All About Your Kahootz License Costs

Kahootz Support - 2026-10-13 - Licensing & G-Cloud

Where can I view my license details?

Only site owners can access your site license details via Account > Site Admin > License Costs.



How is my license fee calculated? How much will it cost as others get into Kahootz with me?

Two factors influence what you pay:

1. The number of users on your site (a user is defined as an individual email address).
2. The amount of storage allowed for your site.

> **Tip:** Users can be members to multiple workspaces, it doesn't affect the price!
> Also, please note that the more people in Kahootz, the less you pay per user.

How do I order more Kahootz Licenses?

If you wish to purchase more licenses or have any questions, please contact your account manager.

Alternatively, if you're on a trial or not sure who to contact, please email sales@kahootz.com

Your message will be sent to our sales team, who will pass it on to the relevant person.

> **Tip:** We do not force our clients to buy bundles of user licenses.
> If you have 41 users, you can buy 41 licenses rather than 50.

What are service credits?

Should the Kahootz service fail to meet its availability targets under its Service Level Agreement (SLA), you can claim some of your fees back - we call this Service Credit.

Service credits are awarded when the service availability within any calendar month falls below the target service level. The service credit is a percentage of that month's service fee.

For subscriptions that are not billed monthly or change during the calendar month, the service fee is treated as the pro-rata monthly fee.

Availability	Service Credit
>99% and <99.5%	5%
>98% and < 99%	10%
>97% and < 98%	25%
<97%	50%

> **Tip:** Service credits will not accrue unless a site owner is up-to-date with their payment obligations.

To receive service credits, a Kahootz Professional Site Owner must submit a request to accounts@kahootz.com within 30 days of the end of the month in which the service failed to meet its service level agreement.

Do you provide any discounts or reduced rates for annual licenses on Kahootz?

The Kahootz Professional license includes a discount for paying for a year upfront - the annual price is only 8 times the monthly price, essentially giving you four months for free.

We provide a 25% discount for charities, Higher Education and some membership associations on the standard Kahootz prices. To see if your organisation is eligible, please contact us.

For all types of organisations, our pricing model means the per-user cost falls as your numbers increase, making it even more attractive for all your team members to be in Kahootz.

Related Content

- How Does My Kahootz License Work
- Site Usage & Storage Statistics including Active Users & Workspaces
- How-To Contact Support & View your Tickets