the extent such warranties cannot be excluded under South African law.

Vantic's scores, benchmarks, injury/wellness flags, and auto-generated training programs are decision-support tools, not medical or professional advice. They are intended to inform the judgment of a qualified coach or strength & conditioning professional, not to replace it. Any decision about a player's training load, return-to-play status, or medical care remains the responsibility of your Organization and its qualified staff.

To the maximum extent permitted by South African law, Vantic's total aggregate liability to your Organization arising out of or relating to this Agreement, however arising (contract, delict, or otherwise), is limited to the total fees actually paid by your Organization to Vantic in the 12 months immediately preceding the event giving rise to the claim, or **R10,000**, whichever is greater. Vantic is not liable for any indirect, incidental, special, consequential, or punitive damages, or for any loss of profits, revenue, data, or goodwill, even if advised of the possibility of such damages.

Nothing in this clause limits liability that cannot lawfully be limited or excluded under South African law, including liability for death or personal injury caused by gross negligence, or liability for fraud or wilful misconduct. This limitation does not extend to claims arising from User-Entered Content (see our Terms of Service, section 8), which your Organization remains solely responsible for. [The R10,000/12-months-of-fees cap above is a starting figure, not a final one — a South African attorney should confirm an appropriate amount for a pre-revenue Pty Ltd,

and confirm whether the Consumer Protection Act 68 of 2008 applies to organizational (non-consumer) subscribers like schools and clubs.]

9. Indemnification

Your Organization agrees to indemnify and hold Vantic harmless from any claim, loss, liability, or expense (including reasonable legal fees) arising from: (a) your Organization's failure to obtain appropriate parental/guardian consent before entering a player's information into Vantic; (b) User-Entered Content or your Organization's use of the platform in breach of the Terms of Service; or (c) your Organization's violation of any law or third party's rights in connection with its use of Vantic.

Vantic agrees to indemnify and hold your Organization harmless from any third-party claim that the Vantic platform itself (excluding User-Entered Content, and excluding any third-party service or integration Vantic does not control) infringes that third party's South African intellectual property rights — provided your Organization promptly notifies Vantic of the claim and allows Vantic to control its defense and settlement.

10. Support

Support is available at hello@vantic.co.za. Vantic is currently a single-founder team and does not commit to a formal support response-time SLA at this stage — this will be revisited as the team grows.

11. Termination for breach

Either party may terminate this Agreement immediately on written notice if the other party materially breaches it and fails to remedy that breach within 14 days of being notified, or immediately if your Organization misuses the platform in a way described as unacceptable in our Terms of Service (e.g. entering player data without appropriate consent).

12. Changes to this Agreement

We may update this Agreement from time to time. Material changes affecting billing or your rights will be communicated to your Organization's admin at least 30 days before taking effect.

13. Governing law

This Agreement is governed by the laws of the Republic of South Africa, and the parties submit to the non-exclusive jurisdiction of the South African courts.

14. Contact

Questions about this Agreement: hello@vantic.co.za